**Invitation to Quote**

**Intranet Upgrade**

**31 May 2017**

Dear Sir / Madam:

We kindly request you to submit your submission to our Invitation to Quote to supply to Nacro an intranet upgrade.

This period of engagement is subject to agreement but we expect this to be for an initial period of 3 years with (subject to performance and agreement) 2 extensions each of one further year.

Proposals may be submitted on or before **12 June 2017** (5pm) via email, to [procurement@nacro.org.uk](mailto:procurement@nacro.org.uk)

It shall remain your responsibility to ensure that your response will reach the address above on or before the deadline. Responses received after the deadline indicated above, for whatever reason, may not be considered for evaluation.

Please take note of the following additional requirements and conditions pertaining to the supply of the above-mentioned good/s or services

|  |  |
| --- | --- |
| Delivery Address | **Nacro**  46 Loman Street,  London  SE1 0EH |
| Method of RFQ Submission: | **ITQ – Intranet Upgrade 2017-2020**  Submit your details and offer as an signed electronic file in .pdf format to [procurement@nacro.org.uk](mailto:procurement@nacro.org.uk) |
| Delivery Date | **No later than 5pm on 12 June 2017** |
| Currency and tax | UK pound sterling net of VAT |
| Non-Disclosure | Contractor(s) will enter into a Confidentiality and Non-Disclosure agreement with Nacro as a condition of this Contract |
| Payment terms | 30 days of receipt of a valid invoice |
| Conditions for release of payment | Services as per Contract deliverables |
| Evaluation Criteria | Shortlisting and Interview |

1. Services proposed shall be reviewed based on completeness and compliance of the quotation with the minimum specifications or as described in the Terms of Reference / Scope of Work (TOR/SOW) above and or any other annexes providing details of Nacro’s requirements
2. The quotation that complies with all of the specifications (TOR evaluation criteria) and requirements and offers the lowest price shall be selected. Any offer that does not meet the requirements shall be rejected.
3. Any Purchase Order / Contract that will be issued shall be subject to the General Terms and Conditions herein attached hereto.
4. Nacro is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with your preparation and submission of a quotation, regardless of the conduct or outcome of the selection process.
5. Nacro reserves the right to accept or reject any Proposal, to render any or all Proposals as non-responsive, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Proposer, or any obligation to inform the affected Proposer(s) of the grounds for Nacro ’s action. Nacro shall neither be obliged to award the contract to the lowest price offer.
6. Nacro implements a zero tolerance on fraud and corrupt practices, and is committed to preventing, identifying and addressing all such acts and practices against Nacro, as well as third parties involved in Nacro activities

Yours sincerely

Rocco Zitola

Legal Manager

# **Nacro Intranet Upgrade:**

## Introduction

Nacro is a registered charity (No. 226171) and company limited by guarantee (registered in the United Kingdom 00203583).

Nacro is a national social justice charity with more than 50 years’ experience of changing lives, building stronger communities and reducing crime.

We house, we educate, we support, we advise and we speak out for and with disadvantaged young people and adults.

In 2016 we supported more than 25,000\* disadvantaged young people and adults who face challenges with education, housing, health or who have a history of offending.

We aspire for our work to be consistently high quality, innovative and based on evidence.

We work in partnership with more than a hundred organisations: public, private and charities.

## 

## **Nacro intranet upgrade specification**

**Background**

Nacro currently has two intranet platforms:

1. OneSpace, which is in Sharepoint 2007 and is used by the majority of staff.
2. The Totton College intranet, which is in WordPress and is used by staff based at Totton College, approximately 20% of our staffing cohort. (Totton College is a college which joined Nacro in December 2015.)

Both Nacro’s intranet platforms are contractually unsupported and rely on obsolete technology which means any technical support which can be provided is limited. A technical failure would put our corporate information at risk and would leave us without a method of communication with our staff.

**Aim**

To have a new intranet which is fit for purpose for staff at all sites, supports staff to work more efficiently and improves communication. Content will need to be migrated from our existing intranets into a new content management system.

**User profile**

Nacro has approximately 900 staff and the intranet needs to be accessible to all of them. It needs to be suitable for the following types of users:

Subscribers (i.e. most staff)

Typical tasks include:

* Viewing news and information
* Searching for information and documents
* Contributing to a staff forum (including the option to upload documents)
* Uploading documents (which then need to be approved)

Administrators (up to approximately 20 staff who can edit specific sections)

Typical tasks include all of the above plus:

* Editing, adding and removing content
* Uploading and removing documents
* Approving the uploading of new documents

Super users

Typical tasks include all of the above plus:

* Editing user profiles – different staff can have different levels of access
* Adding and renaming pages and sections
* Changing the structure

ICT team

The provider should advise on options for our in-house ICT team to be able to provide technical support.

**Content types**

The intranet needs templates for different types of pages and posts including:

* Basic text pages
* Pages with text, graphs, charts, photos and images
* Pages which documents can be attached to

**Functionality**

* It should be easy and quick to undertake the following tasks:
  + Navigation between different parts of the site
  + Uploading and editing content
  + Changing the structure and order of pages
  + Changing the layout of pages, e.g. adding/changing different components
  + Uploading and removing documents

**Key features**

* People finder function which syncs with the Outlook directory from two different Outlook systems. This needs to show the individual’s photo, their line manager, their direct reports, their role as part of the organisational structure, and include the option for staff to write profiles for themselves which include their areas of expertise, previous experience, qualifications, interests etc. Staff could use a pre populated drop down menu/list of statements to update their profiles.
* The option for staff names in text to link to individual profiles within the people finder function.
* An effective search function, ideally with an autocorrect feature. After users enter a keyword and click enter they will be presented with a list of search results sorted by relevance. The search field should appear at the top of all pages. Search results which have been posted more than 18 months ago in certain sections, e.g. the staff news section, should not appear.
* A corporate calendar function which can display and be filtered by different categories of events. Only administrators need to be able to post events. It needs to have the option for different events to only be viewable by specific groups of subscribers.
* Pages need to auto refresh so users can see new content and comments as soon as they are posted.
* A poll function which staff can complete and automatically updates.
* A live chat function where staff can be available to answer questions about a specific topic and all users can view the conversation in real time.
* A room booking function which all staff can use to view availability and book rooms.
* The option for graphs and charts to be displayed and editable by administrators.
* The intranet needs to be able to host videos.
* The option for a specific area where staff can report, track and feedback on ICT issues.
* Documents and links to external sites should open in a new window.
* All content, including documents, needs to be printable in a clear format.
* Links to external sources, including certain pages from the Nacro website and the Nacro Twitter feed need to appear within frames on the intranet.
* A link to Outlook needs to be on the homepage.

Sections

* A staff news section for sharing organisational wide news items which appear in reverse chronological order. Only super users need to post news items. The option for news to rotate on a carousel function and pinned content. Staff news items need to be easily categorised and searchable for all users. All staff need to be able to like and comment on news items. It needs to be possible to schedule news items in advance.
* A staff forum which all staff can contribute to by posting messages, images and attached documents. All staff need to be able to like and comment on forum messages.
* A blog section. Only super users need to post news items. All staff need to be able to like and comment on blogs.
* Sections for different business areas and departments (all of these should be accessible to all staff).
* The option for specific sections which only certain users can access.
* Pages and documents need a categorisation system.

Document management system

* In-built document management system which clearly shows how up to date documents are, who the author is, and has a checklist which staff can use before uploading documents.
* Documents need to appear on different pages and in some cases be broken up into different sections on the same page.
* The option for subscribers to be alerted when documents are added and updated and for subscribers to confirm that they have read documents.
* The option for subscribers to be alerted when documents they have authored are due to expire.
* The option for certain documents e.g. forms to be completed online and saved to a specific subscriber’s profile.
* The option for individuals to work on documents together.

**Visual design**

* It needs to be easy to use.
* The look and feel needs to be in line with the branding style of our external websites.
* Some of the basic aspects of the intranet need to be easily editable e.g. colours can be changed.
* It needs to be easy to add photos and pictures.
* Breadcrumbs should be displayed at the top of all pages except the home page.
* The same header and footer needs to appear on all pages.

**Accessibility**

Staff need to be able to access the intranet using Single Sign On. Once they are signed in on a Nacro device or via Citrix they should be able to access the intranet.

It needs to have a mobile responsive design staff who are not regularly office based can access it easily on mobile devices.

The provider needs to advise on options for staff to access the intranet on non-Nacro mobile devices and implications for data security.

It needs to follow the same accessibility guidelines as our external websites.

**Usage monitoring**

The intranet needs a usage monitoring system which records:

* + number of clicks individual pages receive in a given timescale
  + number of users and top users for individual pages
  + what search terms are being entered

The intranet needs to be compatible with Google Analytics.

**Technical detail**

The following browsers, including mobile browsers, need to be supported:

- Internet Explorer

- Mozilla Firefox

- Google Chrome

The provider needs to advise on how the intranet would be updated to support newer versions of these browsers.

It needs to be integrated with two different Outlook directories (Nacro and Totton College).

We also use the following systems:

* Outlook directory
* OnePhone systems
* HR self service
* ICT self service
* Finance systems
* Incident management system
* Property information database
* Microsoft Dynamics
* iLearn
* E-learning
* PICS
* OmniLedger
* Any other Totton College systems

The provider needs to advise on hosting options.

The provider needs to advise on options for technical support packages.

The provider needs to advise on what sort of shelf life we should expect from the intranet.

**Contingency**

The provider needs to advice on contingency options.

**Post development**

Training on the new intranet will be necessary.

There will also need to be a user acceptance testing phase.

**Communication throughout the process**

We will require:

* an initial extended face to face meeting to scope the project
* advice from the supplier about additional needs/requirements
* **a technical specification outlining the technical solution**
* an implementation plan on how the provider proposes to deliver the specification
* a migration plan detailing how content will be transferred
* daily verbal or email updates on the project
* weekly written progress reports with projects highlights, risks, dependencies and due and overdue actions
* an extended face to face meeting two weeks before the project is due to end
* a written evaluation report at the end of the project

## **Response**

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| --- | --- | --- |
| **Qu** | **Nacro requirement** | **Response** |
|  |  |  |
| 1. | Please provide your pricing structure |  |
| 2. | Please confirm whether there are any other recurring or periodic fees charges payable |  |
| 3. | Please confirm that an account/contract manager will be appointed to manage this contract |  |
| 4. | Please confirm whether your data centre is UK based |  |
| 5. | Please confirm that you hold ISO27001 and that the scope of applicability includes the services subject to this ITQ. Please provide a copy or a url / web-link |  |
| 6. | Please confirm whether you hold ISO9001 and ISO14001 |  |
| 7. | Please confirm development and implementation timeframe. Please provide a sample project plan Please confirm the earliest date the service will be available to go ‘live’ |  |
| 8. | Please confirm what training or support will be given to Nacro |  |
| 9. | Please enclose a copy of your Service Level Agreement |  |
| 10 | Please provide a copy of your contract terms |  |
| 11 | Please provide a copy of your insurance policies and confirm indemnity levels |  |
| 12 | Please provide a recent referee that we may contact |  |