

TENDER

FOR

**REDESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF WEBSITE 2021 to 2024**

FOR

 HARPENDEN TOWN COUNCIL

Carl Cheevers

Town Clerk

Harpenden Town Council

Town Hall

Leyton Road

Harpenden AL5 2LX

BACKGROUND

Harpenden is a thriving commuter town with some 30,000 residents and a growing number of small to medium sized businesses. Despite this, Harpenden still retains a "village" feel with its tree lined High Street, town greens, period cottages, and Common – 96.39 hectares of open space that supports cricket, football and golf clubs whilst boasting a County Wildlife Site designation.

To support this, Harpenden Town Council is forward thinking and progressive and prides itself on being at the forefront of providing up to date and relevant information to its residents and the wider general public.

We are seeking tenders for the redesign, development, hosting and maintenance of our website [www.harpenden.gov.uk](http://www.harpenden.gov.uk) for the period of 2021 to 2024. With the option of a two year contract extension at the end of this period.

The appointed contractor will be expected to work with the Town Council to design and develop a modern and user-friendly website and to provide the relevant hosting and maintenance required.

The successful contractor will be suitably experienced and qualified to undertake this tender and be able to provide sample design ideas for our website and examples of similar successful projects that they have been involved in and if requested present their ideas to the client in the form of a visual presentation.

INSTRUCTIONS TO TENDERERS

Harpenden Town Council (hereafter referred to as the “Client”) invites tenders for the redesign, development, hosting and maintenance of its website – [www.harpenden.gov.uk](http://www.harpenden.gov.uk).

Tenderers submissions should propose a cost-effective solution taking into account the Client being a public body which is funded by public monies.

The Contractor shall make themselves fully conversant with the Client’s requirements by reading the invitation to tender and understanding the requirements set out in the tender document. The Contractor is required to raise any issues on which they require clarification prior to submission of their tender, as no claims arising from their failure to do so will be entertained by the Client following the submission of tenders.

**SUBMISSION OF TENDER**

1. Tenders are to be sent by post or delivered by hand in an envelope clearly labelled *‘Private and Confidential Tender – Website Redesign Tender 2021 – 2024,* addressed to Carl Cheevers, Town Clerk, Harpenden Town Council, Town Hall, Leyton Road, Harpenden, Hertfordshire, AL5 2LX, so as to be received **no later 12 noon, 13 December 2020.**
2. Contractors are required to note that it is the Contractor’s responsibility to ensure that any tender delivered by hand in response to this invitation is actually received by the Client by the above date and time.
3. All prices are to be quoted exclusive of VAT.
4. The Contractor’s attention is further drawn to the insurance requirements of the Client, with Product Liability Insurance of £5m minimum, or such other amount as the Client may agree in writing. The successful Contractor will not be awarded the contract until acceptable evidence of this insurance has been approved by the Client and a risk assessment provided. During the term of contract, the contractor is to supply evidence of annual renewal of insurance.  Failure to do so could entitle the Client to terminate contract.

5. The Client will write to all Contractors at the conclusion of the tender selection process advising of our decision and its rationale.

6. The Client may reject any tender not complying in any particular matter and their decision in that regards shall be final.

7. The Client does not bind itself to accept any offer made by any Contractor, nor does the Client guarantee that it will decide to award a contract.

**8. Arithmetic Accuracy of the Tender**

8.1 If the Client suspects that there has been an error in the pricing of the Tender the Client reserves the right to seek such clarification as it considers necessary from the Contractor only.

8.2 It is the responsibility of the Contractor to check that all unit rates and other information entered in their Tender Schedule are accurate. If arithmetical mistakes are found after the contract has been awarded, they will not be taken into account. The figure agreed at the time of contract will prevail.

**9. Confidentiality**

9.1 All information supplied by the Client in connection with this invitation to tender shall be regarded as confidential by the Contractor except such information that may be disclosed for the purpose of obtaining sureties and quotation necessary for the preparation of the tender. The Tender documents are and shall remain the property of the Council.

**10. Timetable**

* Tenders Issued: 13 November 2020
* Return date for Tenders: 11 December 2020
	+ - Assessment and final decision: 1 February 2021
* Award and Regret Letters: 5 February 2021
* Agreement of Contract by: 31 March 2021
* Commencement of contract: 1 July 2021

**11. Award Criteria**

* Build and Design Price = 30% (demonstrating value for money)
* Maintenance, Support and Hosting = 30% (demonstrating value for money)
* Creative Innovation and Design = 40% (from design ideas submitted)

**12. Assessment Process**

All submissions will be assessed in line with the Harpenden Town Council financial regulations.

**13. Contact Details**

 Any question regarding these documents and the specific requirements of the Client must be made in writing by e-mail to **both** heather.scott@harpenden.gov.uk and

 bailey.donoghue@harpenden.gov.uk and specifying that the e-mail relates to the ‘Harpenden Website redesign’.

 In order that full consideration can be given, and responses can be forwarded to all Contractors, comments and questions must be received no later than 4 December 2020. Questions and queries received after this may not be considered.

**Appendix A**

**SPECIFICATION FOR THE REDESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF HARPENDEN TOWN COUNCIL’S WEBSITE 2021 to 2024**

**Scope of Tender**

**Introduction**

The current client’s website is over nine years old and needs to be streamlined and redesigned to make it more accessible and informative. The website also lacks the capabilities of supporting media methods such as videos. Users have also indicated that the website is very difficult or somewhat difficult to navigate.

**Design and Accessibility**

* Distinctive and eye catching to follow the existing corporate ID style and using the client’s logo. Images of Harpenden to be utilised throughout (provided by the client). A Mobile-friendly version of the website will be required.
* Fully and easily accessible to all users and adheres to WCAG 2.1 guidelines
* Cross browser support – must be viewable by all major web browsers – Including but not exclusively - Explorer, Edge, Chrome, Opera, Firefox and Safari.
* Accessible to all search engine spiders and coded with good on-page search engine optimisation.
* Available to view on all devices and platforms such as:

 Windows

 Apple, including iPad’s and iPhones

 Android tablets and smartphones

* Search facility across all elements of the website, including uploaded documentation.
* Links to and feeds from the Town Council’s Facebook, Twitter and Instagram accounts.
* Interactive readers for newsletters and documents
* Booking and enquiry forms
* Events Calendar

**Content Management System**

* Integrated Content Management System which enables authorised administrators to make changes to site as is reasonably practicable, but as a minimum should include ability to:

 Make changes to existing content

 Add new content, including text, pdf’s, video material, photographs, maps etc

 Create and arrange new pages.

 Make changes to navigational headings and banners

* Security levels and audit trails to protect integrity of the content.
* Sufficient metadata to allow effective indexing and searching
* Website to be compatible with the displaying of the Client’s committee papers created in the Modern.Gov system
* Copyright of all content to remain the property of the Client.

**Site Navigation**

Although not prescriptive, the major sections to be included in the site are:

Home

What We Do – including Allotments, Community Engagement, Community Grants, Harpenden in Bloom, Farmers’ Market, Key Projects (with subheadings), Park Hall, Parks & Open Spaces (with subheadings), Planning (with subheadings), Town Centre (with subheadings) and Volunteering Opportunities (with subheadings).

The Council - Annual Report, Consultations, Corporate Objectives, Council Meetings, Council Staff, Councillors, Financial & Transparency Documents, History & Coat of Arms (with subheadings), Public & Statutory Docs, Town Mayor and Vacancies & Tenders

News & Events - Events Calendar (with subheadings), Forum Newsletter, News/Press Releases (with subheadings) and Highways & Transport

Contact Us - Information Point, Complaints, Consent, Freedom of Information, General Enquiries, How to Find Us

**Statistical Information**

* Breakdown information on the number of visitors to the site and the pages visited is required.

**Hosting, Development, Maintenance and Training**

* The registration of the domain name (www.harpenden.gov.uk) with necessary search engines. The Client’s email accounts are linked to this domain.
* Full hosting of the website for the duration of the contract.
* There is a level of in-house competency in web design and development, however, it is appreciated some development and updates will need to be carried out the preferred contractor.
* Collaboration with Modern.Gov system providers will be required in relation to delivery of committee paper element of website.
* Maintenance and support by the preferred contractor will be required during weekday working hours with a mutually agreed rectification period.
* Training of members of staff will be required before website launch.
* Tenderer to be responsible for data protection (GDPR) compliance/legends.

**Timing**

The Client is looking for the new website to be launched between April and June 2021.

**APPENDIX B**

**FORM OF TENDER - GENERAL NOTES AND GUIDANCE:**

In addition, the Contractor is also required to complete the following documentation;

-Key Information

-Form of Tender

-Collusive Tender Certificate

**DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF HARPENDEN TOWN COUNCIL’S WEBSITE 2021 to 2024**

**Key Information:**

|  |
| --- |
| Please outline details of your insurance coverage appropriate to undertake this contract: |
|  |
| Please outline details of example work carried out similar to this contract: |
|  |
| Please provide details of customer references who can be approached: |
|  |
| Please provide details of project staff, their training and experience relevant to the works: |
|  |
| Please set out what accreditations are held e.g. ISO9001, ISO27001, CyberEssentials: |
|  |
| Please provide details of your policy on security (physical and IT). Availability of website and data backup and where the site and data will be located: |
|  |

Please note that the Contractor selected to undertake this Contract will have to provide documentary evidence of Insurances, Health and Safety policies and relevant operative training prior to Contract award. In addition, the Contractor selected will have to provide a Method Statement and Risk Assessment to demonstrate how the works will be carried out safely.

**FORM OF TENDER**

**REDESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF HARPENDEN TOWN COUNCIL’S WEBSITE 2021 to 2024**

To: **Harpenden Town Council**

Having examined the Conditions of Contract, Outline Design Brief, and full specification for the carrying out of the above-named works, I/we offer to complete the whole of the said Works in conformity with the above for the sum of:

(Amount in words): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Amount in figures): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I/We certify that:

1. the amount of this Tender has not been communicated to anyone except the Client;
2. the amount of the Tender has not been adjusted as a result of an arrangement with anyone other than the Client; and
3. no agreement has been made with anyone to refrain from tendering.

I/we undertake to enter into a Contract to be prepared by the Client incorporating such Conditions of Contract, Specification, and Drawings and agree that, until such Contract is prepared and executed, this tender together with your written acceptance thereof shall constitute a binding contract between us.

I am/We are able and willing to deliver the full specification of the Works starting on 1 July 2021 through to 30 June 2024.

I/We understand that you are not bound to accept the lowest or any Tender you may receive, and you will not pay any expenses incurred by us in connection with the preparation and submission of this Tender.

I/We confirm that I/We have no objection to the amount of this Tender being included in a list to be submitted to all Contractors who provide a Tender for the Works.

|  |  |
| --- | --- |
| Date:  |  |
| Signature:  |  |
| Designation:  |  |
| Company Name:  |  |
| Address:  |  |
|  |  |
| Contact Person:  |  |
| Tel no.  |  |

**COLLUSIVE TENDERING CERTIFICATE**

**REDESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF HARPENDEN TOWN COUNCIL’S WEBSITE 2021 to 2024**

In recognition of the principle that the essence of selective tendering is that the client shall receive bona fide competitive tenders from all those tendering.

WE CERTIFY THAT

1. The tender submitted herewith is a bona fide Tender intended to be competitive.
2. We have not fixed or adjusted the amount of the Tender under or in accordance with any Agreement or arrangement with any other person.
3. We have not done, and we undertake that we will not do any time before the hour and date specified for the return of the tender any of the following acts:
4. communicating to a person other than the person calling for those tenders the amount of approximate amount of the proposed tender, (except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the Tender);
5. entering into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted; and
6. offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having or causing or having caused to be done in relation to any person for doing or having or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above.

In this Certificate:

1. “Person” includes any persons any body or association, corporate or unincorporated.
2. “Any agreement or agreement” includes any transaction of the sort described above, formal or informal, and whether legally binding or not.

DATED this …………………………… day of..........................................…………….2020

SIGNED (as in Tender) ………………………………………………………………………...........................

Duly authorised to sign for and on behalf of ……………………….................………………………...