Request for Quotation

Specification for website hosting, technical support and new website design and development

Statement of the services sought and bidder response template

December 2017

1.   About Arden & GEM Commissioning Support Unit

Arden & GEM is one of the largest Commissioning Support Units in the country. Our customers include more than 60 Clinical Commissioning Groups (CCGs), NHS England, local authorities and a range of care providers.

With offices throughout the Midlands, North West and South East we cover a core geographic patch that extends to Greater Manchester in the north and Essex in the south. Our services are built on a strong foundation of experienced people who build great relationships, a commitment to NHS values and a thorough understanding of our clients and the challenges they face.

We provide real value to our customers by working at scale, creating the synergies and innovation that ultimately drives improved patient outcomes and makes commissioning resources work harder.

Our cornerstones are quality, value, innovation and complete customer focus.

We are a 'one-stop shop' for commissioners. Drawing from our extensive experience, our services bring local knowledge and relationships whilst offering the benefits of operating at scale and sharing best practice.

Arden & GEM Commissioning Support Unit:

- Emphasises excellence and high performance

- Provides value for money

- Adds regional strength to local relationships

- Offers a synergy of NHS core values and commercial enterprise

- Embeds innovation and transformation - a need to work differently to succeed

- Develops new career and personal development opportunities for staff

NHS Arden & GEM CSU provides high quality services for citizens. We deliver commissioning support, business support and clinical support services to over 60 CCGs, NHS England, local authorities and care providers. We focus on exceptional local delivery while operating at scale to provide value and share innovation.

NHS Arden & GEM CSU's engagement, communications and social marketing team have extensive experience working in and with public and private sector health and social care organisations and share your passion to transform people's lives through better care. The long term health and wellbeing of our citizens continues to be a key driver for clinical commissioning decisions. As experts in social marketing, we also devise and run engagement campaigns to effect attitude, whether to encourage healthier lifestyles or to change perceptions about how individuals access services.

2. Website support requirements

The Arden & GEM Engagement, Communications and Marketing Team currently provides hosting and technical support for 17 different CCGs sites utilising three different web platforms and suppliers. We would like to consolidate our support package with one supplier, ensuring that hosting and technical support is undertaken by one responsive service in order to provide high quality support to our customers.

In addition, a number of our CCGs may be wishing to overhaul their websites in the future and we wish to ensure we have a web platform for future sites that is able to keep abreast with new developments in online technology and can meet our customers' requirements to integrate use of video, social media and password protected areas into their sites. We also have a requirement for development of new campaign microsites on an adhoc basis.

About the websites

Site	Platform	Pages in Sitemap	Size	Components	Member's Area?
Section 1 websites – These sites are on a bespoke platform and may need to be rebuilt on a new platform if the successful provider does not have access to this platform.					
Milton Keynes CCG http://www.miltonkeynesccg.nhs.uk/	Zinc	265 pages 334 news 1345 documents 45 users			Yes
Milton Keynes Intranet http://miltonkeynes.intranet247.org/	Zinc	70 pages 35 news 161 documents 172 users			Yes
MK Shaping Health http://www.bedsandmkhealth.org/	Zinc	101 pages 32 news 123 documents 0 users			No
South Warwickshire CCG http://www.southwarwickshireccg.nhs.uk/	GP Fusion	230 pages 195 news 1803 documents 250 users			Yes
Warwickshire North CCG http://www.warwickshirenorthccg.nhs.uk/	GP Fusion	256 pages 178 news 1000 documents 160 users			Yes
Section 2 websites – These sites are on an open source platform and the hosting will need to be transferred to the successful provider.					
Birmingham South Central CCG (Website & Member's Area) http://bhamsouthcentralccg.nhs.uk/	Joomla	142 pages 76 Member's Area	3.3 GB	Community Builder, DOCman, Form Maker Lite, GEO Radius Search, JargonBuster, JCE Editor, JEvents, OS Map Free, Widgetkit, Zh GoogleMap, ZOO	Yes

Birmingham CrossCity CCG (Website & Member's Area) http://bhamcrosscityccg.nhs.uk/	Joomla	144 pages 109 Member's Area 11 Nursing Homes 4 System sections 4 Hidden pages	25657 .8 MB	Ark Extension Manager, Community Builder, DOCman, Fabrik, Form Maker Lite, JCE Editor, JEvents, Kunena Forum, OS Map Free, Widgetkit, ZOO	Yes
Solihull CCG (Website & Member's Area) http://solihullccg.nhs.uk/	Joomla	112 Pages 119 pages	6723. 5 MB	DOCman, Fabrik, Form Maker, JCE Editor, JEvents, Widgetkit	No
Sandwell & West Birmingham CCG http://sandwellandwestbhamccg.nhs.uk/	Joomla	110 pages 64 Member's Area	14569 .6 MB	Community Builder, DOCman, JCE Editor, JEvents, OSE Fileman, Widgetkit, Zh GoogleMap	Yes
Walsall CCG (Website & Member's Area) http://walsallccg.nhs.uk/	Joomla	143 Pages 63 Member's Area	5154. 5 MB	JomSocial, DOCman, GEO Radius Search, JCE Editor, JEvents, Widgetkit, Zh GoogleMap,Zoo	Yes
Wolverhampton CCG (Website & Member's Area) https://wolverhamptonccg.nhs.uk/	Joomla	167 Pages 2 Hidden Pages 9 Forum Pages 7 Team W Pages	4097. 2 MB	!Cagenda, Community Builder, DOCman, JCE Editor, JEvents, Kunena Forum, Newsfeeds, OSE Fileman, Smart Slider 2, Widgetkit, ZOO	Yes
Your Care Connected (Website) http://midlandsyourcareconnected.nhs.uk	Joomla	70 Pages	673.1 MB	ALF Contact, SP Page Builder	No

We have three requirements:

1. Hosting for all sites
2. Technical support for all sites
3. New website design and development

Requirement 1 - Hosting

The provider will need to provide secure hosting services to the following standards:

If the responder is looking for the system server(s) to be hosted internally details of the technical specification of these are to be provided in the response.

- CPU
- RAM
- Hard Drive Space requirement
- Prerequisite Specialist software (MySQL etc)
- Operating system preference (we are a MS Windows based environment)
- Hyper-V compatible?
- IOPs requirement versus concurrent users. This is to ensure storage would be available with the required capacity

If non-windows operating system is supplier's choice. The supplier would be responsible for maintenance of the server for the life of the contract including all patching and security.

Remote access to the server would be via VPN from the supplier and we would support opening the relevant ports and amending local firewall rules to allow this to happen.

If the respondent is looking to host the solution for us. Arden & GEM Commissioning Support need to seek assurances of compliance to the following standards:

• ISO 27001: Information Security Management System
• ISO 14001: Environment Management System
• ISO 9001: Quality Management System
• PCI Data Security Standards (PCI DSS)
• BSI PAS 2060: Carbon Neutral
• DCIM
• NiC EIC Approved Contractor

Physical location
Any external hosting and backup must be EU based at a minimum, ideally UK. However, if the supplier is willing to work with our information governance teams to get their hosting certified as suitable other locations could be possible.

Availability
Supplier is to provide their current and last year service availability information to support selection. Currently the organisation is using Office 365 for a collaboration system and would be looking for similar levels of availability (99.9% and fiscally backed for drops in service that exceed the tolerance).

Backups and Disaster Recovery
The supplier is to outline their approach to backups and disaster recovery as well as the test schedule that they adhere to.

Contract Exit
At the end of the contract the provider will provide support for migration from the platform to another supplier. Costs and breakdown of likely costs are to be outlined in supplier's proposal. Additionally, there will be no termination fees on the supplier's contract.

Return of Data
Upon request by us the supplier will make available to us a download file of each site data in an industry standard format along with attachments in their native format.

Responsiveness

Currently Arden & GEM Commissioning Support work on the table shown below. If a supplier wishes to use a version that they have which is on similar guidelines they are to provide this in their submission.

Priority	Response Time5	Time to Resolution6	Definition
1	One (1) business hour of the initial contact	As quickly as possible; normally no more than two (2) hours, from the initial contact	A mission critical system/service is down/unavailable and no work around is available
2	Four (4) business hours of the initial contact	As quickly as possible; normally no more than one (1) business day, from the initial contact	A mission critical system/service is down/unavailable, but a work around is available or the system is working slowly/partially
3	One (1) business day of the initial contact	One (1) business day, from the initial contact	A task, service, or individual is impacted and no work around is available
4	Two (2) business days of the initial contact	Four (4) business days, from the initial contact	A task, service, or individual is impacted and a work around is available
5	Five (5) business days of the initial contact	Fourteen (14) business days, from the initial contact	A task, service, or individual is impacted, but there is low/no impact on productivity

Requirement 2 - Technical support

Access to technical support is required to supply ongoing maintenance and technical support as well as technical development of the sites as customers require new functionality.

User support

Access to a user technical support service desk is required, via telephone and email, between 8am and 5pm – Monday to Friday. Additional out of hours support would be required if a website went down over the weekend for example.

Application support

Applications support is required to ensure the CMS platform / website and its plugins are kept up to date. This would include:
• Bug fixes
• Managing application level backups
• Undertaking site audits and malware scans
• Software updates/patches
• Monitoring key files for unauthorised changes
Regular security update patches for both OS and CMS software and should be reviewed monthly

Training

Training of the team and any new starters on using the CMS system is required. This would involve training for 10 individuals per year. This training is to include all material to allow the trainee to conduct normal daily operations on the system.

Responsiveness

We are looking for a responsive service which can respond in a timely manner to requests and technical issues. Providers should outline their standard response times.

Requirement 3 – New website design and development

If the successful provider does not have access to the existing platform for the section 1 sites, then the section 1 sites will need to be transferred to a new platform.

In addition we would expect an average of four new microsites per year.

Dynamic Functionality to be Included

☐ Animated slider to home page
☐ Auto-play Video to home page
☐ Video integration
☐ Photography
☐ Illustrations
☐ Image gallery
☐ Social media integration (i.e. Facebook badges, like buttons, twitter feeds)
☐ Contact forms
☐ Booking forms
☐ Newsletter integration (e.g. subscribe for our newsletter).
☐ Discussion forum
☐ Events calendar

☐ Events bookings
☐ Event payment set-up
☐ RSS (Really Simple Syndication) feeds
☐ Blog
☐ Online surveys
☐ Accessibility information/toolbars
☐ Password protected member's area
☐ Resource library. Pdf CMS upload and site download.

Hosting, Technologies and Security

- The site must have an SSL certificate and use the https protocol.
- The use of robust HTML 5, CSS and JavaScript is expected on the front-end of the site.
- Content and user information must be stored on a secure database.
- Sensitive data stored on the database to be encrypted. Passwords must be appropriately hashed and not stored in plain-text.
- An appropriate content management system that allows all content to be safely edited by ARDEN & GEM trained administrators.
- Access to the website's content management system must be strict and contain different levels of user permissions.
- Open source code is preferred; any additional bespoke code/ language used must be specified within the tender proposal.
- Prepare a robots txt file
- Create custom 404 error page
- Install Google analytics
- No pop-ups, modal boxes etc.
- Any domain names registered on behalf of this tender, must be registered to us the client.

Accessibility and Compatibility

- The website must be built with valid HTML5 mark-up to W3C standards.
- Must be fully responsive and accessible across all devices. This must be fully tested.

- Must be compatible and fully tested with all modern browsers. Including Chrome, Firefox, Edge, Internet Explorer 11 and Safari.
- Load Time: Each page of the site must load within 3 seconds.
- Site navigation must be clear and concise.
- Content must be structured appropriately to allow for screen readers and audio synthesisers to consider users that are visually or hearing impaired. Including appropriate use of page headings and paragraphs.
- All media must offer a descriptive text-based alternative.
- Fonts must be legible across all devices with respect to style, spacing, colour and size.
- All aspects of the design must use appropriate colours to cater for colour blindness.

Site Testing

The supplier is required to perform a series of load tests on the built site on the hosted environment and report results. (Note that the responsibility for hardware performance will rest with the hosting supplier).

The supplier is required to carry out appropriate testing in order to demonstrate that the page design of the built site meets W3C AA standard as a minimum.

SEO and Analytics

- Must be fully optimised for search engines.
- All areas of the site must be optimised for enhanced social sharing with Open Graph mark-up.
- Must include detailed user analytics including browser, device and location statistics.
- Our current website page URLs should be mapped to the corresponding areas on the new website.
- Analytics tools accounts will be created by the supplier and managed by Arden & GEM once UAT has been signed off

User Type Capability

The CMS software / Website Solution must support at least five user account types with different levels of access and admin rights (e.g. super administrator, administrator, approver and editor). The CMS software / Website Solution must allow local (Arden & GEM) management of user accounts. The CMS software / Website Solution must make it easy to define which sites and sections a user can edit/approve.

Set Up of User Types

The supplier will create up to five user account types as specified by Arden & GEM.

Development

In addition to the resources required to deliver the sites, we require the supplier to provide a block of 10 days of technical development resource, available on a call-off basis to support additional requirements that may emerge during the implementation phase. The resource can be called off by Arden & GEM at any time (subject to reasonable notice) in units of quarter days or multiples thereof

Technical development resources must be conversant in the following, if used in the solution implemented:

- .NET coding - Supplier must be able undertake development work using the .NET framework version 4.0 or above.
- Website technologies - HTML5 and CSS3 preferred
- Operating system - Windows Server 2008 R2 preferred
- Web server - IIS preferred version 7.0 or above
- APIs - RESTful API preferred.
- Development tools

Training

The supplier will provide sufficient on-site training (Warwick) to teach up to 10 Arden & GEM staff to use the system, including:

- Security model and account management
- Other administrative functions
- Template creation
- Scheduling
- Report management and set-up
- Building of forms, tables, workflows, and file-store

The level of training delivered should be sufficient to enable all attendees to fully understand and use the functions listed and to be able to deliver training in these areas to other internal users.

Training Capability

We require the capability to be able to roll out training to additional users beyond the initial tranche delivered by the supplier. We may need to train additional admin users and we will certainly need to train editing authors.

Possible formats for this training capability include:

- Training content in CMS interface to support staff
- Training manuals
- System documentation
- Other online materials and communities

User Acceptance Test Management

All deliverables described in this ITT will be subject to User Acceptance Test (UAT) sign off. The supplier must establish an overall process for UAT that ensures that Arden & GEM is confident that the UAT plan has been delivered.

The supplier will deliver a UAT plan, including schedule, test scripts and sign off arrangements.

The supplier will manage the UAT for each deliverable, to include the capture and incorporation of feedback and remediation/issue resolution.

Online Access

We require the ability to securely access the live pages and CMS and sites via the internet.

Platform Compatibility

Platform: PC compatibility required. Microsoft Windows compatibility required

Audit of CMS and Site Usage Capability

Ability to track and produce reports on page age, last edit, who edited, unlinked pages and log-ins.

Content Management

Page templates

The CMS and site software must offer the ability to display content in a variety of required styles. System must have the capability to create templates using global objects for header, footer navigation and style. A change to the global object changes it across the site reducing the effort of making branding changes. Ability to change page styling through editable CSS.

This is to accommodate and organisations change of identity and the CMS and site software must be able to accommodate this.

Filter

Capability to filter lists of content based on tags such as news, events, sitemap.

User-Friendly URLs

Capability to create and assign user-friendly URLs to either pages in the CMS or to external URLs eg www.anyccg.nhs.uk\stop redirects to www.anyccg.nhs.uk\campaign\stopsmoking.html

Automated Redirects

The CMS software / Website solution must have the capability to automatically create multiple redirects if sections of the site are moved.

Forms

Capability to build and/or incorporate forms (e.g., user surveys, feedback). Must be able to capture results for extract and reporting and export results in Excel format (with headings) for integration with other system.

Tables

Capability to display content in flexible table format, with the ability to size columns and rows and add links.

Forums Capability

Capability to set up and manage forums.

Rich Media Capability

Capability to host and display podcast and video content.

Document Type Capability

Ability to manage and support standard document formats, including: PDF, excel, CSV, Word, .wmv, jpeg, etc.

Versioning

The CMS and sites software must have the capability to revert back to a previous version of a live page (e.g. if a page is made live by accident or faults are identified after publication).

The CMS software / Website solution must allow the user to revert the status of a brand new published page to unpublished.

CMS Maintenance and Accessibility

Workflow

The CMS software / Website solution must have the capability to create multi-stage workflows with automated alerts, notification, and approvals.

Content Connections

The CMS software / Website solution must have the capability to share content via RSS or to social media platforms; e.g. Twitter.

Caching

The CMS software / Website solution must have the capability to cache pages/data.

Metadata Validation Capability

The CMS software / Website solution must have the capability to ensure customisable metadata and taxonomy tags are entered before a page can be submitted for review/published. Must follow eGMS standards for storing metadata.

Usability Capability

The CMS software / Website solution must be an easy to use and intuitive system - WYSWYG format for page content is the preferred option

Accessibility Features

The CMS software / Website solution must have the capability to aid accessibility, e.g. printable pages, adjustable text size and colour, alternate titles.

Must provide automatic validation of the accessibility standard of a page.

Broken Links

The CMS software / Website solution must have the capability to globally change a reference to a link throughout the website.

Document Management Capability

The CMS software / Website solution must have the capability to identify all locations of a linked document so that it prevents the deletion of linked files.

File-store

The CMS software / Website Solution must use a flexible file-store with, for instance, drag and drop and ability to batch upload of documents. Document upload should not affect performance.

Scheduled Publication Capability

The CMS software / Website solution must allow us to schedule content to go live automatically at a certain time for any page. It must also allow for multiple pages to go live simultaneously.

Download Statistics Capability

Arden & GEM currently intends to use Advanced Google Analytics for its reporting, unless supplier advises of a more suitable system. In addition, the CMS software / Website solution must be capable of generating metric reports on document downloads, including number of downloads.

Ongoing development and support requirements

Standard Service Levels

Provision of routine support and maintenance to include:

- Resolution of calls per agreed SLA terms (supplier to include their standard SLA as part of their response)

Technical and Site Development

Arden & GEM intends to develop the portal further as its own information and data delivery processes become more sophisticated. As part of this contract we require a block of technical development person-days to be allocated each year of the contract to be used on a call-off basis as and when the Arden & GEM requires them.

Requirement

The supplier must provide of thirty (30) development days of technical resource having the capabilities described in previously. The resource can be called off by Arden & GEM at any time (subject to reasonable notice) in units of quarter days or multiples thereof.

Up to 10 person-days in each year can either be carried forward or refunded, at the discretion of Arden & GEM.

Notes

This block of annual development days will be procured as part of the contract. In addition, we have asked in the response for the supplier to provide costs for optional design and development days. The optional resources will be called off as required in multiples of quarter days.

The resource prices stated will endure for the length of the contract and can be requested at any time during the contract. Whenever the optional resources are required, the Arden & GEM would expect to raise a purchase order , change request or similar and be invoiced for the requisite amount(s).

Google Analytics Licence

The supplier must provide and maintain licences for the use of Google Analytics for the duration of the contract.

Future Migration

The supplier must support the migration of site content to any other future solution at the end of this contract.

At the end of the contract, the IPR for any content and development materials created as a result of this agreement will transfer to Arden & GEM.

Project Management

Arden & GEM expects the preferred supplier to provide necessary project management provisions to meet objectives and achieve good usability, accessibility and site architecture.

Single Point of Contact

All implementation activities will be managed through a dedicated single point of contact on the supplier side.

Project Management

Provision of supplier side project management resources to ensure that the activities and deliverables agreed through the contract are delivered to the agreed quality and at the agreed time.

Progress reporting

Weekly face to face, video conference or phone conference (format as deemed appropriate) meetings during the site development phase (until the site launch).

Exclusions

Content management is excluded from these requirements and will be undertaken by Arden & GEM CSU.

Budget

We are providing an indicative budget for the contract as follows:

Contract year	Value
Year 1	£35,000
Year 2	£24,000
Year 3	£24,000

In addition in the response from bidders we expect and indicative cost for additional new sites of a similar specification to those being outlined.

At the end of the contract the provider will provide support for migration from the platform to another supplier. Costs and breakdown of likely costs are to be outlined in supplier's proposal. Additionally, there will be no termination fees on the supplier's contract.

Timescales

The length of this contract is 2 years with the option for a one year extension.

Event	Date
ITT Issued	5th December 2017
Deadline for the receipt of clarification questions	13th December 2017
Target date for responses to clarification questions	18th December 2017
Deadline for receipt of Tenders	22th December 2017
Evaluation of Tenders	w/c 1st January 2017
Discussions with shortlisted suppliers	w/c 8th January 2017
Contract Award	15th January 2017
Contract work starts	22nd January 2018
All sites transferred to the new supplier	30th March 2018

We anticipate a programme of activity between 22nd January and 30th March which will involve the transfer of all websites to the new supplier. We expect that the new supplier will provide a recommendation for the approach that should be taken during this programme of activity.