**REQUEST FOR QUOTE (RFQ): Provision of DairyPro website technical support and development (starting April 2020)**

1. **Introduction**

The Agriculture and Horticulture Development Board (AHDB) is a statutory levy board, funded by farmers, growers and others in the food supply chain. It exists to make British agriculture and horticulture industries more competitive and sustainable through factual, evidence-based advice, information and activity. Levy payers are considered as the primary customers although AHDB also benefits the wider industry. The delivery of services to levy payers and industry stakeholders is currently channelled through six sectors, which account for about 75% of total agricultural output in the United Kingdom (UK) including meat, dairy, cereals, vegetables and potatoes.

AHDB is firmly committed to openness, fairness and transparency in selecting all of its suppliers of goods and services. It must do this as a matter of law under the Public Contracts Regulations 2015, and this approach will also enable us to develop a ‘most economically advantageous’ supply system and maximise our use of levy funds.

This document is an invitation to participate in a request for quotation. Submissions should be based on the information contained within this document and in the format outlined in section 4. Deadlines and submission instructions are contained in section 6.

1. **Background / Aims**

Dairy Pro was launched at the Livestock Event 2012 and has been managed by AHDB since April 2016 ([www.dairypro.co.uk](http://www.dairypro.co.uk)) .The scheme enables members to have their own profile to register all events and training attended and skills obtained. Once logged in to the secure member’s area of the website, members can view their up to date training record, which can also be automatically e-mailed directly to the member in a pdf file format upon request. The security of this method enables members to circulate the details of their profile when and where necessary. This RFQ seeks to secure website technical support and development services for the initial period April 2020 to March 2021, with an optional additional period of April 2021 to April 2022. The supplier shall work in partnership with the AHDB, Business, Insights and Skills, Dairy KE and Digital teams to deliver the work.

With AHDB also delivering the Pig Pro scheme a future ambition is for Dairy Pro and Pig Pro systems to be merged and this needs to be considered during the duration of this supplier contract.

Information about AHDB, and the kind of stake holders we work with, can be found here[*http://www.ahdb.org.uk*](http://www.ahdb.org.uk)*.*

1. **Existing functionality of the site**

**Business members**

Business Group Membership is offered by Dairy Pro to encourage businesses small and large to bring together and track the professional development of their workplace employees in one easily accessible location.

Two types of Business Membership are available to choose from;

Single business membership

* Proof of business commitment to training and development – for example to landlords, lenders, assurance or supply chain
* Ability to identify and address skills gaps across the whole farm business
* A simpler option for family-run businesses
* A cost-effective ‘starter’ option for larger businesses
* Accreditation available for internal training organised with vets, nutritionists, consultants or similar
* Membership fees for single business membership starts at £40+vat

Linked business membership

* Proof of business commitment to training and development – for example to landlords, lenders, assurance or supply chain
* Provides more active management of training regimes in larger businesses
* An option to analyse skills across the whole farm business or by individual employee
* Accreditation available for internal training
* Membership fees are £20+vat per linked person

**Individual members**

Becoming an individual member of Dairy Pro makes learning easy by creating an official, permanent online record of all your training and development. Dairy Pro is open to all who are employed directly on a farm, who work within the dairy industry in some capacity, or who are studying an agriculture or related land-based subject with ambition to work in the dairy industry

Three types of individual memberships are available;

* Full - Dairy farmer or person employed directly within the dairy industry
* Associate - Dairy industry third party workers, e.g. distributor/trade, managers, consultants and other interested parties
* Student - A student of agriculture or related land-based subject.
* Full and associate membership is charge at £20+vat per year, student membership is free of charge

**Training Providers**

Organisations offering**/**providing a range of events (training, courses, events, meetings, the publisher of a journal, subscription magazine and/or newsletter) can become a Dairy Pro Training Partner. This means events can be registered using the online registration form and can be promoted through the online calendar. Currently, there is no charge for this.

**Website**

The Dairy Pro web site is designed to include:

* Online application form/register – members, training partners and events
* Calendar of events of various types with rich filter options
* Industry Links
* News feed
* FAQs
* Social media feed
* Testimonials
* Secure Area for Business Groups– encompassing features and functionality for Business Group Admin and Members
* Secure Area for Members – encompassing features for Dairy Pro Members
* Secure Area for Trainers – encompassing features and functionality for Trainers

**Secure login area** - Only members of Dairy Pro have access to the secure area on the Dairy Pro website.

**Member profiles -** Once logged in, members are able to see their up to date training record that can be printed or saved and shared.

**Mobile Application**

Aligned with the website is a dedicated mobile (progressive) web application (PWA). This PWA gives members the main elements of the functionality of the main website including but not limited to profiles, points reporting and points submission. In addition, the app provides an automatic event registration and verification functionality utilising GPS. The app functionality persists offline when no connection is available in remote areas.

1. **Required outputs**

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| Supplier:  | The supplier should be able to demonstrate:* A track record in the development of online business tools
* Experience of working within the agricultural sector
* An understanding of GDPR and its compliance
* The nature of the contract will require the supplier to deliver quickly and be able to adapt solutions to evolving AHDB and industry requirements
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| System design: | * DairyPro is a high-performance Angular JS driven website. For speed and responsiveness, the site is hosted in a Dedicated Windows Server environment. A rich HTML, Angular.JS framework frontend is integrated with C# Web API services and the database provided by MS SQL Server
* Existing functionality, which the successful supplier will be required to support and develop on, is detailed in the attached user guides
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| Development services | * The supplier will be expected to develop on and support the existing system from day one of contract start
* The supplier will provide an estimated 30 development days (max) per annum depending on AHDB’s requirements, to develop new functionality into the DairyPro website
* Note: the supplier will provide 8 hours of support time per month as detailed in the section below – this time should never be allowed to lapse and will be accrued or invested in the website in terms of development enhancements.
* The website developments will be identified by AHDB and the DairyPro Industry steering group
* A detailed specification outlining the tasks, time and price, then agreed between the supplier and AHDB prior to any work commencing
* The supplier should provide a process plan that outlines how developments are scoped out, agreed, tested and signed off before going live
* Data feeds from DairyPro to external user management systems may form part of the development work
* The supplier must be able to work with other website and database developer/suppliers, such as those who work with the Pig Pro scheme and Livestock information service systems
* There will be a need to identify synergies between the schemes/website tools/services in the above bullet points and advise and scope out on the solutions to bring these systems together in the future
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| Development requirements (A) | * AHDB has identified the following requirements which will form the next developmental phase of DairyPro development programme:
1. Provision of a sophisticated reporting suite, with rich dynamic dataset manipulation to arrive at data required. Development of pre-authored reports and templates, specifically including an invoice reporting function
2. Compliance functionality for Business Groups and Members.
3. Learning pathways enabling members to develop event ‘wish lists‘ as part of their training development, skill set required etc.
4. Search engine optimisation to enhance organic search engine returns and raise awareness and access to current and new parties
5. Delivery of aggregated services and functionality offline and online through a range of device channels
6. Convergence of mobile application and website functionality
7. The Dairy Pro development budget is agreed and set in advance. Therefore, the price provided in the supplier’s tender needs to be fully comprehensive and inclusive. All expenses related to development will need to be covered by the supplier in the price submitted. No extra additional costs i.e. meeting time, travel, accommodation, sundries or incidental items can be submitted at a later date
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| Support services | * The supplier will provide direct dedicated developer telephone and email support during UK working hours (9AM to 5PM) to AHDB. This support should cover all technical issues with the site, advice and any maintenance required
* A full day (8 hours) of support time per month is needed as part of the service level agreement (SLA)
* Technical support to DairyPro members and training providers that want to know how to register, set up an account, compliance and staff training records will approach AHDB in the first instance, but these may be passed onto the Supplier if necessary for direct communication and assistance.
* The Dairy Pro support budget is agreed and set in advance. Therefore, the price provided in the supplier’s tender needs to be fully comprehensive and inclusive. All expenses related to support will need to be covered by the supplier in the price submitted. No extra additional costs i.e. meeting time, travel, accommodation, sundries or incidental items can be submitted at a later date.
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| Hosting services | * The supplier should provide full costings within their submission for hosting the site and mobile application on a High-Performance Dedicated Windows Server. In addition, full dedicated MS SQL Server should be costed and provided as the database implementation.
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| Ownership | * The DairyPro website, mobile application, data and any future developments will remain the full property of AHDB. Full working source code, complete and up-to-date data and any other items pertinent to the project must be made readily available to AHDB.
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1. **Structure / Format of Submission**

Please provide the following:

1. Company background and individuals technical skills for delivering successfully, please include CVs of those involved
2. You’re answers to the pass/fail evaluation questions (section 6)
3. Clear process plan explaining how client needs are captured and turned into an appropriate solution
4. Evidence of extensive experience and capability developing solutions with the detailed technologies. Demonstrable evidence of successful delivery and support of software applications for UK agriculture requirements.
5. Proposal for the following areas:
	1. Proposed service levels for annual technical support
	2. Delivery of the development requirements
6. Costings for the following elements:
	1. An annual SLA support contract
	2. Full costings for the development requirements
	3. Day rates for ongoing development requirements
7. Capability information including policy for contingency planning, including to cover staff changes, absence / sickness and sub-contractor use (if appropriate). Please also include any necessary timelines for on-boarding and commencing support and development work.

Please state your costs in a table as per below.

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| --- | --- | --- |
| **Items required** |  **Cost (£)****ex VAT** | **Notes/Assumptions** |
| Annual technical support |  £ |  |
| Development requirements (A) |  £  |  |
| Development services day rate | £ |  |

1. **Evaluation**

Evaluation of quotations will be on the following basis (NB: Only information provided with the submission can be taken into consideration, the reviewer will not do their own research or use previous knowledge, therefore ensure you provide as much detail as possible).

Suppliers will be assessed on the following pass/fail question(s):

* Can you start development and support on the existing Dairy Pro system from day 1 of contract commencement? YES/NO
* Are you able to comply with AHDB’s Standard terms and conditions, including specific GDPR requirements? YES/NO

And against the following criteria:

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| --- | --- |
|  | Weighting (100%) |
| Quality | 1. Company background and individuals technical skills for delivering successfully (inc CVs) | 10% |
| 2. Clear process plan explaining how client needs are captured and turned into an appropriate solution | 15% |
| 3. Proposal for development delivery, development days and service level support | 20% |
| Knowledge  | * 4. Evidence of website / business tool development for UK agriculture
 | 20% |
| Price | * 4. Full breakdown as per tables in section 4
 | 30% |
| Capability  | * 5.Contingency planning, including for staff absence/changes, sub-contracting issues
 | 5% |

1. **Quote submission**

The quote should be returned to Helen Brookes helen.brookes@ahdb.org.uk by 12pm 10th January 2020 for consideration. Please note by submitting a quote you are confirming that you have the capability to deliver the required equipment and services within the agreed timeframe.

**Point of Clarification:** Please contact helen.brookes@ahdb.org.uk if you have any queries. All questions and answers will be anonymised and shared with all other applicants.

1. **Terms / Conditions of Participation**

AHDB Terms and Conditions for the supply of goods and services shall apply to any contract awarded as a result of this request for quote. A copy of these can be found on the AHDB website by clicking [here](https://intranet.ahdb.org.uk/living/procurement/buying/documents/StandardTermsforGoodsandServices2018FV.pdf)