

# Web Hosting for Cornwall & Isles of Scilly Growth Hub

Tender Clarification Log v3 23/08/2019

Tender Reference Number

TEN 460

Ref	Date Raised	Document	Section / Page	Clarification Question	Response
001	21/08/19	ITQ	3.6	Can I confirm that the £15,000 budget is for 2 years?	The duration of the contract is subject to the start date but is due to will run from September 2019 until 30 September 2021.
002			3.2	Is the development environment on the same server as the live environment?	
003	22/08/19	ITQ	3.4	You have stated that that the hosting provider should "facilitate the application of software updates". To clarify, do I assume you mean operating system updates rather than any application i.e. WordPress / Drupal updates?	Yes, this refers to operating system updates.
004		Annexe 1	N/a	Should all responses 1 – 5.5 be submitted on the document 'Annex 1', or can a separate document be submitted?	All responses to questions on the Compliance Matrix (Annexe 1) should be submitted in that document.
005				Should all questions requiring confirmation of Yes/NO on the document Annex 1 be accompanied with a response within the 'response' column or can a separate document be submitted with the detailed response?	
006				Annex 1 question/section 5 – should all responses be submitted on Annex 1 or can they be submitted within a separate document.	

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007	22/08/19	Annexe 1	N/a	Within the Tender Evaluation Methodology Section II it states '2.1-4.5 must all be answered Yes for a pass'. The document Annex 1 does not have a question 2.1 (only 2.2 & 2.3) Can you confirm this is correct or clarify the question for 2.2.	This is an error – section 2 of the Compliance Matrix (Annexe 1) should include 2.1 & 2.2. This has been corrected and an updated version of document has been added to Contracts Finder, although the previous version will be accepted as part of a submitted tender.
008	23/08/19	ITQ	3.2	The performance of the existing website on the existing server has been adequate. Has the website in development been tested on a server equivalent to the existing server hardware spec and, if so, how did it perform?	No performance testing of the new website has yet been completed because it is too early in development.
009				In case in-person collaboration is required, where, geographically, are the third party developers located?	We don't anticipate in-person collaboration being necessary, but the web development agency is based in Cornwall.
010				Do you require hosting of the existing website or only the new website when complete? Where or with whom is the current website hosted?	The hosting contract is for the new website only, therefore the current provider not relevant to this procurement.
011			4	What is the hosting start date?	This will be negotiated but the expectation is as soon as possible after the contract is agreed.
012			3.4	We note you are looking for 99.95%	We can confirm that we require only hardware and

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				monthly uptime. Please could you therefore confirm that you require only hardware and operating system support as we would expect other issues affecting uptime to be the responsibility of the web developer.	operating system support in terms of monthly uptime as part of this contract.
013	23/08/19		3	Do you have a preference for a Linux or a Windows platform for Drupal?	It is for the tenderer to suggest a platform and their reasons for choosing that solution.
014			3.4	You expect the hosting platform to be supported by access to technical support on a 24x7x365 basis with a response time of an hour or less. Please could you clarify what level of support response you require within an hour i.e. acknowledgement, fix timescales or fix.	Acknowledgement should be received from the contract holder within an hour, at that point the subsequent actions required would be agreed dependant on the specific issue.