

NO	QUERY	REPLY	DATE
1	Would the PSA consider alternative/replacement Content Management Systems to replace their existing Sitefinity platform?	Although we currently use Sitefinity, we are open to alternative and reputable CMS platforms for the new website.	03/10/2023
2	If you are open to another platform would your existing partner for ongoing maintenance and support be in a position to support a different platform?	Our arrangements concerning our maintenance support would be informed by the needs of our new website, once it is in place.	03/10/2023
3	Could you please provide confirmation of the approximate number of web pages and listings of regulators and practitioners currently hosted on the website, which may potentially require migration to a new CMS?	The total number of active public "pages" is 1210, and this includes blogs/news and the dynamically-created Register entries. The sitemap for the site has 103 pages in its latest database - this references the main static pages only.	04/10/2023
4	In the provided brief, reference was made to an existing maintenance contract. Could you please verify the specifics regarding the hosting of the website? Is this element to be integrated into the proposed price, or is it presently covered under the terms of your ongoing maintenance contract?	Hosting is currently covered under the existing, separate maintenance contract.	04/10/2023
5	For the user research, is PSA able to recruit and supply front-end users as part of the research process?	We expect the supplier to arrange and oversee the user research including sourcing public participants. We are able to support the recruitment of participants where these fall into specialist audience groups.	09/10/2023
6	The ITT requests "In-built Welsh translation functionality". Are you expecting the system to automatically translate the content? Do you have an in-house Welsh translator? Are the requested site changes in relation to meeting the Welsh Language Standard informed by specific advice and/or user feedback?	We are a public body which is subject to the Welsh Language Standards and it is important that we are compliant. We are seeking a system which automatically translates the website content into Welsh. The current website has a Welsh version (accessible by pressing the Cymraeg button at the top right). We do not have an in-house translator.	06/10/2023
7	You mention "review and revision of website content". Do you expect the successful tenderer to provide copy writing and copy editing services? Or do you mean migrating the existing content into the new page design/structures?	We will be seeking to revise the content on the new website informed by the user research. We do not expect to simply migrate existing content across to the new site. Where the supplier can provide copy writing/editing support, this would be welcome.	06/10/2023
8	What version of Sitefinity are you currently using?	Progress Sitefinity DX v 14.4. Sitefinity is a native ASP.NET application, which stores most of its content in a database. Hence, you can host a Sitefinity website on any computer running Windows OS with IIS that meets the system requirements of the CMS. This could be a virtual or physical machine.	06/10/2023
9	Who are your target audiences for the website?	Our main target audiences for our website include regulators, registers, professional bodies, patient and service-user organisations, healthcare professionals and practitioners, healthcare professional bodies and employers, government, academics, think tanks, members of the public.	06/10/2023
10	Will you require full presentation of site review/audit in the tender proposal?	It will be helpful to get a sense of the initial assessment the supplier has made of our existing website however we do not require a full review in the tender proposal.	10/10/2023
11	Please clarify whether our absence of UK offices would affect our eligibility to bid on this project.	Companies based outside the UK can bid for this work however the website must be hosted in the UK and the contract will be subject to UK law and other relevant standards (such as data protection). Please note that submissions must be made in English and payments will be made in British pounds sterling.	05/10/2023
12	Do you have a preference on project methodologies (i.e. agile vs waterfall)	We are open to recommendations on the project management methodology to adopt however we feel agile may offer benefits for this project.	11/10/2023
13	We assume any Sitefinity license fees/renewals are outside the budget listed for this project?	The annual Sitefinity license is due for renewal in August 2024, so if we retain Sitefinity this will need to be included for future costs rather than project costs.	11/10/2023

14	In relation to the "closed collaboration space" mentioned, do any of the technical building blocks for this exist already? (For example an identity provider or user account system that could be utilised for the login/authentication, or a CRM to connect to) Or should we consider this as a completely new "greenfield" development?	It may be that the Sitefinity (version 14.4) platform we are currently using has functionality which may provide some technical building blocks for the closed collaboration space however if it does, we are not currently utilising these.	11/10/2023
15	Would the other micro-sites, such as Check a Practitioner, also be in scope for the redesign? If so please can you provide us details of all of the different additional URLs?	The additional URLs are redirects to our main website. We are seeking improvements to the user experience across all sections of our website.	11/10/2023
16	Should we assume that it is in scope for us to setup new development/hosting environments (and CI/CD pipelines) or should we assume that we would reuse your existing infrastructure?	Currently our website is hosted in Azure and managed by our website support company. A new build would require a new hosting environment.	11/10/2023
17	Please can you provide more information on the scope of "content production" that is listed as a deliverable?	The scope of content production will be determined by what is proposed for the new site and could incorporate working collaboratively on determining how and which content assets to incorporate into the site including imagery, video, social feeds, blogs etc.	11/10/2023
18	Can you let us know what research, if any, you have undertaken so far to understand what your users need from the website?	No research has been conducted of late. Feedback has been anecdotal. The user research mentioned in the ITT will be undertaken to provide more in-depth information and fill knowledge gaps.	19/10/2023
19	What are the key conversions that the new site should enable?	We want those coming for specific regulatory information (eg. performance reviews) to engage with other sections of our website such as news, blogs, research, sign-up for the closed collaboration space, share your experience etc.	19/10/2023
20	Will someone from the PSA team be allocated the job of content entry (after training), or will you expect the supplier to do content entry?	We expect the supplier to undertake content entry prior to launch. Once the website is up and running, we will do that ourselves and through our separate maintenance arrangements.	19/10/2023
21	Please could you outline your objectives / requirements with regard to the 'online closed collaboration space'.	Our aim would be to have a space which allows us to interact with stakeholders and for them to interact with each other on ways to address key sector issues. It would have the ability for external parties to log-in, join forum discussions, for us and them to upload resources and promote events etc. It would help position PSA as a thought-leader and convenor.	18/10/2023