**Children in Care Digital Hub (CiCHub) ITT Questions and Answers**

**After the development of website, can we support (maintenance) from abroad (outside of UK).**

In theory, yes the site could be maintained from outside the UK as long as support is available during UK office hours.

The hosting of the site should be within the European Economic Area.

**Does the cost of 24,000 GBP include the maintenance as well.**

Yes. The allocated budget is for all associated costs including hosting and maintenance.

**Who will be responsible for moderating/editing the website after it is built? And how regularly will it be moderated? (Number of people and general skill set. / Amount of time per week/month that they will have to work on the content)**

The management and moderation of the site will initially be carried out by CCO staff. Two full time staff, The Digital Engagement Manager and Digital Marketing Apprentice, will lead on this with support from the communications team, the head of qualitative research and engagement and the safeguarding lead.

**Is there a team within the Children’s Commissioner who will take the platform once it has been built or would they consider outsourcing this and funding a team to do this (regarding the social enterprise as mentioned in the bid are you looking for an existing social enterprise or to set one up)?**

As outlined above there is an existing team with the Children’s Commissioner’s Office who will manage the platform once it has been built in the short to medium term.

The longer-term ambition is that young people with care experience take on more direct leadership roles. This may be through the establishment of a new social enterprise or an existing organisation taking on the lead.

**How much advice is the Children’s Commissioner looking for in terms of content?**

The Children’s Commissioner’s Office currently has staff to collate and manage content. However, any additional advice that can be provided within the allocated budget would be welcome.

**How much content do you expect to be on the platform at point of handover and from whom?**

We envisage the platform will launch with enough content to make it useable and engaging for first time users. The Children’s Commissioner’s Office team is collating content from a number of sources from around the country eg children in care councils to use on the site for testing and launch. We envisage that the Children’s Commissioner’s team will create some additional content for the site at launch.

**What information would we need to collect from commenters? E.g. name, email, age, gender.**

For security and anonymity reasons, commenters should be able to post comments without providing any personal information. It may be possible to invite users to provide further information on a voluntary basis.

**Facebook integration may be a cost effective way of adding moderated comments to the site. Is it realistic to assume most users will have Facebook accounts?**

For security and anonymity reasons, commenters should be able to post comments without requiring them to register with a third party site.

**How many questions should each poll be able to include? Longer polls for example may need to be paginated and this may affect the complexity of the tech solution.**

There is no fixed number of questions that polls should include. However they must be accessible and useable as possible.

**Is there any specific requirement for the way that poll data should be available? Would a CSV file suffice?**

There is currently no specific requirements for the way poll data should be available. A CSV file would suffice.

**Is it necessary for the editorial team to create new polls?**

Yes. The editorial team should be able to create new polls through the CRM or attached service.

**Are you able to provide examples of how RSS feeds would be used?**

We envisage that RSS feeds could be used to pull in information and data from external sites for example jobs and events.

**Quote from section 4 “A moderated platform to share their views, vote in polls and inspire and support their peers”. I am not clear where “inspire and support their peers” would be delivered based on the technical requirements. Other than comments and polls, should there be any interactive elements?**

Our consultation with young people has identified that they highly value content made by their peers. We envisage that the majority of content on the site will be created by young people with care experience. We therefore envisage that this content will help inspire and support other young people with care experience. It may be possible to include other interactive elements if they meet the other requirements for the site and are suitable for the main target audience.

**Have you a preference for which open source website / CMS / management system you wish to use?**

We do not currently have a preferred open source CMS

**Are there any current aspects of your website:**

**https://www.childrenscommissioner.gov.uk/ that you are not particularly happy with?**

No. The site meets the requirements for the audience, content and purpose it was designed for.

**Can tenders be submitted electronically via email / online portal?**

Yes, all tenders should be submitted via email to [procurement.mailbox@childrenscommissioner.gsi.gov.uk](mailto:procurement.mailbox@childrenscommissioner.gsi.gov.uk)

**Could you clarify if a company / agency outside the UK can apply for this tender? Must the tenderer have offices in the UK?**

It is not mandatory however, ease of support and communication throughout the project will need to be considered. The hosting of the site should be within the European Economic area.

**Under hosting and maintenance, the document states “Regular Secure back-ups and disaster recover, ISO9001:2015.” Whilst we have secure policies and procedures in place and adhere to ISO9001:2015, we are not in fact certified. Would this be a disqualifying factor?**It is not essential however, we would prefer that or equivalent assurance.

**We are interested to know how you would like to manage comments/discussion between users on the website. Whilst we need to make sure accounts can be anonymised, we must consider whether we want user accounts tied to an individual (even if this information is hidden from public view) allowing for notifications for them, or if all commentary should be deemed as standalone.**Visitors should be able to comment anonymously without providing any additional personal data or registering on the site.

**As a further question, relating to comments: we would imagine a level of moderation and approval of comments may be required due to the likely vulnerability of participants in discussion and safeguarding; do you have resource available to moderate comments, or would you look more toward review if items were flagged as inappropriate?**We envisage the site managers will check and moderate all comments before they are visible to the public.

**Will the new Digital Hub replace the current Help at Hand brand and website or will this new project need to work alongside Help at Hand?**

No. This is a completely separate new service.

**How developed do you require the new brand for this Digital Hub to be? Is it simply a name and logo or are full brand guidelines required that detail information around tone of voice, brand assets etc.**

A visual identity for the site will be sufficient. Anything additional that is achievable within the budget will be desirable.

**Will users require an account to be able to login to the Hub? If not will they have to submit any contact information (e.g. an email address) in order to be able to post comments?**

Visitors should be able to comment anonymously without providing any additional personal data or registering on the site.

**How much support do you require from the successful agency in terms of co-creation? Is this something that your team will undertake and provide us with the feedback, or would you like us to cost for undertaking or participating in the co-creation process?**

Our staff will arrange and conduct consultation/co-design with young people. We will make those findings available to the provider. If the provider is able to participate in this within the budget this would be desirable.

**Where job opportunities are provided will you require the functionality for young people to apply through the Hub?**

No. We envisage the opportunities will be links to the relevant sites for full details or to apply.

**How long do you think the incubation period will be?**

We envisage this will be 12 months.

**Is there any requirement to produce handover documents or training when the Hub is taken over by the proposed social enterprise?**

This may be required however, we will identify and request this separately once the incubation period is completed.

**Does the maintenance and support contract have to be included within the budget stated in the brief?**

Yes. This is the entire budget for the project.

**Would you be able to clarify the following:  
Appendix 1, Section 6 references ‘Declarations, Undertakings and Attachments’;  
Have you any set forms for these or documents we need to sign and return such as a Form of Tender?**

No. There are no set forms as long as the relevant information required is supplied.

**Would you be able to send me or information or point me in the right direction?**

All of the relevant information is in the invitation to tender. <https://www.contractsfinder.service.gov.uk/Notice/71501562-83d9-48e6-a961-282fd434e4e7?p=%40RPT0>

Further questions and responses are published alongside the ITT

**Would my company’s small structure and small financial report be considered robust enough to meet your conditions and requirements**?

All tenders and providers are assessed against the weighted criteria as outlined in the ITT.