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Forestry Commission
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Web manager
Helene Cornu

31 January 2012

<Insert bidder Name>
<Insert bidder Address 1>
<Insert bidder Address 2>
<Insert bidder Address 3>
<Insert bidder Postcode>

Dear Sirs

**INVITATION TO QUOTE (ITQ) FOR WEBSITE DEVELOPMENT (DOMINO)
CONSULTANCY**

REF NO: FCWeb2012

You are invited to submit a quotation for the supply of the above to the Forestry Commission **(FC)**.

Please send your completed quotation and any enquires about this invitation to:

Helene Cornu
Forestry Commission
231 Corstorphine Road
Edinburgh
EH12 7AT
0131 314 6555
helene.cornu@forestry.gsi.gov.uk

Send completed ITQ's as:

- two paper copies by post or hand delivered, and
- one copy on disk or USB type storage device in a read only format

Please note we do not accept fax or email copies.

Please mark the envelope with the initials 'ITQ' for Website Development (Domino) Consultancy and Reference number FCWeb2012 - Not to be opened until 13.00hrs on 17 February.

We must receive your completed quote by **17 February 2012 by 13.00**. We will keep quotes that we receive earlier and not open them until after the deadline. We will not consider any quotes received after the deadline. Please be aware that we may copy your documents, but only for our own use.

This ITQ is a modular document and you will only be supplied with the parts that are required to complete this quote. The document is made up of seven parts labelled Part A to F. (See table on Page 3 of this ITQ)

Part A is the common or core module and will be required to be completed on every occasion. Parts B to F will be supplied to you as required and you are only required to fill in the sections that were sent to you as part of the ITQ. Parts that are not required will be marked as not used in this document.

All quotes will be evaluated objectively as detailed in the Evaluation Matrix in the ITQ document.

You must follow these instructions:

- Any contract concluded as a result of this ITQ shall be governed by English Law and the FC's Standard Term and Conditions of Contract for Consultancy and any additional terms specified as attached to this ITQ, will apply. Your terms will not apply.
- Your quote and all accompanying documents are to be in English.
- All prices must be in sterling and exclusive of VAT.
- Costs remain the responsibility of those submitting a quotation.
- We will not return any part of the documents forming your quote.
- We reserve the right to cancel or withdraw from the process at any stage.
- We do not undertake to accept the lowest priced quote, or part, or all of any quote.
- All information supplied to you by us must be treated in confidence and not disclosed to third parties.
- All details of your quote, including prices and rates, must be valid for our acceptance for a period of 90 days.
- Once we have awarded the contract, we will not accept any additional costs incurred which are not reflected in your quote.
- Offering an inducement of any kind for obtaining this or any other contract with us will disqualify your quote and may constitute a criminal offence.
- We have not asked for financial details in this document; however we reserve the right to carry out checks if we think it is necessary.

Yours faithfully

Helene Cornu

Web Manager

This ITQ comprises of the following documents:

Part	Description	Action Required
A	Statement of Requirements	For Information Only
	Forestry Commission Standard Terms and Conditions for Consultancy	You must accept our terms and conditions. We will discuss any issues you highlight before any award.
	Organisation Details	Complete & Return
	Specific Questions	
	Pricing	
Declaration		
B	Additional Insurance details	Not Used
C	Financial Information	Not Used
D	Health & Safety	Not Used
E	Equality & Diversity	Not Used
F	Sustainability	Not Used
G	References	Not Used

Part A is the core document and will require to be completed for all opportunities.

Only Parts marked 'Complete & Return' will require to be completed for this opportunity.

Any Parts marked 'Not Used' will not have been sent to you for completion.

Statement of our Requirements

The FC has been operating a Domino database driven website for the past eleven years integrating/interfacing with other technologies such as TinyMCE editor, JS libraries, Google maps, Oracle databases... We plan to carry on using Domino whilst continuing to integrate new technologies such as social media and looking at delivering our information across platforms to mobile devices.

The website consists of over 50 databases, an excess of 40,000 documents (excluding PDFs) translating into live pages. Over the last six months, we had a monthly average of about 1,800,000 pageviews. Users have online access to our picture library and can download over 80,000 images. Our content management system (developed in-house) consists of about 20 main applications having a browser interface.

General requirements

The Consultant:-

- will be required to be on site at least 2-3 times a month and possibly up to a couple of times a week, and occasionally be available at the week-end (server upgrades, minimise interruption of service).
- will not be expected to work in our office unsupervised
- must work closely with our in-house team at our office in Edinburgh;
- must provide support by phone and email to the web team during office hours;
- must meet with other stakeholders within the FC in England, Scotland and Wales.
- will be required to maintain and upgrade the web servers and help maintain and debug the existing FC website and publishing system focussing on the infrastructure.
- will be required to help update the FC website to reflect organisational and business evolution through new development projects. For example, as the largest land manager and most prominent provider of outdoor recreation, the FC wants to redevelop its recreation website and have a class-leading online guide to its woods and forests that befits this position.

Other projects include phasing out areas of the website, restructuring information, and introducing more web 2.0 functionalities and mobile delivery. To this aim, the consultant's main focus will be the back-end and infrastructure, liaising with our in-house team of designers and developers for the front-end.

Although we expect to be dealing with one central contact for all the maintenance and development work, we accept that specialised tasks like server updates may be carried out by other company members.

Not included in this contract

- visual/graphic design
- user testing
- the FC Intranet

Scope of services

1) Servers maintenance and upgrade

- provide assistance to ensure that the servers are set-up and kept in operation in liaison with our IT department
- ensure that the server set-up conforms to FC security policy. FC is an HMG department and is required to meet the HMG Security Policy Framework (available on the Cabinet Office website), which is based on the International security standard - ISO27001.
- advise on necessary or useful updates and on licensing

2) Network

- advise on, and assist with, connectivity with other applications such as Picture Library, Oracle databases.

3) Maintenance and debugging of website infrastructure

- look at service requests, solve them or advise on possible solutions if more complex
- maintain existing solutions whilst developing new ones, facilitating integration of solutions where necessary
- allow/facilitate functionalities retirement and transfer of information to other platforms

4) New development projects

- advise web team on technical matters
- meet with clients
- carry development work as set out by the web manager and within industry, Government and corporate guidelines for the web (website and CMS)
- report progress to web manager and other FC client where appropriate

5) Knowledge transfer and copyright

- The consultant will be ready to train the in-house team and operate a policy of knowledge transfer.
- The work produced for the FC will be Crown Copyright, documented and open for the FC staff to edit.

Note:

If we ask, you must provide documentary evidence establishing your eligibility to tender and your qualifications to fulfil the contract if we accept your quotation. This may be in the form of literature, drawings or samples.

You must include details of any areas where you will not be able to comply with these requirements. If your quotation does not meet these requirements we reserve the right to reject it completely.

Evaluation Matrix

Section	Title	Weighting	Agreed Marking Criteria
1	Organisation and Contact Details	Mandatory	Completion of this Section is mandatory and is for our information purposes. We may confirm company identity and basic details with external bodies.
2	SPECIFIC SELECTION QUESTIONS		The following evaluation system will be applied: 0 – No response or totally inadequate response
	2.1 Availability	Pass / Fail	No response or an inadequate response
	2.2. Qualifications	Pass / Fail	1 – Major Reservations/Constraints
	2.3. Skills and knowledge	25%	The response simply states that the supplier can meet some of the requirements set out in the question or statement of requirements, but have not given information or detail on how they will do this.
	2.4. Experience of complex websites and similar projects	25%	2 – Some Reservations/Constraints
	2.5. Experience of text editor	25%	Bidder has provided some information about how they propose to meet most of the requirements as set out in the question or statement of requirements. There is some doubt in their ability to consistently meet the full range of requirements.
	2.6. Knowledge and experience of standards	25%	
	A minimum score of 60% must be achieved at Specific selection questions. Companies that do not achieve 60% will not be further evaluated.		3 – Fully Compliant
	SPECIFIC AWARD QUESTIONS		Bidder has provided detailed information covering all elements of the question, detailing how they propose to meet all the requirements as set out in the question or statement of requirements. This gives full confidence in their ability to consistently meet the full range of our
	2.7. Delivering FC requirements	25%	

	2.8. Training	15%	requirements.
	2.9. Business continuity	30%	4 – Exceeds Requirements Bidder meets the required standard in all respects and exceeds some or all of the major requirements, which in turn leads to added value within the contract
3	Pricing Schedule –	30%	See section 3 The pricing schedule will be considered along with the specific award questions for a total of 100%.
4	Declaration	Pass/Fail	You must sign the declaration specifying area of the declaration which you cannot comply.
Part B	Additional Insurance	Not Used	Not Used
Part C	Financial Information	Not Used	Not Used
Part D	Health and Safety	Not Used	Not Used
Part E	Equality and Diversity	Not Used	Not Used
Part F	Sustainability	Not Used	Not Used
Part G	References	Not Used	Not Used

Section 1 - Organisation Details

Organisation Details		
	Question	Your Answer
1.1	Full name of organisation tendering (or of organisation acting as lead contact where a consortium bid is being submitted).	
1.2	Registered office address.	
	Main contact for this contract Name Address (if different from registered office) Email Phone Mobile	
1.3	Company or charity registration number.	
1.4	VAT Registration number.	
1.5	Type of organisation	i) a public limited company
		ii) a limited company
		iii) a limited liability partnership
		iv) other partnership
		v) sole trader
		vi) other (please specify)
1.6	Total number of employees employed by your organisation. (Including Directors, Partners, Apprentices, Trainees etc.)	

Organisation Details			
	Question	Your Answer	
1.7	Length of time your business has been operating.		
1.8	Please state whether there is any potential conflict of interest in relation to this contract, for example if any of those involved with the contract share private interests with anyone within the FC. Examples include freemasonry, membership of societies, clubs and other organisations, and family.	No	Yes
		If you have answered "YES" please give details.	
1.9	Do you intend to deliver this contract through your own organisation, using sub-contractors or as part of a consortium? Please give details.		
1.10	Does your organisation have a written Health and Safety Policy?	Yes	No
	Note: if your organisation has less than 5 employees, the Forestry Commission still requires you to have a written Health and Safety Policy.		
1.11	Please provide details of the health and safety training you provide to employees, relevant to this contract. If you do not provide any training, please tell us why this is not necessary. From your answer we will decide whether the training is appropriate or required for this contract.		

Organisation Details				
	Question	Your Answer		
1.12	You must either confirm that you have the following levels of insurance in place for each and every claim rather than on an aggregate basis or, alternatively, undertake that should you be awarded a contract under this procurement such levels of insurance will be available to you and that you undertake to maintain these levels of insurance for the duration of the contract.			
Insurance Policy	Indemnity Value (£)	Yes	No	Will secure if successful
Employers Liability (This is a legal requirement. There are a small number of exceptions. Please refer to HSE Guidance HSE 40 Employers Liability Compulsory Insurance Act 1969)	Min £5m per claim			
Public Liability	Min £500,000 per claim			

Section 2 – Specific Questions

	Question	Weight %
	SPECIFIC SELECTION QUESTIONS	
2.1	<p><u>Availability</u></p> <p>There may be occasions that we require the consultant to be on site at short notice (within 24 hours)</p> <p>Confirm that you can meet the requirement set out above</p>	Pass / Fail
	Answer:	
2.2	<p><u>Qualifications</u></p> <p>Consultants for this contract must be IBM Certified Lotus Professional (CLP)</p> <p>Your organisation must be an IBM Business Partner at Advanced / Premier Level</p> <p>Confirm that consultants and company possess these qualifications.</p>	Pass / Fail
	Answer	

2.3	<p><u>Skills and knowledge</u></p> <p>Demonstrate your expertise in the following products and technologies:</p> <p>Domino products</p> <ul style="list-style-type: none"> - Server installation, configuration and maintenance; FC current used release is 7.0.3. - Notes client support (current used release 8.5.2.) - Database development (Lotus Notes, Designer and Administrator; Lotus Formulae and Lotus Script) - Domino licensing (ideally have IBM Lotus Sales qualifications) - Security - Providing best practice advice <p>Server installation, configuration and connectivity</p> <ul style="list-style-type: none"> - Knowledge of Linux - FTP servers - ODBC connections <p>Database development</p> <ul style="list-style-type: none"> - Expert in SQL and HTML - Expert in JavaScript, JAVA, CSS and XML - RSS feeds - ASP and JSP are necessary to interface with other systems - knowledge of Java servlets, JS libraries, Google maps or equivalent, JSON, AJAX <p>Social media</p> <ul style="list-style-type: none"> - Facebook, Twitter, Flickr APIs and widgets... - Integrating Youtube videos <p>Mobile delivery</p> <ul style="list-style-type: none"> - App development - CSS for mobile platforms 	25%
	<p>Answer</p>	

2.4	<p><u>Experience of complex websites and similar projects</u></p> <p>Demonstrate your experience of development applied to a complex website giving one or more examples of a project in the past 2 to 3 years.</p> <p>Your answer should also include:</p> <ul style="list-style-type: none"> • an example of interim reports or how you documented past projects • an example of Domino-based CMS you have worked on and how it facilitated the work of publishers • an example of project you have delivered integrating web2.0 solutions or delivery on mobile platform 	25%
	Answer	
2.5	<p><u>Experience in working with text editor</u></p> <p>Consultants are required to have good experience of working with TinyMCE or similar product. Confirm you have this experience and give relevant example.</p>	25%
	Answer:	
2.6	<p><u>Knowledge and experience of standards</u></p> <p>The FC expects a high standard of quality throughout the life of the contract. Describe your knowledge of industry standards such as WCAG and ATAG and Government standards applied to servers and websites and how you integrate them in the development process.</p>	25%
	Answer	

	SPECIFIC AWARD QUESTIONS	
2.7	<p><u>Delivering FC requirements</u></p> <p>Describe how you would deliver our requirements focussing on the following:</p> <ul style="list-style-type: none"> - ensure our system meets FC and Governments security guidelines - liaise with our in-house team to provide seamless solutions - phase out areas of the website that are no longer needed - migrate areas of the website to other websites - carry out the redevelopment of our recreation area in England. Scope in outline this project exemplifying how you would take the work forward, improve functionalities and re-use or migrate the information using no more than 300 words. 	25%
	Answer	
2.8	<p><u>Training</u></p> <p>Detail how you will keep your skills and knowledge updated and abreast of the latest technologies during the life of this contract.</p>	15%
	Answer	
2.9	<p><u>Business continuity</u></p> <p>Provide details of your proposed approach for transition of this contract and explain how you will get up to speed with our systems. Detail timescales for transition.</p> <p>What are your contingency plans in the event of loss of key personnel?</p>	30 %
	Answer	

Section 3 – Pricing Schedule

Please provide details of your pricing in the schedule provided below.

Although we expect to be dealing with one central contact for all the maintenance and development work, we accept that specialised tasks like server updates may be carried out by other company members. We expect that these specialised tasks will account for no more than 10% of the overall consultancy.

- Your day rate (8 hours) must be inclusive of all your costs including travel and subsistence, and occasional phone and email support.

- Rate excluding VAT

- If consultants needs to come for less than a full day then hours must be charged pro-rata of the daily rate.

Consultant name	Task and estimated % of overall contract	Level within the company	Daily rate

The lowest bid is given the maximum score of 4. The price score for other bids is determined by dividing the lowest bid by that bid and multiplying by 4.

Section 4 – Declaration

Weighting: This is a Gateway Section (Pass/Fail)

Please state within the box at the end of this declaration if there are any specific areas with which you cannot comply. Please note that this may invalidate your tender submission.

In this certificate, any reference to person or persons will mean and include businesses, associations or corporations and any reference to arrangements or agreements will mean any and all transactions, formal or informal, lawful or otherwise.

Regulation 23 of the Public Contracts Regulations 2006 sets out the grounds on which a bidder may be deemed ineligible to be awarded a public contract. By signing this Declaration you, the bidding organisation certify that:

1. The bidding organisation or any directors or partner or any other person who has powers of representation, decision or control have not been convicted of the following offences as defined by the relevant UK law:

- a) conspiracy, within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA (as amended);
- b) corruption, within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906 (as amended);
- c) the offence of bribery,
- d) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:
 - (i) the offence of cheating the Revenue;
 - (ii) the offence of conspiracy to defraud;
 - (iii) fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978;
 - (iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985 or section 993 of the Companies Act 2006;
 - (v) defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994;
 - (vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or
 - (vii) destroying, defacing or concealing documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968;

- e) money laundering within the meaning of the Money Laundering Regulations 2003 or Money Laundering Regulations 2007; or
 - f) any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State.
2. The bidder being an individual is not in a state of bankruptcy nor has a receiving order or administration order or bankruptcy restriction order made against him nor has made any arrangement for the benefit of creditors.
 3. The bidder being a partnership constituted under Scots law has not granted a trust deed nor become otherwise apparently insolvent, nor is subject of a petition presented for sequestration of its estate.
 4. The bidder being a company_or any other entity within the meaning of section 255 of the Enterprise Act 2002 has passed a resolution, or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of similar procedures under the law of any other state.
 5. The bidding organisation has not been convicted of a criminal offence relating to the conduct of its business or profession.
 6. The bidding organisation has not committed an act of grave misconduct in the course of its business or profession.
 7. The bidding organisation has fulfilled its obligations relating to payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which you are established
 8. The bidding organisation has fulfilled its obligations relating to payment of taxes under the law of any part of the United Kingdom or of the relevant State in which you are established.
 9. The bidding organisation is not guilty of serious misrepresentations in providing any information required under Regulation 23 of the Public Contracts Regulations 2006.
 10. The bidding organisation is in possession of a licence or is a member of the appropriate organisation where the law requires it.
 11. The bidding organisation has not had a contract cancelled, or not renewed, for failure to perform nor been the subject of a claim (contractual or otherwise) based upon a failure of quality in design, work, materials or services within the last three years.
 12. None of the senior personnel of the bidding organisation have been involved (in a similar position) in any company which has gone into insolvent liquidation, voluntary arrangement, receivership or administration or been declared bankrupt.
 13. The bidding organisation comply with the requirements of the Health and Safety at Work Act 1974, as amended (for organisations employing five or more people).
 14. The bidding organisation confirm and declare that any information in this ITQ is accurate to the best of our knowledge and that we acknowledge and accept that any

false information could result in rejection or, in the event of any false declaration after the award of any contract, may lead to said contract being terminated.

Please state within the box below if there are any specific areas of the declaration above with which you cannot comply. Please note that this may invalidate your submission but you should provide details that will enable the Forestry Commission to determine whether the discretionary grounds for exclusion laid out in Regulation 23 of the Public Contracts Regulations 2006 apply to you or not.

I declare that to the best of my knowledge the answers submitted in this ITQ are correct. I understand that the Forestry Commission may reject this ITQ if there is a failure to answer all relevant questions fully or if I provide false or misleading information.

Name (printed)

Date

Signature

Capacity / Title

For and on behalf of
