



Scouts

Hampshire

**Web Services Invitation to
Tender**

November 2018

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Welcome

Dear Reader,

INVITATION TO TENDER (ITT) for Hampshire Scouts' Web Services

Your organisation, along with others, is invited to offer a tender for provision of the above, to the specification outlined in the attached documents. Enclosed are:

- An Overview on Scouting.**
- Instructions and information on the tendering procedures.**
- Specification of the Requirements.**
- Any attachments.**
- Declaration and information to be provided by tenderer.**

Please read the instructions on the tendering procedures carefully. Failure to comply with them may invalidate your tender which must be returned by the date and time given below.

1 copy of your tender must be received by **Ray Noice**, ray.noice@hampshirescouts.org.uk, no later than **Friday December 14th 2018 at 5:00PM GMT**. Late tenders will **not** be considered.

If having read the enclosed specification you decide not to submit a tender, we would be grateful if you could send your reasons (though you are under no obligation to do so) to **Ray Noice**, at the above address marked 'No Tender'.

Please contact us if you have any questions about the tendering procedure. This document also contains details for providing you with further information or clarification of the charity's requirements, should the need arise.

We look forward to your response.

Yours sincerely

Hampshire Scouts Web Services Steering Group

About Scouting

Overview of Scouting

We are the UK's biggest mixed youth organisation. We change lives by offering 6 to 25 year olds fun and challenging activities, unique experiences, everyday adventure and the chance to help others so that we make a positive impact in communities.

Scouts helps children and young adults reach their full potential. Our members gain valuable skills for life including teamwork, time management, leadership, initiative, planning, communication, self-motivation, cultural awareness and commitment. We help young people to get jobs, save lives and even change the world.

What do Scouts do?

Scouts take part in a wide range of activities as diverse as kayaking, abseiling, expeditions overseas, photography, climbing and zorbing. As a Scout you can learn survival skills, first aid, computer programming or even how to fly a plane. There's something for everyone. It's a great way to have fun, make friends, get outdoors, express your creativity and experience the wider world.

What do volunteers do?

This everyday adventure is only possible thanks to our team of adult volunteers, who support Scouts in a wide range of roles from working directly with young people, to helping manage a local community based Group, to being a charity Trustee. We help volunteers get the most out of their experiences at Scouts by providing opportunities for adventure, training, fun and friendship. Our award winning training scheme for volunteers means that adults get as much from Scouts as young people. Our approach focuses on what you want to get out of volunteering with Scouts, while respecting how much time you can offer. Over 90% of Scout volunteers say that their skills and experiences have been useful in their work or personal life.

Key facts and figures

The Scout Association is a UK charity founded in 1907 and now boasts a membership of over 640,000 young people and adult leaders. We are the largest mixed youth movement in the UK. Scouting activity is delivered through 7,000-plus community based Scout Groups nationwide. Scouting is widely recognised and is one of the most trusted charities in the UK, giving it a significant level of influence and responsibility. Scouting's greatest strength lies in its grass roots. It is locally that Scouting is best able to identify and work directly with young people most in need. We believe that through the everyday adventure of Scouting, young people and adult volunteers regularly experience new challenges that enrich and change their lives. The current focus for the Trustees and those in Scouting in the UK is delivering our strategic vision.

Scouting's fundamentals

Our mission

Scouting exists to actively engage and support young people in their personal development, empowering them to make a positive contribution to society.

Our values

As Scouts, we are guided by these values:

- **Integrity**
- **Respect**
- **Care**
- **Belief**
- **Co-operation**

Further information on our fundamentals, including details of our values, are provided on our website at <http://scouts.org.uk/about-us/key-policies/fundamentals-of-scouting/>

Instructions and Information on Tendering Procedures

These instructions are designed to ensure that all tenders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified. Please contact **Ray Noice** at ray.noice@hampshirescouts.org.uk if you have any doubts as to what is required or you have difficulty in providing the information requested. Pre-tender negotiations are **not** allowed.

Contract Period

The contract is to be for a period of two years, with the opportunity for extension or renewal at the end of that period.

Incomplete Tender

Tenders may be rejected if the information asked for in the ITT and Specification is not given at the time of tendering.

Returning Tenders

Bids must be sent via email to 'Ray Noice' at ray.noice@hampshirescouts.org.uk. The charity will send a confirmation of receipt of bid email.

Tenders must be delivered by **Friday December 14th at 5:00PM GMT**.

Receipt of Tenders

Tenders will be received up to the time and date stated. **Those received before the due date will be retained unopened until then.** It is the responsibility of the tenderer to ensure that their tender is delivered no later than the appointed time.

Acceptance of Tenders

By issuing this invitation the charity is not bound in any way and does not have to accept the lowest or any tender, and reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise in their tender.

Inducements

Offering an inducement of any kind in relation to obtaining this or any other contract with the charity will disqualify your tender from being considered.

Confidentiality of Tenders

Please note the following requirements; you must not:

- Tell anyone else what your tender price is or will be, before the time limit for delivery of tenders.
- Try to obtain any information about anyone else's tender or proposed tender before the time limit for delivery of tenders.
- Make any arrangements with another organisation about whether or not they should tender, or about their or your tender price.

Failure to comply with these conditions may disqualify your tender.

Costs and Expenses

You will not be entitled to claim from the charity any costs or expenses which you may incur in preparing your tender, whether or not your tender is successful.

Debriefing

Following the award of contract, a debriefing will be included in the letter sent to unsuccessful bidders.

Evaluation Criteria

The tender process will be conducted in a manner that ensures tenders are evaluated fairly to ascertain the overall most advantageous tender.

Your capability to perform the contract will be evaluated using selection and award criteria; an example of which is set out below.

Assessment	Score	Summary	Interpretation
Excellent	5	Very strong evidence of appropriate knowledge, skills or experience.	As well as addressing all, or the vast majority of, bullet points under each criteria heading, it will demonstrate a deep understanding of the project. All solutions offered are linked directly to project requirements and show how they will be delivered and the impact that they will have on other areas/stakeholders.
Good	4	Sufficient evidence provided of appropriate knowledge, skills or experience. Have confidence in their ability to deliver the required service	Will reflect that bidders will have addressed, in some detail, all or the majority of the bullet points listed under each criteria heading. Evidence will have been provided to show not only what will be provided but will give some detail of how this will be achieved. Bidders should make clear how their proposals relate directly to the aims of the project and be specific, rather than general, in the way proposed solutions will deliver the desired outcomes

Acceptable	3	Reasonable evidence of appropriate knowledge, skills or experience. Meets requirements in many areas but not all.	Will again address the majority of the bullet points under each criteria heading but will lack some clarity or detail in how the proposed solutions will be achieved. Evidence provided, while giving generic or general statements, is not specifically directed toward the aims/objectives of this project. Any significant omission of key information as identified under each criteria heading will point towards a score of 3.
Minor Reservation	2	Some evidence of appropriate knowledge, skills or experience. Meets requirements in some areas but with important omissions	Will reflect that the bidder has not provided evidence to suggest how they will address a number of bullet points under the evaluation criteria heading. Tenders will in parts be sketchy with little or no detail given of how they will meet project requirements. Evidence provided is considered weak or inappropriate and is unclear on how this relates to desired outcomes.
Serious Reservations	1	Very little evidence of appropriate knowledge skills or experience	Will reflect that there are major weaknesses or gaps in the information provided. The bidder displays poor understanding and there are major doubts about fitness for purpose.
Unacceptable	0	No evidence/response	Will result if no response is given and/or if the response is not acceptable and/or does not cover the required criteria.

Timetable

This timetable is provisional and may be subject to change, but will be adhered to by the Charity as far as reasonably possible.

ACTIVITY	TIMESCALE
Advertise	Monday November 26th 2018 9:00AM GMT
Start of clarifications stage / any questions about the specification or procurement process	Tuesday November 27th 2018
End of clarifications stage	Thursday December 13th 2018
Submission deadline for receipt of bids	Friday December 14th 2018 5:00PM GMT
Inform bidders of award	Friday December 21st 2018 3:00PM GMT
14 day stand still period ends	Friday January 4th 2019 3:00PM GMT
Award contract	Friday January 4th 2019
Delivery Date	Friday March 1st 2018 Close of Business
Launch Date	Saturday March 16th 2018

Format of Bids

Tenderers should present their proposals in the following format:

- Section 1** **Table of Contents**
- Section 2** **Company Summary**
- Section 3** **Meeting the Specification**
- Section 4** **Cost and Charging Arrangements**
- Section 5** **Declarations, Undertakings and Attachments**

Conclusions

Whilst every endeavour has been made to give tenderers an accurate description of the Charity's requirement, tenderers should make their own assessment about the methods and resources needed to meet those requirements.

Specification Of Requirements

Introduction/Background

Hampshire Scouts is in need of a completely revitalised Web Presence, both to bring it in line with The Scout's new Brand, **Skills For Life: Preparing Better Futures**, and because the site in it's current state is not suitable for the future direction of a more digitally inclusive movement.

Purpose

Hampshire Scouts want to have a single, unified user experience, both for the Public and Adult Volunteers within the movement. To achieve this, the **Web Services Steering Group** have agreed a set of key requirements, listed below.

Front Pages

The front pages of the website must be easy to use, clean and simple, with defined quick links taking users to scouts.org.uk, Compass (our internal membership system) and the site's Members' space. The content of the pages, which will be written in partnership with Adult Volunteers, is **externally facing**. These pages may include information explaining what the movement is/does, and how people can get involved within Hampshire.

In addition, the site will have the capability to host an online store and link shortener. Hosting of all sites is the responsibility of the tenderer.

Members Space

The Members space is the one-stop-shop for all internal information for volunteers; Events, Sections, Updates, News, Policies and a County Directory will all be found here.

EVENTS

Cross-Section County-wide event pages, including booking systems, such as Hampshire's Jamboree (a large camp for all young people every four years), will reside here. Any section specific events will reside within their respective section page/microsites.

SECTIONS

Sections (Beavers, Cubs, Scouts, Explorers and Scout Network) will have their own microsites, which will reside on subdomains of hampshirescouts.org.uk. These will maintain a consistent theme and navigation for an easy user experience. Each site, along with a homepage, requires a booking system for multiple section-specific events. For example, the Beaver Scout Section Site will require a booking system for the Beaver Fun Day and another Beaver Event held at another time.

OTHER PROGRAMME AREAS

In addition to Sections and Events, other areas of the Scout Programme will require their own spaces (with the same template as the Section microsites). These are:

- Youth Shaped
- International
- The World Scout Jamboree

These are subject to change, and the successful tenderer must be prepared to adapt to changes in requirements over time.

COUNTY SCOUT ACTIVE SUPPORT UNITS (COUNTY SASUS)

County Active Support Units are entities within the County that exist to either directly or indirectly further support the delivery of programme within the County. Examples of these are Hampshire Scout Expeditions, Hampshire Scout Heritage Project and Hampshire Scout Archery Club. These Active Support Units will have their own subdomains, and similarly to Sections and Programme Areas, they will have a common theme/template to all other microsites. These sites will be built and managed in partnership with their respective Adult Volunteer Members; site specific requirements are expected to emerge as and when these sites are created, and a degree of flexibility is required to accommodate these.

GROWTH & DEVELOPMENT

Growth & Development is key to giving more and more people access to the life changing adventure that Scouting offers. For that reason, Hampshire have a team of volunteer and staff members dedicated to this. Growth and Development, like all of the other Members Spaces, will have their own subdomain and template, enabling them to share resources and team specific information.

SAFEGUARDING

As Adults in Scouting, the safety of our young people our priority. All members adhere to a common set of rules, which are detailed at scouts.org.uk/safeguarding. Any references to safeguarding on any County-level site should direct visitors to the link above for more information.

ADULT TRAINING

Training all of our Adult Volunteers is a big part of what a Scout County does. The new Website will contain an Adult Training Microsite (with it's own subdomain and common template), which will hold all information relevant to that area. The successful tenderer will need to work closely with the Adult Training team to ensure that they are meeting their specific requirements.

COUNTY SPECIFIC PROJECTS

Any county projects taking place, such as a Boundary Review, may require their own web space for members. This should be taken into account by prospective tenderers.

Local Website Templates

A big part of the role of a Scout County is to support local Scouting taking place within Scout Districts and Groups. The successful tenderer will be required to build a common template for a Scout District, which will be available for every District within Hampshire Scout County. In addition, they may be required to support (to a degree) Districts in setting up and populating their sites. This extends to District-owned Campsites within Hampshire.

Technical Support

Due to the scale of the project, technical support will be required. The steering group are interested to hear how prospective tenderers will do this.

Adult Training

In addition to technical support, the successful tenderer will be required to support the training of adult volunteers who will be modifying content on the website. The steering group are interested to hear ideas and suggestions on how prospective tenderers plan to do this.

Company Information

The successful tenderer will be asked to provide company information to meet the needs and values of the Charity. The minimum information needs are:

- Company History
- Company Values
- A brief introduction (no more than a paragraph each) from the team that will work on the project

Security of Data

The tenderer is required to submit a security plan that explains how they will ensure that Charity or personal data will be protected. The plan must also include information and assurances of the system's resilience and protection from threats.

Costs

Please give a detailed breakdown of costs (excluding VAT). They may be broken down into mandatory and optional costs if the tenderer is recommending investment in services that may benefit the charity, but are not strictly required.

VAT

Please state clearly when submitting prices whether or not VAT will be charged.