# Tender Questions

## Website (Overall weighting 20%)

### Website (Content Management System) (30%)

Give details of your proposed content management system and why you have chosen this product for us. Include details about your background and expertise in using this solution, as well as the potential benefits. Add details of the usability for editing and creating pages. (250 words max)

### Content writing (30%)

Provide details of how you could support us in this task. Include details about content writing packages and what involvement is needed from SDDC. (250 words max)

### Design (15%)

Provide three relevant examples of your web design skills; these should ideally be existing designs for other clients with similar requirements to us or proposed designs. Detail how you will ensure consistency with our brand. (100 words max)

### Navigation (15%)

Detail your approach to developing effective navigation and search capabilities and enhancing the user experience. (100 words max)

### Website Features (10%)

Give details about the additional features (listed in 6.6 of the Tender Specification) you would be able to offer and what you would recommend for a website of this type. (100 words max)

# Online Forms (Overall weighting 20%)

### Online forms product (40%)

Give details of your chosen online forms product including what it does, how it works and why it’s suitable for our requirements (outlined in 7.0 of the Tender Specification). Also explain how staff would access and process submitted forms. (250 words max)

### Form creation (40%)

SDDC requires a simple, quick, easy and intuitive forms creation tool. Explain the form creation process and include screen shots. Include details of how customers can upload supporting documents such as PDFs or photographs. (250 words max)

### Location based services (20%)

Explain how the product would incorporate location based services and how we could utilise them. (100 words max)

# Self-Service Account/Solution (Overall weighting 20%)

### Self-service proposal (25%)

Give a detailed explanation of your chosen self-service account solution. Include how it works, its benefits and why it is fit for purpose for this project. (250 words max)

### User Accounts (20%)

Provide details on how the user account works and include details of point A-F in section 5.1 of the Tender Specification. (250 words max)

### Capabilities (20%)

How does your solution support our capabilities requirements in section 5.2 of the Tender Specification and in Appendix 1? (250 words max)

### Management (10%)

Provide an explanation of how you will fulfil the requirements of section 5.4 of the Tender Specification. (150 words max)

### Online Payments (25%)

Explain how you would integrate online payments and create secure procedures for customers to follow. (150 words max)

# Integration (Overall weighting 20%) (300 words max)

1. Give a detailed explanation of your approach to integration with other systems and processes (outlined in section 8.0 of the Tender Specification and in appendix 1), in line with our aspiration of integrating these platforms into one suitable, cost-effective, customer friendly solution.
2. Give examples of previous integration projects that relate to our own.
3. Explain how you would approach the integration part of the project, the role you will play in making the transition as seamless as possible for departments/customers and the support/skills/team you will need from SDDC to complete this project phase.

# Features (Overall weighting 5%)

### SEO (25%)

What is your approach to SEO and how would you enable this feature for our solution? (100 words max)

### Reporting (25%)

Describe your reporting tools and mechanisms that would meet our requirements in section 10.0 of the Tender Specification. (150 words max)

### Mobile and tablets devices (50%)

Discuss your approach to developing a solution for mobile and tablet devices as outlined in section 12.0 of the Tender Specification. (100 words max)

# Project approach (Overall weighting 15%)

### Training (10%)

What is your approach to training as per section 11.0 in the Tender Specification? What training sessions would you include and define how you would support varying skill levels. (150 words max)

### Data security (5%)

Explain your approach to security and keeping customer data secure (section 13.0 of the Tender Specification). What measures would you advise us to put in place? (150 words max)

### Accessibility (5%)

Our requirements for accessibility are very important (see section 14.0 of the Tender Specification). How would you comply with these requirements and what solutions would you recommend? (100 words max)

### Hosting (20%)

Provide a breakdown of your hosting package, including details of your service level agreement (section 15.0 of Tender Specification). (150 words max)

### Support (20%)

Tell us about your support package (section 17.0 of the Tender Specification). Give details of your helpdesk approach and what services we can expect to receive. Include costings for out of hours emergencies too, as well as SLA timescales and response times. Include details of your five recommended KPIs (section 3.3 of Tender Specification). (150 words max)

### Project management (40%) (250 words max)

Provide us with an explanation of your project management approach (section 18.0 of Tender Specification). What service would we receive and how would you ensure a successful outcome, on time and on budget?

Explain how you would keep us informed of progress, changes and problems.

Give specific details of the project team and an approximate timeline for the project to reach our deadline.

Provide an indicative Project Plan with details of the breakdown of tasks and time required from both a supplier and client perspective.

Ensure you include details of the project milestones which could form part of a staged payment process.

Finally, how will you ensure the solution future-proofs our digital services to customers and ensure they remain fit for purpose in the future?

Include details of whether you can start the project in September or suggest an alternative start date.