



## APCC WEBSITE TENDER

July, 11 2024

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The APCC provides support to all  
Police and Crime Commissioners  
and policing governance bodies in  
England and Wales

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## 1 Introduction

### 1.1.1 About the Association of Police and Crime Commissioners (APCC)

[The Association of Police and Crime Commissioners \(APCC\)](#) is a membership body representing Police and Crime Commissioners (PCCs), Police, Fire and Crime Commissioners (PFCCs) and Deputy Mayor's with responsibility for policing and crime. We provide strategic leadership and support to PCCs and their equivalents to enhance the effectiveness of [policing and crime reduction initiatives across 20+ portfolio areas](#).

Our initiatives include:

- **Policy Information and Updates:** Delivering critical information on national policing policies and legislative changes.
- **Consultation and Influence:** Engaging with PCCs to develop policy positions and influence national policy changes.
- **Leadership Facilitation:** Supporting PCC leadership within national governance structures, such as the College of Policing, National Crime Agency, and other police and fire professional bodies.
- **Collaboration and Engagement:** Creating opportunities for members to discuss and debate national policing and criminal justice policies and engage with senior stakeholders.
- **Best Practices and Efficiency:** Assisting PCCs in sharing best practices and identifying collaborative opportunities to enhance efficiencies.
- **National Voice and Representation:** Promoting awareness and understanding of the role of PCCs and PFCCs as the public's elected voice on policing and criminal justice. Representing members on national governance boards like the National Policing Board and the National Criminal Justice Board.
- **Partnerships and Collaboration:** Working closely with national policing partners, including the National Police Chiefs' Council (NPCC), the College of Policing, the National Crime Agency, and Criminal Justice Service partners such as the Crown Prosecution Service (CPS), the National Probation Service, and HM Courts & Tribunals Service.
- **National Capabilities:** Supporting the establishment and development of national capabilities, notably through the PCC-led commercial companies Bluelight Commercial and the Police Digital Service.
- **Portfolio Work:** Operating across 20+ member-led portfolios to influence national decision-makers and inform local practice on a wide range of policy issues affecting policing and criminal justice.

The APCC provides a strong national voice in Whitehall, Westminster, and the national media, ensuring that the vital contributions of its members are recognized and that their collective influence shapes policy and practice for the benefit of all communities.

### 1.2 Background to the Project

In 2017, the APCC launched its newly designed website, built on the Umbraco platform, replacing the old static website and significantly enhancing the organization's online presence.

Since then, the APCC has expanded its digital content considerably. To accommodate this growth and better serve our members, their offices, and the public, we now require a more effective online platform that functions as a hub for members, OPCCs, and as a source of information for the public.

Our ambitions through our [2022-2024 strategic plan](#) is to deliver less crime, safer communities, and build public trust in policing and criminal justice. We do this by supporting our members to influence national policy, promoting the PCC role, aiding members in fulfilling their duties, enabling knowledge sharing, and maximizing investment in crime prevention. An enhanced online platform for Police and Crime Commissioners can facilitate these efforts by providing robust tools for communication, collaboration, and public engagement.

### 1.3 Audience Overview

The primary audience for the APCC website includes Police and Crime Commissioners (PCCs), their offices (OPCCs), and various stakeholders involved in policing and crime prevention. The website serves as a vital resource for these groups, providing extensive content that supports their roles, responsibilities, and initiatives.

However, it is important to note that 80% of our web traffic comes from the public. The majority of public page views are concentrated on sections such as "About the PCC" and "Find Your PCC." Despite this significant public interest, the bulk of our content is tailored to meet the needs of PCCs and OPCCs, offering detailed information, resources, and tools essential for their functions.

In designing and developing the new website, it is crucial to balance these two primary audiences. The website must effectively communicate to the public while still prioritizing PCCs and OPCCs. This dual focus will ensure that we continue to provide valuable support to our commissioners and their offices, while also engaging and informing the public about the important work being done by PCCs.

## 2 Project Vision

Launching a new website will establish the APCC as the definitive authority for information on police and crime commissioners, fire commissioners and deputy mayors, serving the high traffic from the public. Additionally, it will act as a hub for members, providing a centralized platform for storing our digital assets, training videos, meeting notes, events and platform to have forums/discussions for each of our portfolios.

This new website will include:

- A complete redesign to improve user journey and experience.
- New landing pages with a focus on our work and leading with key portfolio areas.
- Rewriting and expanding existing content for high traffic landing pages.
- Optimising landing pages for SEO.
- Streamlined navigation to help users find information effortlessly.

- A dedicated member section to house updates on polices, events, discussion groups and exclusive resources.
- Mobile responsiveness to ensure accessibility across all devices.
- Secure login and authentication for member-only areas.
- Digital library of policies, reports, guidelines and other official documents with advanced search capabilities.
- Interactive features such as a news section, blog, and event calendars to foster community engagement.

### 3 Overview of Project Requirements

The Association of Police and Crime Commissioners (APCC) aims to develop a comprehensive website to share content, elevate the role of the PCCs and support its members effectively. With growing online presence, the APCC seeks to further enhance the visibility and accessibility of its work and services online. The new website and content management system (CMS) will enable the APCC to deliver various content and services intelligently.

There are two key deliverables for this project. The first being a fully functional front-end website with an integrated content management system (CMS). This website will serve as a comprehensive platform for:

- **Enhanced Audience Engagement:** Easy to navigate with clear content categorisation for our members to access information. Re-write and expand our existing copies for key website pages.
- **Content Management:** Efficiently handle and disseminate various content developed by the APCC as news articles, videos, documents for policies, guidelines, and toolkits accessible to the public but primarily for PCC's and staff. Other resources will need to be in the member hub section only accessible via login.

The second deliverable is a dedicated member area accessible through a login page. This section will serve as a:

- **Member dashboard:** A dashboard area accessible to our members when they login to access information such announcements, reminders and access meeting minutes, resources etc.
- **Discussion board:** The APCC would like to test a new way of working with our OPCC's by piloting a forum within the members hub. This section will have the ability for the APCC admin to create discussion groups to discuss various topics under each portfolio, have members post replies to share their own insights, create polls, admins to have access to uploading relevant documents related to the discussion.
- **Event Management:** create a calendar of events and reminders.
- **Section for resources and training materials:** Dedicated area for online learning and training initiatives such as viewing previously held workshop videos and related documents.

## 4 The Tender Process

### 4.1 Enquiries and Communication

The Association of Police and Crime Commissioners welcomes questions and requests for clarification from interested suppliers prior to the submission of tenders and actively encourages such dialogue.



During the Invitation to Tender stage, Bidders may submit questions and requests for clarification or further information. The procedure for obtaining further information or clarification is as follows:

- Suppliers should address their questions and requests for clarification or further information via e-mail to: Justine.cameron-clarke@apccs.police.uk
- Upon receipt of a request for clarification or further information, the APCC may, at its sole discretion, respond to the interested supplier and provide any additional information available. However, the APCC is not obligated to comply with any such request and does not accept any liability or responsibility for failure to provide information. An absence of a response from the APCC shall not entitle a supplier to make any assumptions about the matters sought to be clarified.
- All questions or requests for clarification or further information must be submitted by 5pm Friday, 16 August. Requests/questions received after this time will not be responded to by the APCC.

The dates relating to this ITT are shown below and are pre-booked in relevant diaries, and therefore cannot be altered.

Date	Details	Relevant Notes
16, July 2024	ITT Issued and published on the APCC website	
16, August 2024	Deadline for submission of questions	Please submit any questions via email to Justine.cameron-clarke@apccs.police.uk
30, August 2024	Deadline for submission of proposals	
2 – 6, September 2024	Internal Review and supplier interview	
13, September 2024	Board Approval	
16, September	Final appointment	
19, September 2024	Project kick-off meeting	

#### 4.2 Procedure for Submission

Suppliers are invited to submit their Invitation to Tender documents following the instructions below:

- **Submission deadline:**
  - All submissions must be received by 5pm, Friday, 30 August via email to:
    - [Catherine.Bithell@apccs.police.uk](mailto:Catherine.Bithell@apccs.police.uk)
    - [Justine.Cameron-Clarke@apccs.police.uk](mailto:Justine.Cameron-Clarke@apccs.police.uk)
  - The subject line of the email should be titled: 'ITT Response Website Development and Support'.
  - Late submissions will not be accepted.

#### 4.3 Content of Applications

- **Document Format:**

- Governance information, references, methodology and project plans can be submitted in Word or PDF format.
- Design drafts can be submitted as image files or by providing a secure link to view the design.
- Please do not include any promotional or marketing material in your documents.

• **All submissions must include the following:**

		<b>Format</b>
Governance Information	<ul style="list-style-type: none"> <li>• Completed Appendix 1 Written Return</li> <li>• Completed Appendix 3 Form of Tender</li> <li>• Company profile, brief history and organisational structure</li> <li>• The past three years of filed company accounts</li> <li>• A copy of your Data Protection and Information Security policies</li> <li>• A copy of your Equality and Diversity Policy</li> </ul>	PDF or Word document
References	<ul style="list-style-type: none"> <li>• At least two organisations you have carried out similar work for, with contact details for individuals we can get in touch with. Reference clients should be relevant to a website build project</li> <li>• A portfolio of similar work done with links to the live websites</li> </ul>	PDF or Word document
Methodology	<ul style="list-style-type: none"> <li>• Details on how your organisation will deliver and approach this project, including proposed project team with details of their experience.</li> <li>• Details of all proposed CMS, plugins and other relevant technologies</li> </ul>	PDF or Word document
Project Plan	<ul style="list-style-type: none"> <li>• An outline project plan with phases, review points, milestones and timescales for the project</li> <li>• Assumptions, dependencies and risks with mitigations</li> </ul>	PDF or Word document
Design drafts	<ul style="list-style-type: none"> <li>• A draft home page design and create a new landing page design for one of our work <a href="http://apccs.police.uk">Improving Public Accountability (apccs.police.uk)</a></li> </ul> <p>These designs can be provided in any format to show understanding of our web audience and presentation of content</p>	Image file or a secure link to view the design can be added to the email body when you submit the full application requirements
Security	<p>A clear statement of your commitment to best practice with respect to the physical and electronic security of systems and data, such as:</p> <ul style="list-style-type: none"> <li>• Data centre security information</li> </ul>	PDF or Word document

	<ul style="list-style-type: none"> <li>• Data security policies</li> <li>• GDPR compliance, ISO 9001 ISO 27001 certifications, Cyber Essentials</li> <li>• Any relevant certifications for the business, your sites and your staff</li> </ul>	
Pricing	<ul style="list-style-type: none"> <li>• Appendix 2 Pricing Document</li> <li>• Monthly and/or annual estimates pricing for hosting and maintenance</li> <li>• A sample payment schedule for a project of this nature to show whether payments are based on milestones, time periods etc.</li> </ul>	PDF or Word document

- **Acknowledgement of submission:**
  - We will acknowledge receipt of all submissions via email within 48hrs of receiving them.

## 5 Selection Criteria

### 5.1 Evaluation

Applications will be checked initially for compliance with this Invitation to Tender and for completeness.

Applications that are not substantially complete and/or compliant with this Invitation to Tender may be rejected.

- **Request for Clarifications:** During the evaluation period, APCC reserves the right to call for further information or clarifications from suppliers to assist in the consideration of their application.
- **Supplier Interviews:**
  - APCC reserves the option to invite suppliers to attend an interview online or at APCC's office to further explain their proposals. The dates, times, and venues of the interviews (if held) will be confirmed with suppliers under separate cover.
  - The purpose of the supplier interview is to allow APCC to achieve a more rounded appreciation of suppliers' proposals. Note that APCC reserves the right to adjust the scoring of a supplier's bid if information established during the interview fundamentally changes any tendered proposal.

Evaluation Criteria	Description	Weighing
1. Price	Cost-effectiveness of the proposal. The total budget for the website build must not exceed £35k (excluding VAT).	25%
2. Experience	Demonstrates evidence the past three years in developing similar websites, including the implementation of a content management	25%



	system (CMS) to handle extensive content and a dedicated members area.	
3. Methodology	Detailed approach and methodology for executing the project. This includes understanding the project requirements, proposed solutions, timelines, and delivery methods.	20%
4. Home and Landing page design drafts	Quality and creativity of initial design drafts for the home page and landing pages. These should reflect the APCC's branding and the intended audience.	10%
5. Project Management	Effectiveness of the proposed project management plan. This includes resource allocation, risk management, communication strategy, and the ability to meet deadlines.	10%
6. Added Value	Additional benefits or services offered that provide extra value to the project. This could include innovative features, long-term support options or enhancements that exceed the basic requirements.	10%

## 5.2 Scoring

There are six criteria for evaluation. All criteria will be scored on a scale of 0 to 5 based on the following scoring guide:

Score	Description
5	Outstanding- Response demonstrates exceptional strengths with no errors, weaknesses, or omissions, and exceeds expectations in all respects.
4	Strong- Response meets all expectations with high standards and no significant issues.
3	Acceptable- Response meets the requirements with minor reservations or areas for improvement.

2	Marginal- Response shows deficiencies in several areas, requiring assumptions and lacking detail in key aspects.
1	Poor - Response is inadequate in most areas, with significant gaps and frequent assumptions needed.
0	Unacceptable - Response is non-existent, irrelevant, or wholly unsatisfactory.

## 6 Milestones and Timescales

Phase	Milestone/Activities	Start	End
Kick-off	Project kick-off meeting	Mid-September	Mid-September
Discovery and Planning	Discovery and full requirements gathering	Late-September	Mid-October
	Stakeholder interviews and workshops		
	Approval of CMS platform and member hub plugin/software		
	Sitemap and information architecture planning		
Design	Wireframes and prototypes	Early-October	Late-October
	Design mock-ups review		
	Design revisions and finalisation of navigation structure, homepage and primary landing pages		
Content	Content review and audit	Early-October	Late-November
	Re-writing content for the landing pages of each portfolio		
Development	Front-end development	Mid-October	Mid-January
	Back-end CMS integration		
	Discussion board integration and set-up		
	Initial content migration and upload		
	Full migration		
Testing and QA	Initial testing and QA front end	Mid-December	Mid-January
	User testing of CMS		
	User testing of discussion board		
	Staff admin training and documentation		
	Final revisions and bug fixes		

Go-Live	Launch preparation	Mid-January	Late-January
	Website Go-Live	Late January	Early February
Post-Launch	Analytics set-up	Early February	
	SEO for high traffic pages	Early February	

## 7 Budget

Bids must not exceed a total of £32,000.00 (exclusive of VAT). Additionally, any fees for yearly hosting, maintenance and added support post launch of the new website should be included but will be understood as separate costs once the website is live.

Costs in the price section of the Written Return should be presented exclusive of VAT. Bidders should state whether they will apply VAT to the total contract value.

It is understood that VAT is applicable regardless of the successful bidder's VAT status. Bidders should seek independent advice if they do not intend to apply VAT. The APCC will not make any additional provision to the agreed contract value to cover VAT liabilities if these costs are not included in the original Pricing Document.

## 8 Collaboration and Project Approach

While we recognize the benefits of Agile Project Management and the web development process, we have identified some limitations with working strictly in 'sprints or small development sections. Therefore, our goal is to collaborate with the supplier in a way that aligns closely with our objectives. We envision a partnership that goes beyond transactional interactions, focusing on a holistic approach that considers the needs of the APCC our members and the public who make up over 80% of our website audience.

We expect the supplier to involve UX, content, and design specialists, as well as developers, throughout the duration of the project. Additionally, we expect the supplier to be fully engaged with our team through workshops, interviews and frequent weekly check-ins as well as email updates. This approach should bring creativity and innovative ideas, executed professionally and in close collaboration with our organisation. The bidder should propose a project management methodology that reflects these considerations.

Moreover, all work should be anchored by user testing, both at the planning stage and through user acceptance testing or demonstrations. This ensures that our efforts remain user-centred and effectively meet the needs of our diverse audience.

We are also open to taking on tasks where we have expertise, such as creating copy for certain pages related to our work and migrating content that will not change. This collaborative approach allows us to leverage our internal strengths while working closely with the agency to achieve our shared goals.

## 9 Project Requirements

The main objective of developing a new website for the APCC is to create a comprehensive public platform that highlights the role of Police and Crime Commissioners (PCCs) and Deputy Mayors. This platform will serve as a resource providing the public with up-to-date information on the activities and impact of PCCs, policy updates, and important news.

Additionally, the website will feature a secure discussion platform for APCC members and their offices. This dedicated members' section will enable users to engage in open discussions for each of their portfolios, view and access relevant documents, and see future events.

We seek a long-term development partner who understands our organisation and the needs of our website users, including members, non-members, and staff. We welcome innovative ideas beyond this brief and look forward to a collaborative relationship that benefits both parties.

Design and UX	<p><b>Key requirements:</b></p> <ol style="list-style-type: none"> <li>1. Develop a visually appealing and intuitive website design that enhances user experience. The design should be clean, professional, and aligned with the APCC's branding guidelines.</li> <li>2. Align the website design with the APCC's expanded visual identity.</li> <li>3. Create dedicated landing pages tailored to audience segments, such as members and the general public.</li> <li>4. Restructure the main navigation menu to improve usability and ensure it is intuitive for all users. The navigation should be clear and concise, allowing users to easily find what they are looking for.</li> <li>5. Better presentation of information for the find your <a href="#">PCC map</a>, secretariat and campaigns.</li> <li>6. Develop a comprehensive sitemap that outlines the structure of the website, ensuring all pages are logically organized and easily accessible.</li> <li>7. Include clear and compelling call-to-action buttons throughout the site to guide users towards desired actions, such as finding their PCC, Login for members, registering for events, or downloading documents and other resources.</li> <li>8. Establish a clear content hierarchy that prioritizes important information and guides users through the site effectively.</li> <li>9. Maintain and enhance the current AA WCAG 2.0 accessibility standards.</li> <li>10. Ensure the website is fully responsive and accessible on all devices, including smartphones, tablets, and desktops. The mobile experience should be optimized for ease of use, readability, and fast loading times.</li> </ol>
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Content and SEO	<p><b>Key requirements:</b></p> <ol style="list-style-type: none"> <li>1. We envision <a href="#">our work</a> along with the resources we create such as guidance, toolkits and checklists as the cornerstone of our evergreen content, designed to remain relevant and valuable over time. These pages will serve as key resources for our PCCs and OPCCs, providing recent updates from the APCC, addressing common questions, and covering topics of interest within each portfolio’s scope. Currently, content for each portfolio area as well as guidance documents and toolkits are dispersed throughout the site. To enhance usability and organization, a thorough content audit will be necessary to categorize and consolidate this information effectively. This will ensure that each area under <a href="#">our work</a> becomes a comprehensive and accessible page for all related content.</li> <li>2. Develop new copy for each key landing page such as the <a href="#">PCC page</a> and/or rewrite existing copy for other high traffic pages to make it more compelling and engaging. This will ensure that the information presented is not only informative but also captivating.</li> <li>3. Integration of a handful of key PDF Reports into our Landing Pages- As part of our content and design efforts, we aim to incorporate some of the content in our PDF reports into our landing pages. This shift from PDF-only versions to HTML reports, like those used by GOV.uk and LGA.gov.uk, will enhance searchability and accessibility. While we recognize that many users prefer to print out reports, this change will ensure that our content is more accessible and user-friendly for all, while still providing the option to download the PDF documents within the same page.</li> <li>4. Implement a document library section with a landing page to show latest documents, content categories and advanced search capabilities to help users quickly find the information they need. This includes the ability to search across all content types to show in search results if this is a document, news entry, event, etc.</li> <li>5. Conduct comprehensive keyword research to identify relevant and high-traffic keywords related to the APCC's activities and objectives. Optimize page titles, meta descriptions, headers, and content with these keywords.</li> <li>6. Create unique and compelling meta titles and descriptions for each page to improve click-through rates (CTR) from search engine results pages (SERPs).</li> <li>7. Implement a robust internal linking strategy to help search engines crawl the website more effectively and to guide users to relevant content.</li> <li>8. Set up web analytics (GA, GTM, GSC) tools to track user behaviour, traffic sources, and other key metrics such as setting up GTM triggers to track PDF downloads.</li> </ol>
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<p>CMS</p>	<p><b>Key requirements: Managing pages</b></p> <ol style="list-style-type: none"> <li>1. Deploy a powerful content management system that allows for easy management of extensive content, including updating landing pages, adding to the guidelines, toolkits, and other documents section.</li> <li>2. The CMS should allow for the efficient management and organization of various document types, including policies, guidelines, toolkits, reports, and other essential documents. This includes the ability to upload, categorize, tag, and archive documents.</li> <li>3. Implement version control to track changes and revisions to documents and content, allowing for easy rollback to previous versions when necessary.</li> <li>4. Enable scheduling of content publication and updates, allowing administrators to set specific dates and times for new and updates to go live or be archived.</li> <li>5. Support collaborative content creation and editing, with features such as real-time co-authoring, comment threads, and change tracking.</li> </ol> <p><b>Key requirements: Advanced search capabilities</b></p> <ol style="list-style-type: none"> <li>1. The APCC is seeking to implement advanced search capabilities within the new website to significantly improve the user experience for both the public and our members. The enhanced search functionality is essential to enable users to efficiently find and access a wide variety of resources, including documents, meeting minutes, workshop recordings, and more.</li> <li>2. Allow users to filter search results by categories such as content type (e.g., documents, videos, presentations) and which portfolio this document falls under where relevant.</li> </ol> <p><b>Key requirements: User and Role Management</b></p> <ol style="list-style-type: none"> <li>1. Ability to provide granular control over user permissions, allowing administrators to define access levels and capabilities for different user roles (e.g., content creators, editors, administrators).</li> <li>2. Ensure that only authorized users have access to specific areas and functions within the CMS, based on their role and responsibilities. Roles and access levels to be agreed during discovery phase.</li> </ol> <p><b>Key requirements: Email Newsletter Management and Tracking</b></p> <p>The APCC requires an integrated email newsletter management system to streamline the process of sending daily briefings to various groups and track engagement metrics such as open rates and click-through rates. This system will</p>
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	<p>enhance communication efficiency and provide valuable insights into newsletter performance.</p> <p>Minimum Requirements:</p> <ol style="list-style-type: none"> <li>1. Create and manage multiple newsletter groups.</li> <li>2. Easily add or remove members from groups.</li> <li>3. User-friendly interface for composing text newsletters or templates for consistent formatting.</li> <li>4. Track key engagement metrics (open rates, click-through rates, etc.).</li> <li>5. Provide reports and exportable analytics data.</li> <li>6. Ensure compliance with data protection regulations (e.g., GDPR).</li> </ol>
<p>Members Area (only accessible to site members with logins)</p>	<p><b>Key requirements: Main Dashboard</b></p> <ol style="list-style-type: none"> <li>1. A simple dashboard to display upcoming events, online webinars, important dates relevant to members and pages with information on member benefits with the ability to archive and add new pages.</li> <li>2. An area for viewing reminders or alerts from the APCC.</li> <li>3. Show latest discussion board topics and polls.</li> <li>4. Show main portfolio areas and most recent topic/thread for each.</li> </ol> <p><b>Key requirements: Discussion board</b></p> <p>The APCC is seeking to integrate a discussion board or forum into the new website to introduce a new way of working that fosters collaboration and knowledge sharing among PCC offices. This online community will serve as a pilot project to enable members to engage in meaningful discussions, share insights, and collaborate on key initiatives across various portfolio areas. By providing a dedicated platform for this interaction, the APCC aims to test better ways to communicate, drive collective problem-solving, and support the continuous exchange of best practices among its members.</p> <ol style="list-style-type: none"> <li>1. Create discussion boards for each portfolio and relevant topics. These boards will serve as forums for members to discuss, share insights, and collaborate on various issues.</li> <li>2. Allow members to create new discussion topics within each portfolio area.</li> <li>3. Enable members to reply to existing topics, view all discussion threads, and follow conversations.</li> <li>4. Provide functionality for members to subscribe to specific topics and receive email or alerts when there are new posts or replies.</li> </ol>

5. Allow admins to create new polls under each portfolio area to gather opinions and feedback from other members.
6. Allow APCC admin to upload and share documents related to discussion topics and portfolio areas.
7. Useful requirement: analytics feature for APCC admin to view most active topics and portfolio areas.

**Key requirement: Events**

1. Display a list of upcoming events, including webinars, meetings, conferences, and training sessions.
2. Include key details for each event: title, date, time, location (if applicable), description, and speakers.
3. Enable members to register for events directly through or quick access via link.
4. Create dedicated pages for each event with comprehensive information, including agendas, speaker bios, and session details.
5. Include options for downloading event-related materials such as agendas and presentations.
6. Integrate an interactive calendar that allows members to view events by month, week, or day.
7. Enable members to add events to their personal calendars (Google Calendar, Outlook, etc.).

**Key requirement: Repository for Resources**

1. Develop a secure repository to house recordings of previous online workshops, workshop slides, and meeting minutes.
2. Provide tools for APPCC admin users for uploading, organizing, and managing repository content efficiently.
3. Implement permissions and access controls to ensure only authorized users can access sensitive materials.



<p>Hosting, Security and other technical considerations</p>	<p><b>Key requirements:</b></p> <ol style="list-style-type: none"> <li>1. The hosting solution must be able to scale seamlessly to accommodate fluctuations in traffic, especially during high-traffic periods such as election seasons or major announcements.</li> <li>2. Ensure a minimum of 99.9% uptime guarantee to maintain accessibility and functionality at all times.</li> <li>3. Provide automated daily backups and a robust recovery plan to prevent data loss and ensure quick restoration in case of a failure.</li> <li>4. Implement strong security measures to protect sensitive data and ensure compliance with data protection regulations (e.g., GDPR, Cyber Essentials, ISO 9001 and 27001 certifications from hosting provider).</li> <li>5. Implement robust security measures to protect member data and ensure secure access to the member area.</li> <li>6. Implement role-based access control to restrict access to sensitive areas of the website.</li> <li>7. Implement clear data privacy policies and procedures for handling user data. This form is divided into several sections and questions to ensure suppliers understand the APCC's quality requirements for bid evaluation. Each section corresponds to the Evaluation Criteria outlined in Section 5 of this ITT document, with section weightings indicated in the respective headings. Every question element will be scored from 0 to 5, according to the scoring guide provided in Section 5 of this document.</li> </ol>
<p>Support and Maintenance</p>	<p><b>Key Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Provide ongoing support and maintenance services to ensure the CMS remains up-to-date, secure, and fully functional.</li> <li>2. Offer comprehensive training for APCC staff on using the CMS, discussion board and events section along with detailed documentation and support resources.</li> <li>3. Provide training and documentation for APCC staff to manage content uploads and edits independently.</li> <li>4. A contact person or account manager for streamlined communication and issue resolution post launch.</li> <li>5. Support for content updates and management post live as needed.</li> </ol>

## 10 Confidentiality Clause

All contents of this Invitation to Tender (ITT), along with any other information, materials, specifications, or documents provided by the Association for Police and Crime Commissioners (APCC) or prepared by tenderers specifically for the APCC, must be treated as confidential by the tenderers. Tenderers are prohibited from disclosing such information to any third parties or other parts of their organization, except for the purpose of preparing and submitting a response to this ITT. Additionally, tenderers must not publicize the APCC's name or the tender without prior written consent from the APCC.

The APCC will also treat all information provided by tenderers as confidential. This information will only be disclosed to APCC committee members and APCC advisers and consultants. Tenderers must ensure that any third parties to whom disclosure is made will keep the information confidential and will not disclose it further.

Before sharing any information provided in confidence by the APCC or its advisers with third parties, tenderers must seek APCC's approval. Tenderers are required to maintain a register of all employees and third parties who have had access to such information and must make this register available for inspection by the APCC or its authorized representatives upon request. The sharing of confidential information with any third-party subcontractor is also subject to these provisions.

This Invitation to Tender (ITT) and any communication between the Association for Police and Crime Commissioners (APCC) or its representatives and any party does not constitute an agreement, contract, or representation, except for a formal contract award made in writing by the APCC. Receipt of this ITT does not imply a contract or commitment with the APCC, and the process may not result in any business award. The APCC reserves the right to change or cease the tender process at any time.

The information in this ITT is subject to updates and amendments and may not contain all the information a tenderer may require. The APCC has taken reasonable steps to ensure accuracy as of the document date but does not guarantee the ITT's completeness or the reasonableness of any assumptions. Tenderers must perform their own due diligence. The APCC accepts no liability for any use of this ITT or omissions and deficiencies within it.

The APCC may exclude tenderers found in breach of confidentiality or intellectual property rights and may take appropriate actions. Unsuccessful respondents may be required to return or destroy all related documents and materials and confirm in writing that this has been done.

The APCC may use information from tender responses for purposes related to this ITT but will not reveal the identity of the providers of any ideas used. Quantities or volumes in this ITT are indicative and may vary in the future. Suppliers must obtain additional information necessary for their response preparation at their own expense, and no claims of insufficient knowledge will be entertained.

## 11 Appendix 1 Written Return

Section 0: General Information	
1	Company name
2	Registered company address
3	Office Locations
4	Name of person completing ITT
5	Telephone number
6	Email address
7	Company status (e.g. Ltd, Sole trader, Charity)
8	VAT registration number
9	Date of incorporation
10	Brief statement of core agency competencies
11	Please provide the name of two organizations, contact information, and a brief description of two similar contracts that highlight your experience relevant to APCC's requirements. Note that any contract award will be contingent upon receiving a satisfactory reference from one or both listed companies.

Section 1: Pricing	Weighting: 25%
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Please provide a detailed cost breakdown for the project and an estimated timeline. Note that our budget, as specified in section 7, is fixed and must not be exceeded. All yearly costs for maintenance, hosting and support will be considered separately and not part of the project budget.

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Section 2: Experience	Weighting: 25%
<p>1. Please detail your experience with similar projects and/or working with organizations like ours. Please include live URL links.</p>	
<p>2. Please provide an overview of your proposed team and their expertise including relevant qualifications</p>	



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Section 3: Methodology	Weighting: 20%
1. How do you approach website redesign projects? Please outline your process.	
2. How do you typically gather initial requirements and information from your clients?	
3. What methods do you use to understand our goals, target audience, and key messages?	

4. How do you validate the information and requirements gathered from our team to ensure they align with the project objectives?

5. What content management systems (CMS) are you proficient in, and which do you recommend for this project?

6. Can you provide examples of how you have worked collaboratively with a client and cross functional teams on a project?

7. How do you involve our team in user research and testing phases?

Section 4: Design drafts	Weighting: 10%
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1. Please provide the file names or URL links to view the design drafts

Section 5: Project Management	Weighting: 10%
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1. What collaborative tools do you use for information sharing and project management?

2. What is your approach to project planning and timeline development?

3. Can you outline the roles and responsibilities of your project team members for a project of this size?

4. How do you handle changes in project scope or requirements based on new information from our team?

5. What is your process for managing and communicating these changes to ensure alignment?



6. How do you handle revisions and feedback to ensure client satisfaction?

Section 5: Added Value	Weighting: 10%
1. What additional value or unique benefits can your agency offer to our website redesign project that distinguishes you from other agencies?	



## 12 Appendix 2 Pricing Document

Bidders are requested to provide detailed pricing for additional services that may be required post-launch. This should include costs for designing new landing pages, creating copy, technical support and any other potential enhancements or modifications outside of the scope of this project, yearly hosting and maintenance costs.

Type of work	Fee

## 12 Appendix 3 Form of Tender

To: Association of Police and Crime Commissioners (APCC)

Re: Website Development and Support (the "Contract")

Dear Sirs,

1. Having thoroughly reviewed the Invitation to Tender and satisfied ourselves regarding all pertinent matters, we hereby confirm our tender.
2. Enclosed within our submission are all required documents as stipulated in the Invitation to Tender. We acknowledge that we are fully bound by the proposals submitted therein.
3. We hereby unconditionally and irrevocably offer to provide the requested Services in accordance with the terms outlined in the Invitation to Tender, and at the rates or prices stated in the enclosed Written Return and Pricing Document.
4. We confirm our comprehensive understanding of all Invitation to Tender documentation and assert that our submission adheres strictly to the specified requirements.
5. We agree that this tender shall remain open for acceptance by APCC and shall not be withdrawn for a period of twelve (12) months from the deadline for receipt of tenders as specified, or for any extended period as may be agreed with APCC.
6. We undertake to execute the Statement of Work for the complete and proper fulfilment of the required Services or any part thereof, as may be awarded to us at your absolute discretion.
7. We agree to commence and undertake the required Services upon receiving instructions as per the terms of the Statement of Work.
8. We certify that the details of this tender and the Invitation to Tender documentation have not been communicated to any other person or adjusted in line with any agreement or arrangement with any other individual or organization.
9. We acknowledge that APCC is not obligated to accept the lowest or any tender received, and reserves the right at its absolute discretion to accept or reject any tender.
10. We confirm that in submitting our tender, we have ensured the accuracy and completeness of all necessary information required for this submission, including the information contained within the Invitation to Tender.

**Total Price for this Tender: £**

Signed on behalf of the Bidder by a duly authorized signatory:

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Position/Status: \_\_\_\_\_

On behalf of: (name of Bidder) \_\_\_\_\_

Date: \_\_\_\_\_