

Topic	Question	Response
Accessibility	What W3C level of Accessibility is required?	We've been advised that WCAG 2.0 Level AA is appropriate, although I understand this standard is currently under review. However, we will take advice and be guided by the successful tenderer.
Annual Report	You've asked tenderers to quote for the production of annual report? What should we base that on?	Quotes should be based on our current annual report. Those for 2015/16 and 2016/17 are available on the Publications section of our website. These will give you an indication of the work involved. We currently produce an interactive PDF and a word version of the report.
Annual Report	Your annual report is currently in a PDF format. Will this always be the case?	Not necessarily. We have asked tenderers to provide a quote for producing an electronic annual report. Our annual report is currently produced as an interactive PDF and a word version. Please see the Publications section of our website for the latest versions. These will give you an indication of the work involved. Please use the current format for quotation purposes. We are open to developing the format based on the successful tenderer's advice.
Assessment	To enable bidders to provide a submission that suits your requirements, please could you advise what you expect in terms of the number of pages for the responses?	There is no set length for the tender response. Tenderers should present as much as they feel necessary to support their bid. However, detail can be missed in an extremely long response. From previous tender exercises a response between 15 and 40 pages is optimal, but it may be that a link to a website you have created is more useful than a page of text. Above all each requirement outlined in the tender should be addressed.
Assessment	Can you provide information about the assessment criteria being used and the weighting assigned?	The contract requirements are outlined on pages 4 to 7 of the tender with further administrative requirements, for example the provision of references, outlined on p8. The panel will initially assess whether the tenderer has provided evidence that each of these requirements can be met. We anticipate that much of the evidence will be provided through examples of websites you have produced. For certain requirements, evidence will be assessed as poor, reasonable or good. The combined assessment will allow the tenders to be ranked. Only at this stage will the costs of the highest-rated tenders be analysed and considered. Up to six organisations will be selected to proceed to the next stage. Full feedback will be given to each tenderer.
Assessment	If we are successful and get to the presentation stage, what will the presentation be on?	If you are short-listed we will invite you to a meeting to discuss your tender. This is to allow us to explore your tender further, in particular areas where we require clarification. We are likely to further explore your ability to provide advice and guidance and how you would run the design and build phase. The meeting will also allow you to present the company and the services you offer.
Assessment	The submission requirements all sound fine – are you looking for comments on your requirements and other considerations, along with any ideas of additional or enhanced functionality etc. at this stage, or would we get a chance, if short-listed, to present our thoughts and ideas then?	If you wish, please outline any comments about our requirements or suggest additional functions/services in your submission. If they apply to a specific requirement we will include your comments in our assessment of the evidence provided. Any general comments or additional functions/services will be assessed through the requirement <i>'to provide advice and guidance'</i> . I anticipate this element being more fully explored with those tenderers who go on to the presentation stage.
Background	Please supply a bit more detail about the work of the office.	Our work is divided into two areas. 1) Investigating complaints about the conduct of MSPs, local authority councillors and the board members of public bodies. This work must be carried out confidentially. 2) Overseeing the process by which people are appointed to the board of public bodies. This function has some confidential elements but, as we carry out outreach and research work in this area, is generally much more public-facing.

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Background	How was the Commissioner's office formed and what are its key tasks?	The Commissioner's office was established in April 2011 by merging three public sector organisations - 1) the Chief Investigating Officer, who investigated complaints about the conduct of Councillors and board members of public bodies, 2) the Scottish Parliamentary Standards Commissioner, who investigated complaints about the conduct of MSPs and 3) the Commissioner for Public Appointments in Scotland who oversaw the process by which people are appointed to the board of public bodies.
Background	If you have any additional documents with information about the business, or can point us in the direction of any sources you think may be useful, that would be greatly appreciated	On 17 November 2017, I will circulate our responses to any queries we've received about the tender. It may also be helpful to have a look at our latest annual report which is available at: http://www.ethicalstandards.org.uk/publications/publication/835/cespls-annual-report-and-accounts-201617
Budget	Can I confirm your budget? On the Public Contracts website the budget is 20,000 exc VAT, but in the tender document it is 20,000 inc VAT.	Thank you for pointing out the discrepancy between the PCS system and the tender document. The maximum budget for the initial phase (design, build and brand redevelopment) is £20,000 including VAT. Unfortunately, I'm unable to amend the PCS details but will be adding these responses to the site.
Budget	Is the budget of £20k (inc vat) solely for redevelopment of the website or to also include the new visual identity work?	The budget of £20K (inc VAT) covers the design and build of the new website and redeveloping our visual identity. Please state if your quote includes any additional elements. Tenderers should provide separate quotes for hosting the website, providing ongoing support and an indication of the costs for producing an electronic annual report.
Budget	Does the 20K budget include hosting, support and maintenance or is there a separate / annual budget for this element?	Not at the moment. Funding may be available in future years.
Budget	Is there additional budget for ideas from the tenderers regarding additional "functionality which may enhance the site"?	Not at the moment. Funding may be available in future years.
Conflicts of interest	We carry out work and manage sensitive information for political parties and other public authorities. Are we still eligible to tender?	Thank you for disclosing the potential conflict of interest. We do not think this will be an issue. However, please mention the potential conflict in your tender and we can explore how best to manage this if you are short-listed.
Content migration	Will all material on current site be transferred to new one?	No. We will use this opportunity to edit the content.
Content migration	Is any content migration required? If so, please can you give an indication of the volume and format of existing content.	Some migration will be required. However, we are still to review and edit the current content so we don't have volume or formats at the moment. We will seek advice from the successful tenderer on how best to achieve the migration.
Content migration	How will the existing content be migrated across to the new website?	We would seek advice from the successful tenderer.
Content migration	Once the site has been completed, are you planning on retagging the content across the sites so the filters can be consistent or, will this be part of the scope for the supplier to complete?	I'm not sure, we would seek advice from the successful tenderer.
Copywriting	Will technical copywriting be required for the new website?	We have considered whether we require this service. We decided not to formally include it in the tender, although we do state, 'Site content will be the responsibility of the Commissioner, but it is envisioned that the successful agency will play a role in shaping how content can be presented in a friendly, accessible manner.' Please mention copy-writing in your submission if it's something you can offer.
Domain names	Three current sites have to be moved to a single site. Which domain name will you use?	Either www.ethicalstandards.org.uk or www.ethicalstandards.scot
Domain names	Where are the domain names currently registered?	A variety of locations. Four through the current website contractor, one through our ICT Support contractor and one directly through us.
Future requirements	On page 5 of the ITT, the following appears – We are also considering the following: 1. A secure intranet section, 2. Social media linking, 3. The ability to embed video and audio easily, 4. The ability to create contact and call-back forms and the potential to add interactive features, 5. Compatibility with other web services that may be added at a later date, including: a) Online surveys, polls and forms, b) Webchat and webinar platforms. Can we assume this is not in scope for the current tender?	I can confirm that these items are not included in the scope of the current tender. The five 'also considering' bullets on p5 of the tender are for future consideration. We wanted to alert tenderers to these elements now so that any website designed would be flexible enough to incorporate them in the future. Any costs involved will be agreed at the time.

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Future requirements	Do you have any further information regarding the interactive features you would like to include? Is there any examples of work you like the look of?	At the moment the only item we would like is an online complaint form. We would like any website designed now to be flexible enough to incorporate changes in the future.
Future requirements	Will you require an online survey facility?	Not immediately. This may be required in the future so any website designed now should be flexible enough to incorporate this in the future. We currently use Survey Monkey.
Future requirements	You've mentioned that "the ability to create callback forms and interactive features" would be of benefit. Do you have specific "interactive features" in mind?	We have nothing specific in mind at the moment. We wanted to alert tenderers to these elements so that any website designed now would be flexible enough to incorporate them in the future.
Incumbents	Who are your current suppliers?	Story/The Weather currently host and maintain our website. Shaw Marketing and Design provide design services.
Intranet	You're considering a secure intranet. Is this function to be included in the main website redevelopment?	No. We are currently considering this. We wanted to alert tenderers now so that any website designed would be flexible enough to incorporate it in the future.
Intranet	Does a "secure intranet section" exist already, is it within the scope of work to produce this?	The secure intranet section does not exist at the moment, so is not included in the current scope.
Intranet	Are there any parts of the website that will require sign in or require additional security? E.g. information shared with the internal team	Not at the moment. However, we may introduce this element in later years, so any website designed now should be flexible enough to incorporate this in the future.
Intranet	One of your further considerations is a 'secure intranet section' of your website. How do envisage this being used?	I am asked by staff members for this facility. I understand they may wish to access material through an intranet site rather than through a VPN. However, given the nature of that material, there are a number of security issues to consider. Alternatively, we could use it for staff policies and procedures and staff messages and conversations.
Platform	Do you have a preferred platform or CMS? (WordPress/Umbraco/Other)	No. The current bespoke CMS is reaching the end of its life and we will need to move to another CMS. Bullet 2 on p4 of the tender outlines our basic CMS requirements, with detail at the bottom pages 3 and 5. We expect tenderers to outline what CMS they are recommending and why.
Publications	Can you provide more details regarding the range of electronic formats for publications - what formats and number of publications?	At the moment, the only publication we ask our design contractor to produce is the annual report. Very occasionally we might require another document to be designed and printed. We do electronically publish other documents but these are produced inhouse. We do not require a print run for any of our documents at the moment. Hard copies of documents are required from time to time, but numbers are low and these are run off inhouse. In the past we have had hard copies of draft documents for proof-reading. However, these have not been required for a number of years.
Publications	We've noticed publications are currently in PDF and word format.	Yes. A word version is produced as this is more accessible than PDF. It allows the reader to amend font size, type and colour and to use screen readers.
Publications	When we electronically produce publications will we also be responsible for the printing costs?	We do not require a print run for any of our documents at the moment.
Signed complaints	Do complaints made online have to be signed?	At present our legislation requires a signature. We are investigating ways to manage this.
Site content	What are your key aims for the website?	It should be simple and engaging. It should be easy to find things. Content should be more user-friendly and the site should be more focused. We have a requirement to publish a wide-range of documents. These should be easily found, but should not dominate the site.
Site content	What are the key elements of your website?	Our work investigating conduct complaints, our work on public appointments and the publications library
Site content	Are there elements on the current websites that you'd like to change?	Yes. The content needs a good edit and clearer navigation.
Site content	Are there elements on the current websites that you like?	Yes. We have a chair motif developed some time ago and used in the public appointments section that was very successful. We recognise that this brand is somewhat diluted on the site.
Site content	Will personal data be posted on the website?	Possibly. We are currently reviewing what to publish and how best to manage that personal data and the publication process.

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Technical	Do you have any further data regarding audiences who engage with the services via the website?	We have the usual suite of Google Analytics data on the three websites.
Technical	Do you know where traffic is coming from? Mobile or desktop?	We have access to the full suite of Google Analytics. Currently, the majority of our traffic comes from desktops.
Technical	Do you have non-functional requirements for the website available now? e.g. supported browsers	Our current requirements are outlined in the tender. In particular, items 1 to 12 on pages 4 and 5. The successful tenderer should be able to provide advice and guidance in this area.
Technical	The tender refers to the ability to vary and amend templates? Are the templates for internal use?	Yes. The templates should be part of the CMS allowing our employees to add and amend templates as required. These are not templates for the site users to use.
Technical	The tender refers to an easily searchable publications library. What does this cover?	We have a requirement to publish a wide-range of documents. Given the volume of material the current search function either produces too few or too many results. A search function with a good filter may be required.
Tender practicalities	Can you confirm this is open to bids, or is it by invitation only?	The tender is not restricted to invitation only and we'd welcome your submission.
Tender practicalities	I see from the tender document that you are planning site visits as part of the tender process. We all work from home so have no "premises" to visit. Is this a mandatory requirement or would we still be able to tender.	The fact your team works from home and therefore have no premises to visit is not a barrier to you submitting a tender. It would be helpful for you to mention it in your submission and explain a little about your working methods. For example how you manage projects, workflow and the interaction between team members. If you are short-listed we would likely explore this further at the presentation.
Tender practicalities	What should be included in the response?	Please refer to p8 of the tender document. Please review the requirements outlined in the tender document and address each one with examples and/or a statement. Also include a statement outlining how you will run the project.
Tender practicalities	The ITT covers website design & development, and the redevelopment of your identity only. Annual Reporting and print is excluded, but the supplier should be able to deliver these as separate projects in future - if required. Is this correct?	That's correct. The initial phase will cover the design and build of the website and redevelopment of our identity. Please supply separate quotes for hosting and supporting the website. We'd also like an indication of the cost of producing an electronic annual report.
Tender practicalities	Do we send our tender document directly to you by email or via the Public Contracts Scotland portal?	Please send your submission directly to me.
Tender practicalities	Will you accept a joint bid with a lead contractor?	The Commissioner is content to receive joint bids, but a lead contractor must be identified as the contract will be awarded to a single organisation who must take responsibility for the work. If submitting a joint bid or sub-contracting some of the work, this should be clearly stated in the tender submission along with a description of how the arrangement would work and who will be the lead organisation/contractor.
Tender practicalities	We wish to submit a tender. When is the deadline for questions?	The deadline is 5pm on Friday, 10 November 2017.
Tender practicalities	You have a budget for the design and build of a single website and the redevelopment of your visual ID. Are there any other elements?	Yes. Please quote for hosting the site, supporting the site and for producing our annual report.
Tender practicalities	You ask specifically for our financial standing - what information are you looking for? Is this our full accounts or brief summary?	If you are a limited company please state in your response how long you have been in business, that you are a registered company and supply the company registration number. If you are not a registered company, please state this in your submission and provide some detail about the financial standing of the company, for example the length of time trading, some indication of the financial strength of the company and the owners details. If you are short-listed we will carry out further checks. If you are a limited company, we will draw the financial information required direct from Companies House. If not, we may ask for further details. In both instances, this element may be explored further during the presentation stage.
Tender practicalities	The contract is for three years. How will the workload be spread across the contract?	We anticipate that the website design and build and redevelopment of our visual ID will take 12 months. Thereafter, we will require site hosting and support, the design of our annual report and ad hoc work.
Tender practicalities	Could we ask if there has been much interest in tender?	Currently, 71 organisations have noted an interest.

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Users	How many website editors/administrators will require training?	Currently eight staff members can edit the site.
Users	Do you have users that would be interested in contributing to the development of the new site?	Yes. We have a small team ready to work on the site and can involve other employees and regular users.
Visual ID	Please advise if a rebranding exercise is part of the scope of the project or do we simply use the current branding guidelines provided by the Commissioner's office?	The rebranding phase is part of the scope of the project. As stated in the tender we have a budget of £20,000 (inc VAT). This should cover the design and build of the website and redevelopment of our identity.
Visual ID	The tender refers to ongoing review and refresh of your visual ID? What might that entail? Is this to be included in the £20K redevelopment costs?	We anticipate that new images or graphics may be required for presentations, additional website pages, micro-sites and later annual reports. Costs for these elements will be agreed as and when required.
Visual ID	Would you like us to include a price breakdown of ongoing updates to the Commissioners visual identity?	It's not necessary. Given we are unsure what will be required, we have not asked tenderers to quote for this element.
Visual ID	Should each function have a separate visual ID?	We'd like some differentiation between the functions but sitting within a single cohesive design for the organisation
Visual ID	How important is the brand/visual ID within the website redevelopment?	It's not key. It's important that the site is more appealing, perhaps with less text or more engaging content.
Visual ID	Are you looking for a full rebrand or to evolve your current visual ID?	I suspect we are looking for a refresh of our visual identity rather than a completely new look. In particular, we'd like to retain our logo. The logo has been roughly similar for over ten years with only minor tweaks and we'd be reluctant to lose that level of visual identification. However, we are open to any advice the successful tenderer would offer around our branding.