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| **CCP19032** **Web Quality Assurance****Invitation to Quote** |

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| Contact Details and Declaration |
| Name of organisation: | Response:       |
| Contact name: | Response:       |
| Registered office address: | Response:       |
| Phone number: | Response:       |
| E-mail address: | Response:       |
| Is your Organisation an SME? | Response:        |

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| Introduction  |
| Background |
| * + 1. **Derbyshire County Council**

The Council is represented by 64 elected members who are elected every 4 years. Elected members are democratically accountable to residents who live in their electoral division. The Head of Paid Service and the Strategic Directors form the senior management team; responsible for delivering a variety of services to the local community across the county of Derbyshire. The Council departments are:• Adult Care;• Children’s Services; • Commissioning, Communities and Policy; and• Economy, Transport and Environment.Further information can be found at:<http://www.derbyshire.gov.uk/council/council_works/departments/default.asp> * + 1. The Council currently has a portfolio of 17 websites, including the main council website derbyshire.gov.uk which is the largest with over 5,800 pages. Across all 17 websites there are a total of just under 10,000 pages. The Digital Communications Team, within the Council, is responsible for managing these websites. Among other things this involves a range of quality assurance tasks to monitor website performance including checking content for any broken links, spelling mistakes, readability and website inventory. Alongside this the Digital Communications Team also monitor the website for accessibility issues and SEO performance to continuously improve the websites and ensure they meet the required accessibility standards expected of a public sector organisation.
		2. Currently, the Digital Communications Team use a cloud-based software solution for monitoring quality assurance, SEO and accessibility. This software suite automates a Crawl of all council websites and reports on quality assurance, SEO and accessibility and recommends improvements, which removes any need for the Digital Communications Team to manually check websites resulting in a more efficient delivery.
		3. The council’s current contract ends on 31/03/2020 and so a solution is required to ensure the Digital Communications Team can continue to monitor and optimise its portfolio of websites.
 |
| Scope |
| * + 1. The Council is inviting Quotes from providers of cloud-based software that will monitor the Council’s portfolio of websites and deliver automated reports on quality assurance, SEO and accessibility.
		2. The Council requires the solution to be implemented and live by 23/03/2020 and intends to procure the solution for an initial term of 2 years with options to extend for additional periods, taking the total contract term to a maximum of 4 years. Any extensions will be at the sole discretion of the Council based on performance and business need.
		3. The Council requires the Highest Scoring Tenderer to provide a validation demonstration of their solution. The demonstration should cover all aspects as detailed in Section 1.2.4 of this document. This can be in the form of a live trial, a remote demonstration, a video presentation or in any other format which demonstrates the required functionality.

The purpose of validation is not to allow the Highest Scoring Tenderer to improve their score, but to verify the provisional score allocated to the Highest Scoring Tenderer on the basis of their written responses. Therefore, although the Highest Scoring Tenderer’s score cannot be improved, it can be reduced.The validation demonstration will be required week commencing 24/02/2020. This date is subject to change with mutual agreement. * + 1. **Key Deliverables/Objectives**

 The following are within the scope of this procurement:* a cloud-based software solution to monitor website quality assurance, SEO and accessibility;
* for the solution to be accessible via Common Web Browsers;
* for the solution to monitor and Crawl up to 10,000 Webpages;
* for the solution to provide access to up to 50 Users.
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| Conditions |
| * 1. Where in the Quote Response data, detail or statements are given in response to questions these shall form, where material to the running of the Contract or the expectations of the Council, binding commitments of Service and Support.
	2. By submitting a Quote Response, a Bidder will be deemed to have accepted the Terms and Conditions relating to the procurement process and will have made their submission in accordance with the Instructions for Completion of Quote responses (Section 3).
	3. The information contained in the Quote Documents is prepared by the Council in good faith, but does not purport to be comprehensive or to have been independently verified.
	4. Nothing in the Quote Documents is, or should be relied upon as a promise or representation as to the Council’s ultimate decision in relation to this project.
	5. In making a Quote Response, the Bidder warrants, represents and undertakes to the Council that:
* All information, representations and other matters of fact communicated (whether in writing or otherwise) to the Council by the Bidder, its staff or agents in connection with or arising out of the response are true, complete and accurate in all respects, both as at the date of an award of contract (if any);
* They have made their own investigations and research and have satisfied themselves in respect of all matters (whether actual or contingent) relating to the Quote Response and that they have not submitted their response and will not be entering into the Contract (if the same be awarded to the Bidder by the Council) in reliance upon any information, representation or assumption which may have been made by or on behalf of the Council; and
* They have full power and authority to enter into the Contract and will, if requested, produce evidence of such to the Council.
	1. All applications, responses, solutions and submissions relating to the Quote Documents are made entirely at the risk and cost of the Bidder. The Council will not be liable for any legal or other costs incurred by any Bidder in the preparation and/or submission of their Quote Response whether such Quote Response is accepted or not, nor for any legal or other costs which may arise from any subsequent meetings, presentations or demonstrations that Bidders may be required to attend. It is the responsibility of each Bidder to obtain for themselves at their own expense any additional information necessary for the preparation of their Quote Response.
	2. Failure to comply with any of the foregoing requirements may render a Quote Response liable to disqualification.
 |
| Instructions for Completion of Quote Responses |
| * 1. All Tender submissions must be made through the “response” function of the electronic tendering portal. Submission made in hard copy, by email or using the message function of the portals will not be accepted. Tenderers should NOT submit documents using the discussion / message function of the electronic tendering portal as these will not be considered.
	2. Other than the nominated point of contact, Bidders should not make any contact with any employee, member or advisors to the Council, without prior invitation or agreement.
	3. The closing date and time for receipt of Quote Responses is **11.00am** on 14/02/2020.
	4. Bidders shall ensure that their Quote Response is:
* Held open and valid for acceptance for at least 60 days from the closing date for receipt; and
* Quoted in pounds sterling and whole pence to two decimal places, excluding VAT.
	1. Bidders are required to submit any questions relating to this Invitation to Quote at the earliest opportunity. All questions must be submitted electronically (through the tendering portal) by no later than **5.00pm** on 05/02/2020.
	2. Any questions that are of a commercially sensitive nature must be clearly identified as such on submission.
	3. All questions will be considered by the Council, and where appropriate, responses shall be provided by no later than **5.00pm** on 11/02/2020. However, the final decision to answer any question shall be solely at the discretion of the Council. Any questions and responses, which are considered by the Council to be of a substantive nature, will be formally distributed to all Bidders by the deadline above. Where necessary, information shall be made anonymous to protect Bidder confidentiality.
	4. Bidders shall complete the following sections as part of their Quote Response:
* Council Requirements;
* Appendix A Price Schedule; and
* Appendix B Submission Forms.
	1. The following information is supplied as part of the Quote Documents, but does not require a response:
* Appendix C Definitions and Abbreviations.
	1. For ease of completion, this document is made available in electronic format. Please answer all the questions as indicated, expanding or minimising the answer section as necessary.
	2. Bidders may be required to clarify their Quote Response. Bidders should note that the information they provide may be subject to verification later in the process. If any error, omission, false statement or misrepresentation is discovered, the Council reserves the right to disqualify the Bidder. The Council will rely upon the representation in response to the Quote Documents and may seek Losses from any Bidder if these are materially untrue or incorrect.
	3. Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the necessary timescales may mean that a Bidder’s Quote Response will not be considered for evaluation.
 |
| Evaluation of Quote Responses |
| * 1. A preliminary compliance check will be carried out in the first instance to de-select any Quote Responses that are not compliant with the submission requirements set out in this Invitation to Quote.
	2. The award criteria are aimed at identifying the most economically advantageous Quote, and include an assessment by the Council of the ability of the Contractor to execute the Contract to satisfactory standards and best economic cost. Quote Responses shall be evaluated and scores allocated using the following criteria and weightings to achieve an overall evaluation score:

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| **Criterion** | **Weighting** |
| **A: Mandatory Requirements: Quality (Section 6 – Council Requirements)** |
| Question 6.1 – Scope of Works  | Pass/Fail |
| Question 6.2 – Insurances | Pass/Fail |
| **B: Quality (Section 6 – Council Requirements)** | **40%** |
| **Weighted Question** | **Sub-weighting** |
| Question 6.4 – Quality Assurance | 10% |
| Question 6.5 – SE Optimisation | 10% |
| Question 6.6 – Accessibility Reporting | 4% |
| Question 6.7 – Solution Usability | 4% |
| Question 6.8 – Website Set-Up and Crawl | 4% |
| Question 6.9 – User Management | 4% |
| Question 6.10 – Key Performance Indicators | 4% |
| **C: Total Cost (Appendix A - Price Schedule)**  | **60%** |

* + 1. **Criterion A: Mandatory Requirements Evaluation (Pass/Fail)**

Responses to the mandatory questions identified above will be evaluated in terms of compliance against the requirement and will be scored as a ‘Pass’ or ‘Fail’. Any ‘Fail’ will mean that the Quote Response is deemed non-compliant and will be rejected.  * + 1. **Criterion B: Quality Evaluation (40%)**

Each response to questions in the quality elements of the Quote Response (questions 6.3 to 6.6 inclusive) will be scored and assigned points in accordance with the following table:

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| **Score**  | **Term** | **Meaning** |
| **0** | Unacceptable | Information is either omitted or no relevant information has been provided, or the response is unacceptable to the Council, including but not limited to full rejection. |
| **1** | Poor | Information submitted does not meet the Council’s minimum requirements and provides only limited evidence of technical capability, experience or capacity to deliver the quality required. This may include omissions of relevant details. |
| **2** | Fair | Information submitted meets the Council’s minimum requirements, but provides only limited evidence of technical capability, experience or capacity to deliver the quality required. |
| **3** | Good | Information submitted meets the Council’s minimum requirements and provides sufficient evidence of technical capability, experience or capacity to deliver the quality required. |
| **4** | Very Good | Information submitted meets the Council’s minimum requirements and provides very good evidence of technical capability, experience or capacity to deliver the quality required. |
| **5** | Excellent | Information submitted meets the Council’s minimum requirements and provides comprehensive evidence of technical capability, experience or capacity to deliver the quality required. |

* Where a question requires a simple affirmation or rejection response (e.g. Yes or No), the score will be 5 for a compliant response and 0 for a non-compliant response.
* Should a Bidder receive a score of 0 or 1 for any question or element of scoring, the Council reserves the right to reject their Quote Response without liability.
	+ 1. **Criterion C: Total Cost (Appendix A – Price Schedule) Evaluation (60%)**

Scores for Total Cost shall be allocated using the following formula:Quoted Total Cost = Year 1 Cost + Year 2 Cost + Year 3 Cost + Year 4 CostTotal Cost Score = (lowest quoted Total Cost/quoted Total Cost x 100) x 60% |
|  Award of Contract |
| * 1. The acknowledgement of receipt of any Quote Response shall not constitute any actual or implied agreement between the Council and the Bidder.
	2. This Invitation to Quote does not constitute an offer and the Council does not undertake to accept the lowest or part or all of any Quote Response, even if all the requirements are met.
	3. The Council reserves the right to abandon the Quote process at any time for any reason whatsoever. In this event the Council will use its reasonable endeavours to let Bidders know as soon as possible.
	4. The Council reserves the right to award a Contract to a Bidder in any or all of the work areas in the Council Requirements document.
	5. Acceptance of a Quote Response for the supply of a Solution at certain rates or prices during the Contract period shall not bind the Council to place orders for all or any of the services specified therein, neither shall it prevent the Council from placing orders for similar services with any other contractors as it may deem fit.
	6. The Council will recommend that the Bidder with the highest overall evaluation score will be awarded the Contract, such recommendation being subject to Senior Management approval.
	7. All Bidders that make a submission shall be notified in writing whether their Quote Response has been successful, or unsuccessful, in due course.
	8. The Contract will be awarded using the Council’s award letter and General Terms and Conditions which can be found using the following link: <http://www.derbyshire.gov.uk/images/Derbyshire%20County%20Council%20Terms%20and%20Conditions_tcm44-284978.pdf>.
 |
| Council Requirements |
| Scope of Works (Pass/Fail)Section 1.2 of this document details the requirements expected from the Supplier.Are you able to provide all elements as detailed? |
| **Response:** Yes [ ]  No [ ]  |
| Insurances (Pass/Fail)The Council requires the Contractor to have the following insurances in place. Please self-certify whether you already have, or can commit to obtaining, prior to the commencement of the Contract, the levels of insurance indicated below:* Employer’s (compulsory) liability insurance = £5 million for each and every claim (If required by law);
* Public/Products (3rd Party) liability insurance = £1 million for each and every claim or such greater sum required by statute.

Any cover must be re-instated if a claim is made or claims exceeding £0.5million in any one period of insurance. It is a mandatory requirement that the appropriate insurance levels are held upon award of Contract.Do you hold insurances which meet or exceed those as specified above? |
| **Response:** Yes [ ]  No [ ]  |
| Quality Assurance The Council requires the solution to monitor at least 17 council websites, with the option of adding more, and up to 10,000 webpages for web quality assurance areas including broken links, spelling mistakes, readability. This should include identifying any pages containing quality issues and presenting them on an easy to follow dashboard report.Common quality issues may include (but will not be limited to) markup, metadata, hyperlinks, browser compatibility, spelling, grammar, punctuation.Please explain and evidence how your solution meets this requirement. As a minimum your answer should include:* Any limits on the number of websites which may be simultaneously monitored,
* Any limits on the number of webpages which may be simultaneously monitored,
* The areas your solution will monitor and report on,
* How any findings or recommendations will be presented.
 |
| **Response:** |
| Search Engine Optimisation The Council requires the solution to report on website SEO performance including issues related to content, user experience, mobile usability and technical aspects. The solution will provide a breakdown of SEO performance and report and list issues that require action with descriptions of how to correct them. Please explain and evidence how your solution meets this requirement. As a minimum your answer should include:* How any findings or recommendations will be presented,
* The areas your solution will monitor and report on.
 |
| **Response:** |
| Accessibility ReportingThe Council requires the solution to provide detailed monitoring and reporting of the council website accessibility in line with Web Accessibility Standards (WCAG 2.1, <https://www.w3.org/TR/WCAG21/>). This should include reports on pages with any accessibility issues with recommendations on how to resolve them, an accessibility score for the website and monitoring of accessibility of PDFs on the websites as well. It should also outline at what level the websites confirm with the accessibility guidelines; whether Level A, Level AA or Level AAA.Please explain and evidence how your solution meets this requirement. As a minimum your answer should include:* How any findings or recommendations will be presented,
* The areas your solution will monitor and report on.
 |
| **Response:** |
| Solution Usability The Council requires the solution to provide an easy to use dashboard with an overview of website performance, as well as the ability to create custom dashboards to suit individual needs. All reports should be able to be exported and downloaded as PDF or Excel files.Please explain and evidence how your solution meets this requirement. As a minimum your answer should include:* How any findings or recommendations can be exported,
* A summary description of the user interface.
 |
| **Response:** |
| Website Set-up and CrawlThe Council requires the solution to allow Administrators to add and set up websites for monitoring in an easy to use service. Once set up the Council requires the solution to regularly complete an automated Crawl of websites, at a mutually agreed interval, with the ability to select a re-Crawl of the website at any given moment. Please explain and evidence how your solution meets this requirement. As a minimum your answer should include:* How websites are set up and crawled using your solution,
* If there is a limit of how many websites can be set up.
 |
| **Response:** |
| User Management The Council requires the solution to provide access to at least 50 Users through a ‘user permissions’ based model including different levels of User (Administrator, User etc), permissions to specific websites and an audit trail of user log in.Please explain and evidence how your solution meets this requirement. As a minimum your answer should include:* How Users and Administrators are set up and the difference in roles,
* How the permissions for each role work,
* If there is a limit on the number of Users/Administrators.
 |
| **Response:** |
| Key Performance IndicatorsKey Performance Indicators for this Contract shall be mutually agreed between the Parties prior to commencement of the Contract. Key performance indicators may include, for example:

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| **Service Item Category** | **Key Performance Indicators** |
| Correspondence | All written correspondence, unless specifically dealt with elsewhere, to be replied to within 5 Working Days.  |
| Telephone Messages | All messages to be responded to within 4 Working Hours. |
| Email Correspondence | All email correspondence to be acknowledged within 1 Working Day of receipt with an estimated date/time for any queries to be resolved. |
| Telephone Enquiries | All verbal requests for information to be replied to within 1 Working Day. |
| Response or update to verbal queries | Unresolved queries/enquiries to be reported back to the caller with progress updates at least every Working Day. |
| Progress Updates | Unresolved queries/enquiries to be reported back to the caller with progress updates at least every Working Day. |
| Completion of Testing  | Completion by the last Working Day of the month in which the testing is required.  |
| Submission of report(s) | Final version of report to be submitted within 5 Working Days of test completion. |
| Telephone de-briefing | To be held within 10 Working Days of report receipt. |
| Please explain the extent to which you accept, in principal, the above Key Performance Indicators. |

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| **Response:** |

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| Appendix A – Price Schedule |
| * Prices quoted shall be fixed for the period of the Contract, include all relevant costs required to meet the Contract including travel and subsistence expenses (where applicable) and shall show an actual price exclusive of VAT.
* The price shall cover ALL costs (including expenses) associated with delivering the Solution covered by the Contract. Bidders may add additional rows, where necessary. Prices shall be based on the Specification provided.
* Any costs excluded or omitted by Bidders cannot be introduced at any later stage without the prior approval of the Council.

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| **Implementation, Annual Licence and Support**  | **Unit Price (Excluding VAT)** |
| Year 1 cost | **£** |
| Year 2 cost | **£** |
| Year 3 cost | **£** |
| Year 4 cost | **£** |
| **TOTAL EVALUATED PRICE**Sum of Year 1, Year 2, Year 3 and Year 4 costs | **£** |

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| **Additional cost to increase to 20,000 concurrent web pages**  | **Unit Price (Excluding VAT)** |
| Additional annual cost | **£** |
| **FOR INFORMATION ONLY** |

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| Appendix B – Submission Forms |
| Form of Quotation |
| I/We certify that by submission of this Quote Response that the information supplied is accurate to the best of my/our knowledge and that I/We accept the contract terms and conditions and undertakings requested for this Quote Response.I/We understand that false information could result in my/our exclusion from this procurement exercise.I/We also understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any employee or elected member of a public body and that any such action will empower the Council to cancel any contract currently in force and will result from my/our exclusion from this procurement exercise. |
| **Form Completed by:** |
| **Name:** |  |
| **Position:** |  |
| **Signature:** |  |
| **Date:** |  |

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| Freedom of Information Disclosure Form |
| Information considered exempt from FOIA and/or Environmental Regulations requests.* Any information supplied, which the Bidder considers may be potentially exempt from disclosure under the FOIA and/or Environmental Regulations **MUST** be set out in this Disclosure Form.
* Any information not contained in this Disclosure Form will be subject to disclosure without any prior consultation.
* The information considered to be exempt must be referred to in the table below; this could be a whole section of the documentation provided, a clause or paragraph in the documentation provided. In setting out the information considered to be exempt, the Bidder should include below where the information is located within their Quote Response.
* The Bidder should set out in this Disclosure Form that information which it considers to be exempt from disclosure, the reason for non-disclosure, the exemption that might be applicable and the time period for which this information should be considered to be exempt.
* The Bidder acknowledges nevertheless that any information contained within this section is indicative only and the Council may nevertheless be required to disclose such information under the FOIA and/or Environmental Regulations. The Quote should also include in this section the name and contact details of a person who will be able to handle such requests.

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| **Exempted Information****(cross reference to Response)** | **Reason for Exemption** | **Exemption to be Applied** | **Time Period for Exemption** |
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|  |  |  |  |
| Please enter additional rows if necessary. |  |  |  |

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| **Form Completed by:** |
| **Bidder Name:** |  |
| **Contact Name:** |  |
| **Position:** |  |
| **Address for correspondence:** |  |
| **Telephone Number:** |  |
| **Email:** |  |
| **Signature:** |  |
| **Date:** |  |

Appendix C – Definitions and AbbreviationsThe following terms and abbreviations apply throughout the Quote Documents.

| **Term** | **Description** |
| --- | --- |
| **Acceptance Date** | means the date upon which the Solution has passed the Acceptance Testing. |
| **Administrator(s)** | means the User or Users responsible for the setting up, maintenance and management of the Solution. They have the highest level of privileges within the Solution and the ability to create and allocate privileges to other Users. |
| **Associated Services** | means all services covered by the scope of this Quote, including implementation (subject to passing Acceptance Testing), training, support and maintenance services. |
| **Bidder** | means any person or public entity or group of such persons and entities, including any temporary association of undertakings, which offers the supply of products or the provision of services on the market and has submitted a Quote Response to the Council in response to a ITQ. |
| **Common Web Browsers** | means the most recently released stable versions of Internet Explorer, Edge, Chrome and Firefox. |
| **Contract** | means the legally binding agreement entered into between the Council and the Contractor incorporating the successful Bidder’s response. |
| **Contractor** | means the successful Bidder who is awarded the Contract. |
| **Council** | means Derbyshire County Council. |
| **Crawl** | means the process of a software application systematically browsing a website for processing by a web search engine. The search engine indexes these pages so users can search for content more efficiently.  |
| **Data Protection Legislation** | means the Data Protection Act 1998, the EU Data Protection Directive 94/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000, the Electronic Communications Data Protection Directive 2002/58/EC, the PECR, the General Data Protection Regulation ((EU) 2016/679), and all applicable laws, implementing laws (where relevant) and regulations and secondary legislation, as amended or updated from time to time, in the UK, relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. |
| **Digital Communications Team** | means the Council department responsible for the Council’s online digital portfolio, including Council websites. |
| **Domain** | means the top level URL of the website e.g. [www.derbyshire](http://www.derbyshire).gov.uk |
| **Fix Time** | means the period between the time when a support call is first acknowledged by the Contractor’s support desk and the time when the issue is fully resolved. |
| **GMT** | means Greenwich Mean Time. |
| **Go-Live** | means the date upon which the Solution becomes fully operational after the successful completion of Acceptance Testing. |
| **Government** | means the central government of the United Kingdom of Great Britain and Northern Ireland (UK). |
| **Highest Scoring Bidder** | means the Bidder that is identified as achieving the highest evaluation score for the ITQ. |
| **ID** | means Identification. |
| **Internal Audit** | means staff within the Audit Services Section of the Council’s Commissioning, Communities & Policy Department. |
| **Invitation to Quote (ITQ)** | means the issuing of this document by the Council in respect of the competitive bidding stage of this procurement, and shall include without limitation the Quote Documents. |
| **Party** | means the Contractor and/or the Council, which are party to any contractual agreement arising from this Quote. |
| **PDF** | means Portable Document Format file format. |
| **Priority Level** | means that a support call is ascribed (or in the reasonable opinion of the Council is likely to be ascribed) a call priority level in accordance with the Service Level Requirements. |
| **Quote Documents** | means this document and any attachments issued as part of the ITQ. |
| **Quote Response** | means a Bidder’s submission in response to this ITQ. |
| **Response Time** | means the period between the time when a support call is first acknowledged by the Contractor’s support desk and the time when the activity starts to resolve, either during the initial call or by subsequent action. |
| **SEO** | means search engine optimisation, which is the process of increasing the quality and quantity of website traffic by increasing the visibility of a website or a web page to users of a web search engine. |
| **SME** | means an organisation which falls within the category of micro, small and medium-sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises. |
| **Software** | means the all the applications that make up the proposed Solution and associated infrastructure and components. |
| **Solution** | means a Bidder’s description of the goods and services it is offering in its Quote Response, including without limitation any software, hardware and equipment, bespoke software development, training, installation, implementation, consultancy, maintenance and support services supplied under this Contract. |
| **Sub-contractor** | means **any** third party from whom the Bidder agrees to source all or any of the services connected with, or arising out of the Contract from that third party, for example, but not limited to, any sub-contractor, organisation or individual working with the Bidder. |
| **Support** | means a structured and controlled service offering the availability of a telephone helpdesk with employees of sufficient experience and knowledge to deal with technical enquiries. |
| **Target Fix Time** | means the time from the call being communicated to the Contractor, to the issue being resolved and normal service being resumed. |
| **Target Response Time** | means the target time for the Contractor’s Support to provide the Council Service Desk an initial response to the support call, measured from the time the call being communicated to the Contractor. The response from the Contractor will include an initial assessment of the problem and information about the likely process required for the Contractor to provide a resolution to the issue. |
| **Total Contract Value** | means the maximum potential cost of the Contract, to include the costs for the initial term as well as the extension options and optional requirements. |
| **Trainer** | means an identified person with responsibility for delivering training. |
| **URL** | means Uniform Resource Locator; a reference to a resource that specifies the location of the resource on a computer network and a mechanism for retrieving it. |
| **Users** | means anyone who will use the Solution. |
| **VAT** | means Value Added Tax. |
| **Webpages** | means a hypertext document connected to the World Wide Web. |
| **Web Accessibility Standards** | means compliance with the following industry recognised standards (or equivalents):* Web Accessibility Standard BS8878:2010 ;
* W3C WAI Web Content Accessibility Guidelines (WCAG) Version 2.0; and
* W3C code validation.
 |
| **Working Day**  | means a day of the week that falls between a Monday to Friday inclusive, excluding English public and bank holidays and extra-statutory and concessionary days applicable to the Council. |
| **Working Hours** | means the Council’s core business hours of 09:00 to 17:00 on a Working Day. |
| **World Wide Web** | means an information system on the internet which allows documents to be connected to other documents by hypertext links, enabling the user to search for information by moving from one document to another. |

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