

# Invitation for Quotation

## Midlands Engine Website Hosting and Support

### Background

The [Midlands Engine](#) has a website that is used by the Partnership. It contains both the [Midlands Investment Portfolio](#) and [Midlands Engine Intelligence Hub](#).

We require a hosting platform to house the Midlands Engine website including its data and management of its web traffic demands, providing the required levels of assurance for accessibility and security.

The website uses WordPress as the main operating system.

Your quote should set out:

1. The type of hosting you offer Shared Hosting/Dedicated Hosting
2. The hosting features that you offer - WordPress integration
3. The uptime figures for server reliability
4. Your compliance with accessibility standards and security
5. The help and support you will provide to staff and maintenance that you will offer for the site

### Tasks covered by the agreement:

1. Ensuring the website is up and accessible to a global audience 24/7 and 365 days per year.
2. Any software upgrades to the CMS application that are required to keep the website functioning in line with agreed specifications or are required to maintain the overall security of the application.
3. Version control and QA following updates to the system.
4. Consultancy around proposed enhancements to existing system.
5. Bug fixes relating to functionality agreed within the functional specifications.
6. Any software upgrades to the WordPress application that are required to keep the website functioning in line with expectations.
7. Small impact functional changes to the website.
8. Version control and QA following updates to the WordPress.
9. Provide reactive, same-day response to website content update requirement, e.g. uploading PDFs, adding video, amending text.
10. Build max. 2 newsletters per month using Mailchimp template.

### Server Monitoring Requirement

- The server will be digitally monitored 24/7 + 365 days a year, checking the websites availability across the globe in markets that Midlands Engine are targeting.
- The monitoring system will monitor the following:
  - Uptime
  - Page Speed
- When an outage is reported your Support Team need to be instantly notified via SMS and email.
- In the event of any outage the supplier will notify Midlands Engine and agree the appropriate priority level for which it should be logged.

- Resource will then be assigned based on the nature and priority of the issue.

### Contacting the Supplier

- We are seeking a supplier who can provide a same day response, with team availability normally between 9:00 and 17.30, Monday to Friday, 12-months a year. Responses will be provided during this time.
- For high priority items detailed in the table below the supplier must provide full support across all the time zones that Midlands Engine is operational.

	High	Medium	Low
<b>Type of issue</b>	A bug is affecting key critical functionality that affects the functional specification	Functional change or new asset required	CMS usage issue or non-technical elements of the platform
<b>Process for Supplier's initial response</b>	Initial investigation of issue and ETA on a fix	Supplier to provide estimate of time to fix and detail of if issue is covered in maintenance agreement or requires separate scope	Supplier to arrange a date and time to discuss and clarify questions and issues and then provide time estimate to resolve
<b>Target time for initial response</b>	2 hours	2 working days	4 working days
<b>Target time for issue resolution</b>	0.5 days	5 working days	10 working days

### Tasks not covered by the maintenance fee but may be made requested via an additional specification(s):

11. Any large functional, behavioural or design changes to the website outside of initial agreed specification.
12. Any repeat or large-scale training requirements. This is defined as anything in excess of ½-day worth of training.
13. Any third-party costs for the purchase of website imagery or plugins or upgrade of third-party systems used for the application.

### Submitting a proposal

If you are interested in providing a quotation for the services above, please provide a response to include:

1. Your approach to delivering the requirements as set out and the value-add brought by your firm.
2. Your company expertise and resources you would commit (including the team proposed)
3. Day/hourly rates for key personnel
4. Core deliverables & value for money in your proposal. This should include the individual costs for hosting the website and for providing the support/help elements.
5. Your response should include any key areas where you believe your company can offer added value to Midlands Engine.

6. We are seeking a flexible provider who when called upon will advise on and act on any other matters not expressly specified but implied in the nature of the services outlined.
7. Confirmation that all invoices will be accompanied by a detailed breakdown of work undertaken and hours and third-party costs.

The appointed supplier must demonstrate that there are no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the activities outlined in this invitation to quote.

### **Evaluation**

Quotations will be evaluated against the following criteria.

- The distinctiveness and quality of the data, metrics and analytical capacity you will bring to the project
- Your track-record of expertise in producing work of relevance to this project
- The relevance of your proposal to the above scope of work
- The proposed cost and demonstration of Value for money

**Services timeline:** Commencing 01 April 2023. The contract will be awarded for a duration of 12-months, plus an addition 12-months, subject to funding from government and successful contract delivery and performance. The Midlands Engine will approach suppliers for quotes and the invitation to quote will also be placed on the Midlands Engine website.

**Deadline for quotations:** Midday 06 February 2023

**Budget:** Up to £25,000 max - excluding VAT. The support-based element of the contract is not a retainer-based contract and will be paid upon receipt of monthly invoices detailing the activities undertaken and the hours worked for the staff concerned in the respective month. It is accepted that hosting element of the contract will most likely be of 12-months duration payable in the 01 month of the contract.

There is an expectation that there will be additional website development over the duration of the contract, but these will be developed/specified as and when required by Midlands Engine.

Please send submissions to: [info@midlandsendengine.org](mailto:info@midlandsendengine.org) Payment for the contract will be paid subject to satisfactory completion of agreed works and provision of monthly updates and satisfaction of delivery by the Midlands Engine.