

# Iriss Courses website invitation to tender

---

Iriss is looking for a suitably qualified and experienced consultant or organisation to set up and transfer the content of our current courses website (<http://courses.iriss.org>) to **MoodleCloud** (or a similar alternative).

We are **tendering for this piece of work** as set out in the following specification. You can find the bid writing instructions in section 10.

We invite you to note the following aspects before you tender for the work:

1. We will determine the contract period with the successful bidder when the contract is awarded. Please propose timescales within your bid. These will be fixed on contract award.
2. Your proposed price must be fixed for the period of the contract.
3. Iriss reserves the right to cancel the tendering process at any point.
4. Iriss is not liable for costs resulting from any cancellation of this tendering process nor any costs incurred by those expressing interest in, negotiating or tendering for this contract opportunity.
5. This invitation to tender is made in good faith. No warranty is given as to the accuracy or completeness of the information contained in it and any liability for inaccuracy or incompleteness is therefore expressly disclaimed by Iriss.
6. Please contact Sam Ella, Head of Resources at [sam.ella@iriss.org.uk](mailto:sam.ella@iriss.org.uk) for any further information.

# Tender specification

---

## 1. Introduction

The Institute for Research and Innovation in Social Services (Iriss) is inviting bids from suitably qualified and experienced digital design and development specialists or organisations. We are tendering for the creation of a specific hosting site for material currently held on the Iriss courses website <http://courses.iriss.org> in addition to relocation of the current Iriss Courses website content to the new solution

### 1.1 REQUIREMENTS

The current Iriss courses website runs on Opingo LMS (<https://www.opigno.org>) on Drupal 9.5.1. Historically, hosting, maintenance and updates to the website were handled internally. However, we no longer have the internal capacity to manage these aspects of the website's upkeep. We are looking for a solution that will:

- Update and modernise the Iriss courses site and materials.
- Better help us to meet our own and our users' needs.
- Provide a robust platform for future use.

### 1.2 SOLUTIONS

Iriss is considering moving the content to MoodleCloud, however suitable alternative proposals are welcome. The proposed solution should include:

- Researching and identifying the best approach to meet the long-term needs of both Iriss and our audience.
- Establishing the new Iriss Courses website and setting up admin users.
- Transferring all content from the current site to its replacement.
- Providing ongoing services for the continued hosting, updating and maintenance of the resulting site (whether by the site service itself, or the bidder).

## 2. Background

Iriss is a charity that works with people, workers and organisations in social work and social care to help them use knowledge and innovation to make positive change happen. We have supported social work and social care in Scotland since 2008, bringing skills and expertise from a range of disciplines to our work. Part of our work includes developing and hosting online courses and training for the sector.

### ABOUT THE COURSES WEBSITE

Since its inception, Iriss has used Drupal as its primary CMS. The current Iriss Courses website was constructed in 2015 using Drupal 8, and was updated to Drupal 9 shortly after the final release of that version. It currently uses a largely custom theme, built out of the Basic starter theme, and the site is hosted on Linode servers.

The current site provides good basic functionality and affords quick and easy ways to add, sort and present content, but its look and feel is dated, and the overall user experience no longer fits with the organisation that Iriss has developed into since the site was originally developed.

Details of the courses hosted are shown below. The system currently has ~1100 registered users, gaining ~10-15 new users per week, with ~20-30 active users visiting per week. Approximately 50% drop off in users is expected with the transfer to a new system as users will have to re-sign up.

Training name	Estimated duration (hours)	Modules (chapters)	Activities (pages)	Users
Large scale investigations	8	7	35	180
Ethical commissioning in social care	10	6	33	211
Working together in adult support and protection	8	6	37	235
Multi-agency adult support and protection conferences (case conferences)	12	7	47	162
Child protection planning meetings	12	8	48	174

Iriss has an in-house Digital Designer who helped build the current Iriss website. Their expertise and support will be available post contract award.

## 3. Bidding

To bid for this piece of work please set out, in no more than six pages your response as set out in Section 10.

### 3.1 KEY DELIVERABLES

- A refreshed Iriss Courses website which includes:
  - All currently hosted courses.
  - The ability to add more courses.
  - Capacity for 1000 users (with the possibility of expansion if required in the future).
  - An intuitive user interface for students.
- A system where Iriss staff can update the course content.
- Transfer of all Iriss resources.
- A hosting solution external to Iriss with yearly costs.
- A yearly maintenance offer for the website and hosting solution.

Please note that some of these deliverables may be included in/provided by the suggested platform.

## 4. Duration if contract

Iriss is open to various time frames depending on the proposed solution. Please include an estimated timeframe within your tender response.

## 5. Freedom of information

Iriss is not required to comply with the Freedom of Information (Scotland) Act 2002. To ensure good governance and transparency in the accountability of public funds, Iriss may disclose and/or publish information regarding any tender and subsequent Contract.

If you consider that any information in your tender submission is commercially confidential, please identify it and explain (in broad terms) what harm might result from disclosure and/or publication. Whilst information of a sensitive nature in unsuccessful tenders (e.g. pricing and rates) will not normally be disclosed and/or published, Iriss may choose to disclose or publish such information where it is deemed to be in the public interest.

## 6. Intellectual property rights

Any data, information or materials generated from this tender will be held under the ownership of Iriss and may not be used for any future activity by the successful bidder.

## 7. Timescale

- Issue of Tender specification: Monday the 12th of August 2024
- Deadline for Return of Tenders: Monday the 16th of September 2024 at 5pm
- Tender award / contract: Wednesday the 18th of September 2024

## 8. Enquiries

Enquiries regarding the tender specification should be directed to:

Sam Ella, Head of Resources at [sam.ella@iriss.org.uk](mailto:sam.ella@iriss.org.uk)

## 9. Evaluation

The following evaluation criteria will be used to identify the most suitable tender. This list is not ranked in order of importance:

- Quality of proposal and examples of previous work.
- Creativity and robustness of the proposed solution.
- Price.
- Customer testimonials and feedback.
- Ability to meet specification requirements and deliverables.

## 10. Tender submission

To bid for this piece of work please set out your tender as follows in no more than six pages:

### 10.1 PROPOSAL

- Your proposed solution to the problem set out above, including the provision of suitable ongoing hosting, update and maintenance services if not provided within the suggested platform.
- How you will meet the key deliverables.
- Your estimated timeline for the work.

## 10.2 EXPERIENCE AND SKILLS

How you meet the following skills and experience criteria:

- A history of providing solutions that demonstrate an understanding of both the client's and the end user's needs.
- Experience in providing robust and reliable digital solutions for small-to-medium sized organisations, especially those within the charity, care and health sectors.

## 10.3 PRICING

Your pricing for the work split into two sections:

- Yearly hosting and maintenance of Courses site.
- Transfer of current materials.

Please ensure these: fully encompass the tender requirements and identify VAT separately (where applicable). Please note the price will remain fixed for the duration of the contract.

## 10.4 ABOUT YOU

Background information about you, and your organisation. Please include a link to your website and your annual accounts (where applicable).

Examples of your work, customer testimonials or similar.

## 10.5 QUALITY ASSURANCE

The successful bidder shall be responsible for monitoring, controlling and assuring the quality of the solution so that Iriss is promoted within the context of its website in a way that reflects its core values, vision, aims and key messages at all times.

The successful bidder shall be responsible for the costs of any rework or service required by Iriss where the original services or work fails to meet the agreed acceptable standard.

## 10.6 SAMPLES OF SERVICES

Bidders must submit, where possible examples of their work and customer testimonials/feedback.

## 10.7 ALTERNATIVE PROPOSALS

Please include any alternative proposals for solutions you wish to be considered.

## 10.8 QUALIFICATION OF THE CONTRACT

Any respect in which you will not be able to comply with the contract in this specification must be stated.

## 10.9 SUBMISSION OF TENDERS

Tender submissions should be made to [sam.ella@iriss.org.uk](mailto:sam.ella@iriss.org.uk) by **5pm on Monday the 16th of September, 2024**.

***No extension of time and date by which the tender must be submitted will be granted.***

# 11. Conditions

## 11.1 CONTENTS

The tender is to be made strictly in accordance with the requirements of the Invitation to Tender (ITT) and related specification.

## 11.2 MODIFICATION BY IRISS

Any modification to the Invitation to Tender and specification shall be issued at least 4 working days before the tender date deadline and shall be issued as an addendum and shall be deemed to constitute part of the specification. If necessary, Iriss shall revise the tender date in order to comply with this requirement.

## 11.3 CONFIDENTIALITY

All information supplied by Iriss in, or in connection with, an invitation to tender shall be regarded as confidential to Iriss, except to the extent it is in, or enters the public domain other than through the default of the bidder.

## 11.4 COST

Iriss will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of the tender.

## 11.5 VALIDITY PERIOD OF TENDER

All details of the Tender are to remain valid for acceptance until award of contract.

## 11.6 ACCEPTANCE

Iriss does not undertake to accept part, or all of any tender, and the acknowledgement of receipt of any submitted tender shall not constitute any actual or implied agreement between Iriss and the bidder. Iriss reserves the right to accept any part, or all, of any tender at its sole discretion.

## 11.7 RESULTS

All tenders correctly submitted will be considered with a view to reaching a contractual agreement. All bidders will be informed in writing whether or not they have been successful. No other information shall be given on the progress of the tender.