**Request for proposal / quote for website maintenance and support**

The Broadcasting Authority of Ireland (BAI) was established on October 1st, 2009, as an independent regulator for radio and television broadcasters in Ireland. The BAI has a range of objectives and functions as follows:

* The licensing of broadcasting services additional to those provided by RTÉ, TG4, the Houses of the Oireachtas Channel and the Irish Film Channel. The Authority also has responsibility for the licensing of multiplex services and entering into contracts in respect of electronic programme guides (EPGs).
* Preparation and revision of Broadcasting Codes which govern the standards and practices to be observed by broadcasters.
* Broadcasting Complaints.
* Responsibility for Sound & Vision, the Broadcasting Funding Scheme, which was established to provide funding in support of high quality programmes on Irish culture, heritage and experience, and programmes to improve adult literacy. The Scheme has been in operation since 2005. The Scheme is funded via 7% of the television licence fee.

The roles and responsibilities of the Broadcasting Authority of Ireland are set out in the Broadcasting Act 2009. The Authority is funded through a levy on all broadcasters licensed in the State.

**Specification**

The Broadcasting Authority of Ireland (BAI) which is based at 2-5 Warrington Place, Dublin, D02 XP29 is seeking proposals/quotes for website maintenance and support.

**The BAI website was redesigned in 2016 and its day-to-day management is the responsibility of BAI staff (via the Wordpress content management system).** The BAI is seeking tenders from a suitably qualified service provider to provide ongoing maintenance and support for the website and ensure its security and protection.

**The BAI proposes to award a three-year contract for website support services with an option to extend the contract by one additional year.**

**Statement of Requirements**

* Provide ongoing maintenance and support for the lifetime of the contract, via a service level agreement.
* Provide continuous best practice advice on website communication, design and navigation throughout the service contract term.
* Provide guidance on the optimisation of the BAI website using appropriate analytical tools.
* Provide training on CMS and Wordpress software as appropriate.
* Provide continuous advice on Irish and European website legislative requirements, and best practice in relation to website functionality and accessibility. In that regard, ensure that the website complies with, at a minimum level, all level A requirements under the W3C Web Content Accessibility Guidelines and as many level AA and AAA requirements as possible.
* Provide guidance on ensuring compliance with all necessary GDPR obligations.
* Provide proactive and ongoing advice on hosting requirements/solutions for the site.
* Ensure that the website is secure and protected from hacking/viruses.
* Meet deadlines as agreed between both parties and reporting arrangements as required.
* Provide ongoing recommendations as to general improvements that can/should be made to the site including security, plugins and SEO. The implementation of such site improvements will be subject to separate negotiation on costs.

**It is expected that the amount of support required will be no more than 12 hours per month.**

**Security and Confidentiality**

The security and confidentiality of the website and of data is of utmost importance for the BAI. The tenderer should set out the process and means by which the BAI website and CMS (Wordpress) will be routinely assessed for security and confidentiality matters on an ongoing basis.

**Award Criteria**

The contract will be awarded on the basis of the most economically advantageous tender in terms of the following criteria and weightings as appended:

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| **Relevant Experience & References 25%** |
| * Applicants must provide details of previously satisfactorily delivered projects which involved services of a similar nature to the Services required. Applicants must provide details of two recent maintenance contracts. * Applicants must also provide names, addresses and telephone numbers of at least 3 existing customers (or customers within the last three years) who may be contacted for references in connection with the proposed services. |
| **Experience & Professional Qualifications 25%** |
| * Identification of the proposed project team and their qualifications and/or accreditations held. |
| **Approach to ongoing live support 25%** |
| * This will assess the Applicants proposed approach to offering ongoing support and maintenance. The Applicant should outline how such a service will be managed and give details of response times and what areas of work would be included. |
| **Ultimate cost 25%** |

**Schedule of costs**

The schedule of costs should take the following format and should take into account proposed work as outlined in the specification above:

* Scale and breakdown of fees to be provided
* Any additional costs which may arise to be provided
* All costs to be quoted in euros
* VAT must be quoted separately
* The quotation must be for the services to be provided and this must be the your best and final offer for the award of the contract
* Details of hourly rates included in the overall price must be provided
* Any discounts to which the BAI may be entitled must be clearly indicated, including but not limited to:

- Public sector discounts

- Early payment discounts

- Any other discounts

The BAI will not be responsible for any errors on the calculation of costs provided in response to this invitation to tender. It is the responsibility of suppliers to ensure that the costs quoted are correct and properly calculated.

**Receipt of proposals/quotes**

Proposals/quotes should be submitted by 12 noon on **Thursday 31st January 2019**. Proposals should be submitted by email to [jcaulfield@bai.ie](mailto:jcaulfield@bai.ie).

The BAI does not bind itself to accept the lowest or any quote.

**Data protection**

The BAI is subject to all applicable national and EU data protection laws, regulations and guidelines including, but not limited to, Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “General Data Protection Regulation”) and any guidelines and codes of practice issued by the Office of the Data Protection Commissioner or other supervisory authority for data protection in Ireland from time to time.

The BAI will be a data controller (where Data Controller has the meaning given to it under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given to it under the Data Protection Laws) required to be provided by the Tenderer in response to this RFT.

The Supplier, as data controller in respect of any data provided by it in its submission, is required to confirm in writing that all data subjects (where data subject has the meaning given to it under the data protection Laws) whose personal data is provided by the supplier have consented to the processing of such personal data by the supplier, the BAI and the assessment panel for the purposes of participation in this call for quotes OR that the supplier has a legal basis for providing such personal data to the BAI for the purposes of its participation in this call for quotes.

**Freedom of Information**

The BAI undertakes to use its best endeavours to hold confidential any material provided in response to this call for quotes, subject to the BAI’s obligations under law, including the Freedom of Information Act (FOI) 2014. Suppliers are asked to consider if any of the information supplied in response to this notice should not be disclosed because of its information content, to identify same and to specify reasons for its sensitivity. The BAI will consult with suppliers about sensitive information before making a decision on any request received under the Freedom of Information Act (FOI) 2014. If suppliers consider that none of the information supplied by them is sensitive, they should make a statement to that effect. Such information may be released in response to an FOI request.

**Tax clearance**

The successful supplier will be required to produce a tax clearance access number and tax reference number so that the BAI can verify their tax clearance before the contact is awarded and at any time thereafter.

**Competition agreement**

Suppliers should be aware that the BAI has entered into a co-operation agreement with the Competition and Consumer Protection Commission. This agreement provides for the exchange of information in relation to contracts.