



Freephone **116006**

October 2020

Invitation to Tender

Redesign and Develop Crimevictimshelpline.ie

SECTION ONE: INFORMATION ABOUT THE PROJECT

1. Information for Agencies

Crime Victims Helpline is seeking an experienced agency to redesign and develop www.crimevictimshelpline.ie. The project will also integrate the content of www.crimevictimsrights.ie into the newly designed Crime Victims Helpline website. While much of the content of the existing sites will be migrated, its presentation must be fresh, intuitive, and accessible.

The successful agency will deliver (from concept and design through to build and go live) a new website for Crime Victims Helpline. This will be built to the highest standards of user experience and be fully optimised for mobile and search engines.

Once this project is complete and signed-off the website design and all its contents, software and architecture will become property of Crime Victims Helpline.

2. Purpose

The purpose of the Crime Victims Helpline website is to provide support and information to victims of crime and their family and friends; professionals working in the criminal justice system/victim support services and the community. The website should highlight:

- Crime Victims Helpline support services and resources,
- information about the criminal justice system, and
- the support services that are available to victims of crime across Ireland.

3. Description

The website should be designed to highlight all aspects of the work of the Crime Victims Helpline and be fully accessible to all people. It should serve as a resource for victims who are seeking information about the criminal justice system. It should also serve as a gateway to the specialised and regional victim support services that are available across Ireland.

4. Objectives

To deliver a website that is easy to use, accessible and should:

- Showcase Crime Victims Helpline support service and bespoke resources including videos and leaflets
- Clearly present information about the criminal justice system (from the victim's perspective)
- Facilitate access to information about regional and specialised victim support services
- Provide information about the Crime Victims Helpline such as our Board of Directors; Annual Reports; and audited accounts.

To facilitate tailored journeys for each of the three key aspects of the work of the Crime Victims Helpline:

- Emotional support to victims of crime, their family and friends.
- Information about the criminal justice system including Crime Victims' Rights
- Information about victim support services and other resources across Ireland.

5. About Crime Victims Helpline

The national Crime Victims Helpline, Freephone 116 006, is a listening and support service for victims of crime in Ireland. We support, inform and listen to victims and all those impacted by crime. We provide time and space for people to talk about their experiences and provide information about the criminal justice system and referrals to other victim support services.

6. Target Audiences

Primary Audience

- Victims of crime and their family and friends

Secondary Audiences

- Gardaí, victim support organisations and other professionals who support victims of crime
- Groups / individuals with an interest in victims of crime issues (i.e. human rights sector, children's rights sector, researchers)
- Volunteers, potential volunteers, and the general public.

Each of these target audiences will have specific needs and expectations when visiting the site. Site content should be structured so that each of these groups can easily access information that is relevant to them.

7. Proposal Requirements

Design

- To include extensive content review and plan.
- Design will be informed by research, evidence and the latest thinking in UX.
- Visually appealing
- User-friendly architecture.
- Clear and concise information and links.
- Minimal clicks to get what you need.
- Designed to ensure best SEO possible.
- Designed for all screen sizes and on any devices
- Cross browser support
- Fast load times
- Site Search
- Social media integration

Technical

- Tenderers should demonstrate relevant experience of applying universal design principles and providing solutions that are accessible to the widest user audience, including older users and users with disabilities.
- Be capable of interfacing with appropriate, widely available assistive technologies employed by users.
- The website should be built to the highest UX and design standards.
- All content and standard elements should be updatable by CVH staff. WordPress is the preferred CMS. Alternatives will be considered, although the tenderer will be expected to provide the rationale for their preferred CMS, outlining why it is better suited to the project.
- Staging and development of the site must be incorporated into the cost.
- The website will be under warranty for one year with any functionality errors or bugs that occur being fixed immediately.
- The website will must be fully GDPR compliant.

Budget

The budget for this project will be no more than €23,000 (**inclusive** of VAT)

SECTION TWO: TENDERING

Tender Responses should include the following information and concise answers to the follow questions:

1. Provide a minimum of three examples of websites your agency has designed and delivered over the last 24 months. The bidder is asked to submit URLs for this work and document technical specifications of this website.
2. A timetable listing key steps in the development and redesign process including milestones (for reporting progress on various stages of the process and dates for meeting any deadlines set)
3. Detailed budget
4. Identifications of any conflict of interest.
5. Please give an overview of the services provided by your agency. Information to be included: number of staff and breakdown of services provided. (200 words max.)
6. How many staff would you envisage working on this project? What is their expertise and experience?
7. Does your agency provide ongoing maintenance and support service to websites? If the answer is yes, please provide details of cost.
8. Does your agency provide training as part of the development process?
9. Can your agency provide hosting services? If the answer is yes, please provide details of yearly costs.
10. Experience working with NGOs or public bodies.
11. Please provide any further information which you feel could support your tender.

SECTION THREE: NEXT STEPS

1. Lodging a Tender

- Agencies responding to this brief are required to nominate a lead person from their organisation as a point of contact
- Agencies are required to provide details of all key staff and experience in the provision of these services
- Agencies are required to provide two referees for work of a similar nature.
- Late proposals will not be considered.

- All supporting material and documentation should be included in the response.
- All costs associated with the agencies' response to the Request for Tender will be the responsibility of the agency.
- Tender proposals may be lodged by post or email as per contact details below

2. Tender Acceptance

- Crime Victims Helpline is not bound to accept the lowest or any tender and will award the contract to its best advantage.
- The successful tender must commit to completing the assignment on time and on budget and failure to meet the timeline agreed may affect payment
- All unsuccessful tenders will also be advised of the decision.
- Unless otherwise expressly agreed, there shall be no binding contract between the tender and Crime Victims Helpline unless or until, a written contract is signed by both parties.

3. Crime Victims Helpline expressly reserves the right to

- Extend the time of lodgement of responses to the Request for Tender and/ or to vary the timings and process for their Request for Tender.
- Vary any requirements of the services required for the Request for Tender.
- Following evaluation, accept or reject any or all responses to the Request for Tender.
- Seek and obtain clarification of any responses to the Request for Tender, including additional information.
- Request providers to amend their responses.
- Accept any proposal in part or in total.

4. Tender Evaluation Process

Initially the tender proposals will be checked for compliance with the Request for Tender conditions.

Award Criteria	Maximum Score Available	
1. Proven capability and innovation in website design and development	400	40%
2. Cost/Value for Money	250	25%
3. Relevant Experience	200	20%
4. Proposed Process and Timeline	150	15%
Total Maximum Score Available	1,000	100%

*A minimum threshold of 50% of available points total in each category will be necessary

Any agency can request additional information by emailing michelep@crimevictims helpline.ie

Any additional requests for information should be received by Friday, 6th November at 10 am.

Closing date for submissions is 5pm on Friday 13th November 2020 to Crime Victims Helpline, 6/7 Hanover Street East, Dublin 2 or michelep@crimevictims helpline.ie

Following the deadline, a number of agencies will be called for (virtual) interview with the contract being awarded shortly afterwards.

Contact:

Michele Puckhaber at michelep@crimevictims helpline.ie