

Childminding Ireland

Request for Tender

for Website Accessibility, Usability Review & Re-design.



**Issued by
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Transforming Ireland

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Section 1: Introduction and Background Information

1.1 Context

Childminding Ireland invites tenders for a comprehensive accessibility and usability review and redesign of the *Childminding Ireland* website.

1.2 *Childminding Ireland* Background

Childminding Ireland, the National Association for Childminders, is the only organisation in Ireland dedicated to working for Childminding, providing information, advice and support to Registered Childminders, Registered Nanny's and parents. A Childminder Registered with *Childminding Ireland* is committed to providing a quality Childcare service, is self- employed, working in their own home, has clearance from their GP, is adequately insured to provide a Childminding service and minds up to 5 pre- school children.

The *Childminding Ireland* website serves to inform Childminders and Parents and those interested in the area of Childminding and Nanny's.

1.3 Purpose of the Review and Redesign Project

The current *Childminding Ireland* website is overloaded with information laid out in a confusing manner with each page too long and with different focus. The aim is to lay out the information on the site in an attractive and clear manner over more pages with clear headings and sub headings which are specific and can be used for clear call to actions and inform the audiences clearly and quickly.

The *Childminding Ireland* website is currently open to all but a review is required to examine the possibility of dividing the site into a private and public space for Registered members and general public to access information while keeping Registered members information separate with password entry protection.

The *Childminding Ireland* brand must also be developed through the website and social media links such as Twitter must be included as well as a comprehensive links page.

Childminding Ireland aims to provide an accessible, informative and usable website with publications available in a clear and concise manner ensuring that the site and its downloadable material addresses user needs.

While the review of the *Childminding Ireland* website is driven by a commitment to Childminders the overall aim of the project is to ensure that the organisation has a dynamic web presence which supports the strategic objectives of *Childminding Ireland*, its funders while meeting the needs and expectations of users.

The website content is currently updated via Dreamweaver by the *Childminding Ireland* Communication's officer. The aim is that this would continue after the review and redesign of the Website.

Main Audience:

Childminders Registered and Unregistered
Parents
Students
Childminders Advisors
Associated organisations
Media
General Public

1.5 Objectives of *Childminding Ireland's* Web Presence

The *Childminding Ireland's* Web presence should:

1. Provide full, concise and timely information on *Childminding Ireland's* programme of work, issues of interest to Parents, Students, General Members and others within a public section of the website, with other specific information available to Registered Childminders only through a private section. Ensuring quick and easy access across the whole site.
2. Have a Public and Private section with password protection.
3. Offer a facility to download reports, booklets and application forms etc.
4. Integrate with related sites/sites of bodies in the links section.
5. Be attractive and enable clear brand recognition.
6. Be updated easily by internal staff of *Childminding Ireland*.
7. To have a Website Counter added to each page so that the hits to each page can be counted

Simple, clear and effective navigation is critical, while ensuring that the *Childminding Ireland* message and brand are clearly communicated. It is essential that clear calls to action can be generated from the site and to ensure that all users, irrespective of age, ability or other technological constraints can have equal access to information.

Reduced Support Overheads –

Websites that provide utility and are easy to use help reduce dependencies on traditional means of getting information such as phone calls, email and so on. A positive user experience is fundamental in encouraging members and public to view it as a primary source of information.

Section 2. Specification of Requirements

2.2 Requirements of Website

Accessible: usability for people without IT background, who may have a disability, the use of web friendly summaries/extracts to negate the need to download/read a whole report, speed of access for users on a dial up connection or using older or non-

microsoft/PC technology. The website must be easy to find using the major search engines.

Informative – the lay out clearly informative with side bar dividing the pages into clear search headings and sub headings.

Navigation – The navigation must be easy to use and clear.

Design – The design must be clear and uncluttered emphasising the *Childminding Ireland* brand while in keeping with the Childminding sector.

Search facility/A-Z/direct email from site/Public and Private sections with password entry – The website should have a search facility and A-Z provide a fast and comprehensive way to access content for a user with little or no knowledge of role, organisational structures or functions of *Childminding Ireland*. It should have a capability for a website user to email *Childminding Ireland* from the website directly. It should have a password protected private section for Registered Members information.

Future developments - The site should be able to adapt itself to delivering on line interactive training within the private section with the suitable software in due course.

2.6 Timeframe

In submitting a proposal the tenderer must set out how they propose to tackle the project and where appropriate, how each stage will be handled and the proposed scheduling of any stages.

Section 3. Notice to Companies Tendering

- 3.1 *Childminding Ireland* reserves the right to update or alter any information contained in this document at any time.

In the event that any additions or amendments to the tender proposal, as set out in this document, are deemed necessary prior to the closing date for receipt of proposals, these will be published on our website at www.childmindingireland/publications as supplementary documents and will form part of the tender proposal.

- 3.2 *Childminding Ireland* will not be liable in respect of any costs incurred by Tenderers in the preparation of tenders in response to this tender proposal or for costs incurred in preparing subsequent presentations or for attendance at same.
- 3.3 It will be a condition for the award of the contract that the successful Tenderer must be able to promptly produce a Tax Clearance Certificate. In the case of a successful non-resident Tenderer, a Statement of Suitability from the Revenue Commissioners will be required.

Where a Tax Clearance Certificate expires within the course of the contract, *Childminding Ireland* reserves the right to seek a renewed certificate. All payments under the contract will be conditional on the Contractor(s) being in possession of a valid certificate at all times.

- 3.4 *Childminding Ireland* does not bind itself to accept the lowest or any tender.

3.5 *Childminding Ireland* will remain the sole owner of all end-products e.g., reports, training manuals, etc., irrespective of whether or not the project is terminated prior to its completion.

3.6 The successful contractor shall be responsible for the delivery of all services provided for within the contract on the basis of a fixed price agreement set at the beginning of the contract. Prices quoted in the tender cannot be increased during the time period of the tender. Similarly, terms and conditions cannot be altered.

Childminding Ireland retains the right to withhold payment where a contractor has failed to meet his contractual obligations in relation to the delivery of goods/services to an acceptable level of quality.

3.7 *Childminding Ireland* reserves the right to go to retender or to terminate the contract at any stage on payment of reasonable and agreed costs accrued to the date of termination.

3.8 Freedom of Information

Childminding Ireland undertakes to use its best endeavors to hold confidential any information provided by tenderers in this tender subject to their obligation under law, including the Freedom of Information Act which came into force on 21 April, 1998.

3.9 Ethics in Public Office Act, 1994

The following conditions should be noted:-

Any conflicts of interest involving a contractor must be fully disclosed to *Childminding Ireland*, particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.

3.10 The work of the contractors shall be deemed to be carried out in Ireland and shall be governed by the Laws of Ireland.

3.11 The successful Tenderer will be obliged to complete all work and submit it to *Childminding Ireland* along with such reports/exercises as may be required according to a schedule as shall be laid down by *Childminding Ireland* in consultation with the successful firm.

3.12 Payment for all services covered by this invitation to tender will be on foot of appropriate invoices. Invoicing arrangements will be agreed with the successful Tenderer, following the award of contract.

Three paper copies of the tender in a sealed envelope marked "**Tender for Accessibility and Usability Review of Childminding Ireland Website**", showing the name and address of the tendering company on the front of the envelope, should be delivered to:

Siobhan Kennedy
Childminding Ireland
9 Bulford Business Campus
Kilcoole
Co Wicklow

3.13 Query Handling

Queries / enquiries regarding this tender proposal can be made to siobhan@childminding.ie or at 01 2878466

3.14 **THE CLOSING DATE FOR RECEIPT OF TENDERS IS CLOSE OF BUSINESS 17.00 HOURS ON 16th JULY 2010.**

3.15 *Childminding Ireland* may, as part of its evaluation process and prior to the award of contract, decide to shortlist but is not obliged to do so.

In addition, *Childminding Ireland* may require short listed tenderers to present themselves to discuss the project. *Childminding Ireland* may, on the basis of such interviews, rank those interviewed and award the contract on that basis, but is not obliged to do so. *Childminding Ireland* will not be liable for any expenses incurred in this regard by tenderers.

3.16 The proposal as submitted will form the basis of a contract for services to be agreed between *Childminding Ireland* and the successful Tenderer.

Section 5. Award Criteria

The contract will be awarded from the qualifying tenders on the basis of the most economically advantageous tender by applying the following award criteria listed in order of priority:

- Quality and merit of Proposal
- Proven and demonstrable track record.
- Cost/Value for money.
- Any additional features proposed by the tenderer beyond the requirements specified herein which the client considers desirable.

Section 6. Format of Tender

Tenders should address all the following requirements

6.1. General Information

- a) Name, address, telephone and fax number of Tenderer and any third parties.
- b) Confirmation of acceptance by the Tenderer and any third parties of the conditions of tender described in Section 3 of the Request for Tenders.

6.2 Schedule of Costs

All costs must be quoted in **Euros (€)**. The overall price must be the best and final offer for the award of contract. The schedule must take the following format:

Total Cost of Tender

The total cost of the tender in words (best and final offer), including all taxes and VAT, etc.

Detailed Costs

- the total price for the redesign and review of lay out
- the total price for the input of information from *Childminding Ireland* to the new redesigned website in an easy navigated way
- the price of developing the public and private password protected sections of the site
- the price of training two staff members to use the site after it is redesigned enabling them to upload text and pictures

- support for a period of time following the redesign of the website
- an estimated cost of developing site for on line interactive training in due course
- an itemised breakdown of the cost of any options being proposed beyond the minimum specification
- the applicable rate of VAT in respect of each product and service being proposed should be shown separately
- details of any other costs, taxes or duties which may be incurred
- details of any discounts which may apply.

6.3 Evidence of Previous Work

Provide reference sites, with contact names and telephone numbers, where similar work has been carried out by the proposed personnel. Include role profiles of the proposed personnel in these projects.

6.4 Delivery Dates

Tenders must confirm that they are available to begin the review no later than 3 weeks from the date of the award of the contract.

6.5 Any other information.

Tenderers should provide any other information, which may be relevant to this proposal.