

## Childhood Development Initiative

### Invitation to Tender for the supply of Website Support Services

October 2024

#### Background:

CDI is funded under the Government's Area Based Childhood Programme (ABC). It was initially established in 2007 through a partnership between the Department of Children and Youth Affairs (DCYA) and The Atlantic Philanthropies (AP), under the Prevention and Early Intervention Programme (PEIP), which was set up with "the objective of testing innovative ways of delivering services and early interventions for children and young people, including the wider family and community settings," (DCYA, 2011). The ABC programme aims to improve outcomes for children, young people and their families in some of the most disadvantaged areas of the country. The programme has a particular emphasis on improving health, educational and social outcomes for children and young people, and on improving the effectiveness of existing services for them.

Based in Tallaght West, CDI emerged from the professionalism, passion and persistence of a consortium of 23 concerned individuals and organisations in the community, who had a vision of a better place for children. Through innovative partnerships, they brought together the science of evidence-based practice and rigorous evaluation, with the spirit of an approach focused on the identified needs of children and families.

CDI has designed, delivered and evaluated a suite of prevention and early intervention approaches across a spectrum of local needs including language, literacy, health, early years, conflict management and community safety. All CDI programmes are evidence-informed and manualised, and are delivered through existing structures and services.

#### Context:

Childhood Development Initiative is going to tender for the provision of Website support services.

#### The Task:

The successful bidder will provide the following services for our two websites:

##### 1. Hosting

- Hosting of 2 Websites: [www.cdi.ie](http://www.cdi.ie) and <https://www.cdi.ie/programmes/doodle-den/>  
— Ensure reliable hosting for two websites, including monitoring, maintenance, and uptime checks. (Doodle den site needs much less support than the CDI site).
- Backup and Disaster Recovery: Daily backups stored on Amazon, with disaster recovery options available.
- Hosting Monitoring: Regular monitoring of the hosting environment, ensuring performance and security.
- 24/7 Monitoring: Continuous monitoring of the website hosting environment through Manage WP.

##### 2. Website Maintenance and Updates

- Regular WordPress Updates: Core, theme, and plugin updates to ensure security and functionality.
- Security Patching: Proactive patching to prevent vulnerabilities.
- Backup Services: Daily backups, both site files and databases, with easy restoration options.
- Hosting Maintenance: Regular maintenance of hosting services, including monitoring and uptime checks.
- Daily Backup and Monitoring: Daily backups, monitoring of hosting, backup systems, and security checks (including virus scans).
- Manage WP Integration: Utilise Manage WP to flag security issues, track server performance, and manage plugin updates.
- SSL Certificate Renewal: Management of SSL certificates, including renewal and redirect.
- Patch and Application Management: Regular patch management, application updates, and security monitoring systems to protect the website.
- Performance Checking: Routine performance checks for load speed optimisation.
- 24/7 Incident Support: Priority 1 incident support available 24/7, with downtime addressed out of hours and weekends.
- Staging/Testing Server: Provision of a staging or testing server for website updates and maintenance.
- Disaster Recovery: Backup, disaster recovery, and business continuity arrangements in place.

### **3. Security and Performance**

- Security Audits: Regular audits to identify and address vulnerabilities.
- Malware Scanning and Removal: Real-time scanning and cleaning of any malware.
- SSL Certificate Management: Installation and renewal of SSL certificates.
- Performance Optimisation: Regular performance optimisation to ensure the website functions smoothly under load.
- Privacy and Cookies Compliance: Support for privacy and cookies updates, with consideration for purchasing a real-time cookies plugin such as OneTrust.
- 24/7 Monitoring: Continuous monitoring through Manage WP to ensure uptime and track server performance.
- Key Performance Indicators: Use of tools such as Google Webmaster Console and Manage WP to track and alert on performance issues.

### **4. Technical Support and Troubleshooting**

- Helpdesk or Ticketing System: A dedicated support system to log and track issues, including WP Feedback for pinpointing issues quickly.
- Priority Incident Support: Priority 1 incident support available 24/7, ensuring downtime issues are addressed outside regular hours and weekends.
- Regular Support Hours: 7 days of support between 9:00 am and 5:30 pm.
- Bug Fixes and Troubleshooting: Prompt resolution of any bugs or technical problems.
- Tracking of time involved in changes or maintenance, with detailed reports generated for accountability.
- Ad Hoc Changes: Flexibility for ad hoc content or technical changes, with quotes for extra work provided for approval beforehand.
- Payment Gateway Support: Maintenance and troubleshooting of payment systems, including Stripe.
- Jotform Support: Assistance with form management using Jotform.

## 5. Content Management Assistance

- Content Updates: CDI does content updates. However, support from time to time to troubleshoot content changes, including text, images, videos, and page amendments.
- Ad Hoc Changes: Assistance with ad hoc changes to the site, such as layout or plugin configurations.

## 6. Development and Customisation

- Support if Feature Enhancements needed, eg new functionalities (event calendars, donation systems) when needed.
- CMS and Plugin Maintenance: Provision and maintenance of the content management system (CMS) and required plugins.

## 7. Accessibility Compliance

- WCAG Compliance: Ensuring the website adheres to Web Content Accessibility Guidelines to meet legal and ethical accessibility standards.
- Regular Accessibility Audits: Checking for ongoing compliance.

## 8. Third-Party Integration Support

- CRM Integration: Assistance with integrating customer relationship management tools or donor management platforms.
- Mailchimp and Eventbrite integration support
- Payment Gateway Support: Support for the payment system, eg Stripe.

### Timeline:

It is anticipated that the contract will commence in Q1 2025 and run for a period of three years.

### Criteria:

The successful bidder will:

1. Hold all relevant insurance policies which include
  - Professional Indemnity
  - Public Liability
  - Employers Liability
  - All risks
2. Be fully GDPR compliant
3. Hold a current tax clearance certificate.
4. All pricing will consider the Charity status of CDI.

In addition, the following intellectual property clause will stand:

Any Intellectual Property (IP) developed, acquired, made or discovered by you during the Term of the Agreement, which arises in the provision of the Services in connection with or in any way affecting or relating to the business of CDI shall belong to and be the absolute property of CDI (the 'CDI IP'). You hereby assign to CDI the CDI IP for their full term throughout the world. CDI hereby grant a royalty free, non-transferable, non exclusive licence to you to utilise the CDI IP subject to the necessary protections which may arise under relevant legislation, including Data Protection Legislation. In addition, the parties hereby agree to grant upon request a royalty free, non-transferable, non exclusive licence to The Department of Children and Youth Affairs and its agents

to utilise the CDI IP subject to the necessary protections which may arise under relevant legislation, including Data Protection Legislation.'

**Budget:**

The budget for this piece of work is in the region of €2,400 per annum.

**Scoring Criteria:**

Applications will be scored on the basis of the following:-

- Proven track record in the supply of these services;
- Cost;
- Customer Focus – especially SMEs and Charities;
- Overall quality of application.

**Application Process:**

Applicants should provide a detailed proposal, including two current referees, to the contact email address below by **4pm Friday 25th October 2024**.

Activity	Date
Issue ITT	Friday 04/10/2024
Closing date for completed tenders	4pm Friday 01/11/2024
Shortlisting and selection	w/c 04/11/2024
Finalise & Agree contract	w/c 18/11/2024
Period of agreement	Three Years (Jan 2025 to Dec 2027)

**Contact Details:**

**Completed applications to be returned to:**

Boby Philip, E: [accounts@cdi.ie](mailto:accounts@cdi.ie) Ph: 01 4940030