

**INVITATION TO TENDER**

**Website Developer**

**Date: 27/09/2024**

**Version 1.0**

**Executive Summary:**This document is an Invitation to Tender (ITT) for the provision of the Herefordshire & Worcestershire Chamber of Commerce (HWCC)website. Companies are invited to quote for the **hosting, development and monthly support** of the Chamber website.

The Chamber website is a WordPress e-commerce site, used to promote and sell the Chamber services/support.

The website is fully integrated with the Chamber CRM system (Microsoft Dynamics), which links to our ‘Members Area’, a space for Chamber Members to log into their account and access discounts, documents, as well as upload information and press releases. This is a two way integration, meaning anything updated in Dynamics must mirror on the website and vice versa. This information may include account details, contact details, marketing preferences and more. Non-members can also access the website and have an account, however the views for this role is limited, with no access to the Members Area.

All product information, including availability and pricing, is also pulled from our CRM system. Allowing Members and Non-members to book onto events and training courses on the website. This order information is then generated on CRM, creating an order.

The website also allows online sign ups, meaning new accounts, contacts and key details are automatically created and populated via forms on the website and payment may be taken via a virtual credit card terminal.

# ****Business requirements:****

* Experience working with a WordPress Site
* Experience using and developing a Custom Theme
* Knowledge around Custom Fields and Custom Post Types for Businesses, Users and Products
* Understanding of WooCommerce for the e-commerce functionality within the website
* Experience using a Custom Plugin for additional functionality, such as importing data from a CRM system

**The key objectives for the website are:**

* To ensure the website is functional (24/7) and user-friendly.
* To mitigate any issues Members could experience when using the website and their account within a defined service level agreement
* To maintain the integration with the Chamber CRM System.
* To continue to improve the overall look and feel of the site.

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| **Action** | **Date** |
| Invite to Tender released | 25/09/2024 |
| Tender deadline | 25/10/2024 |
| Shortlist | 01/11/2024 |
| Notification of results of shortlisting | 04/11/2024 |
| Interviews  | Week commencing 11/11/2024 |
| Preferred supplier chosen | By 15/11/2024 |

Once the preferred supplier is chosen, it is expected that there will be a planned handover with our current supplier.

**Specifications:**
Suppliers must meet all requirements listed in the ‘Business Requirements’ section above, which should be evidenced in their quote/proposal. The supplier must be able to manage a 150+ page e-commerce site and support Chamber staff with any issues they identify.

# ****Supplier Background:****To ensure the same standard of the Chamber website, each supplier must provide relevant references.

* The supplier must be able to provide adequate references, showing their ability to manage similar websites
* If applicable, appropriate qualifications
* To provide several case studies/testimonials from previous clients
* A short professional bio

# ****Chamber Membership:****As the Chamber is a local business support, not-for-profit membership organisation, it is preferred that all suppliers must hold a valid Chamber membership throughout the duration they are managing the Chamber website.

The successful supplier to the tender will also be required to sign a Chamber Supplier Contract, detailing provision of the fee and other general terms and conditions.

# Submission Process:Each tender submission will be processed after the deadline date, with successful candidates shortlisted and invited to the Chamber for an informal interview to discuss the tender application further. Successful shortlisted candidates are asked to bring with them examples of previous work and testimonials along with any other relevant supporting data to their interview. All applicants will be contacted via email if successful and have made it through to the shortlisting stage. Tenders should include your estimated price for the hosting, maintenance and support of the website, plus a daily rate for future development work.

**Contacts:**

Responses to the tender should be sent to Georgia Williams, Head of Marketing and Communications. GeorgiaW@hwchamber.co.uk