



**LEYBURN TOWN COUNCIL**

# TENDER 329 PART C BIDDER'S RESPONSE – TENDER DOCUMENT

This document outlines the bidder's response to Leyburn Town Council's Invitation to Tender. It includes all required submissions, pricing, and declarations in accordance with the tender specification.

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# Section 1 – Quality Evaluation Questionnaire: Responding to the Contract Documents

Please respond to the following questions with reference to the Project Brief, Specification, and any supporting documents.

Responses may be submitted as a separate attachment, provided they remain within any stated word or page limits. Do not include brochures.

## Instructions to Suppliers:

Please answer **all questions** in this document.

Where tables are provided, complete all fields.

1. Business Introduction	
Company name and registration number	
Business address	
Telephone number	
Email address	
<b>Who will be responsible for delivering this contract?</b> Please list key personnel, their role in the project, and relevant experience.	

## 2. Approach and Solutions

### 2.1 Understanding of the Brief

Please explain, in your own words:

1. Your understanding of the purpose of the Visit Leyburn website
2. Your understanding of Leyburn as a small market-town visitor destination
3. Who you believe the key audiences for the website are
4. How the website will support visitors, local businesses and the visitor economy

## **2.2 Method Statement (maximum 2,500 words)**

Please describe:

- How you propose to deliver the services required
- How your proposal meets the requirements set out in the Project Brief and Specification
- Any assumptions you have made
- Any dependencies on Council input

## **3. Design, Accessibility & User Experience**

### **3.1 Design Approach**

1. How will your design approach support a clear and engaging user journey?
2. How will you ensure the site works well on mobile, tablet and desktop devices?
3. How will Leyburn's character and identity be reflected in the design?

### **3.2 Accessibility & Compliance**

1. Do you confirm that the website will meet WCAG 2.1 AA accessibility standards? (Yes/No)
2. How will accessibility be tested and evidenced?
3. How will an Accessibility Statement be produced and kept up to date?
4. How will the website support future accessibility tools (e.g. ReciteMe)?

## **4. Technical Solution & Hosting**

### **4.1 Platform and CMS**

1. What CMS/platform are you proposing and why?
2. How easy will it be for non-technical staff and volunteers to use?
3. How will content be reviewed and approved before publication?

**4.2 Hosting, Security & Data Protection Please confirm and describe:**

1. Is hosting based in the UK? (Yes/No)
2. What uptime guarantee do you offer?
3. How often are backups taken and how long are they retained?
4. How do you ensure GDPR compliance and cyber security?
5. How will SSL certificates be managed?

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**5. Project Delivery, Training & Support**

**5.1 Project Delivery**

1. Please outline your proposed project plan and key milestones
2. What are the main risks to delivery and how will these be managed?

**5.2 Training & Handover**

1. What training will be provided to Council staff and volunteers?
2. What documentation or guidance materials will be supplied?

**5.3 Ongoing Support** Please describe:

1. Support hours and how support is accessed
2. Typical response and resolution times
3. How performance and issues are monitored and reported

**6. Sub-Contracting**

1. Will any part of this contract be sub-contracted? (Yes/No)
2. If yes, which elements and how will quality be assured?

**7. Risk Assessment and Method Statements**

1. Do you confirm that all required risk assessments and method statements will be provided before contract award? (Yes/No)
2. Do you confirm these will form part of the formal contract documentation? (Yes/No)

## Section 8 – PRICED SCHEDULE (MANDATORY)

All prices must be provided in pounds sterling (£) and exclude VAT.

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### 8.1 Summary of Costs

Please complete the table below:

Cost Item	Amount (£ excl. VAT)
One-off website setup & build	
Three-year hosting & licence cost	
VAT	
Contingency (if applicable – state %)	
<b>Total Contract Cost (3 years)</b>	

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### 8.2 Cost Breakdown by Phase

Project Phase	Cost (£ excl. VAT)
Discovery & requirements	
Design (UX / UI / accessibility)	
Development / build	
Accessibility testing & compliance	
Content setup / templating	
Launch & handover	
<b>Total one-off costs</b>	

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### 8.3 Ongoing Annual Costs

Annual Cost Item	Annual Cost (£ excl. VAT)
Hosting (UK-based)	
Maintenance & support	
CMS / licence fees	

Annual Cost Item	Annual Cost (£ excl. VAT)
SSL	
Security & backups	
<b>Total annual cost</b>	

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#### 8.4 Multi-Year Cost Options

Contract Term	Total Cost (£ excl. VAT)	Discount
3 years (mandatory)		N/A
5 years		
Other (specify)		

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#### 8.5 Optional Enhancements

Please price each option separately and confirm whether it can be added later.

Optional Enhancement	Cost (£ excl. VAT)	Can be added later?
AI-driven features		Yes/No
Bookability module		Yes/No
Accessibility tools (e.g. ReciteMe)		Yes/No
E-commerce		Yes/No
Advertising / revenue functionality		Yes/No
Business login functionality		Yes/No
Other (specify)		Yes/No

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#### 8.6 Programme & Invoicing

##### Programme

1. Proposed start date
2. Estimated completion date
3. Key milestones

##### Invoicing Schedule

Milestone	% of Total	Amount (£)
Project start		
Design approval		
Test / beta site		
Website launch		

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### 8.7 Assumptions & Exclusions

Please clearly list:

1. Any assumptions made in preparing your price
2. Any exclusions
3. Any dependencies on Council input or third parties

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## Section 9 – Insurance & Accreditations

Please confirm and provide evidence of:

1. Public liability insurance (Yes/No)
2. Professional indemnity insurance (Yes/No)
3. Cyber liability insurance (if held) (Yes/No)
4. Relevant accreditations or certifications

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## Section 10– REFERENCES

If you haven't supplied goods or services to Leyburn Town Council before, please provide contact details for at least three references from recent contracts of a similar type and scale.

Important:

The Council will contact three references and assess them on a pass or fail basis. This will be based on how relevant the work was (in terms of price and scope) and the feedback received from those clients.

**Please make sure your references are up to date and able to respond if contacted.**

REFERENCES				Pass/ Fail
Name & Address:	Telephone:	Description of services provided	Contract dates (from-To)	

## Section 11 – Exit & Handover Arrangements

Please confirm:

1. Who will own the website, data and content at contract end
  2. How CMS access and documentation will be handed over
  3. What support will be provided during transition to another supplier
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## Section 12: FORM OF TENDER

**To:**

**TENDER FOR: Insert Title**

### **Declaration**

I / We the undersigned, having examined the specifications are willing to execute the whole of the work required for £ \_\_\_\_\_

(please explain this in section 4 below)

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Company Registration No \_\_\_\_\_

Employee Name \_\_\_\_\_

Employee Title \_\_\_\_\_

Telephone No. \_\_\_\_\_

Email Address: \_\_\_\_\_

Date \_\_\_\_\_

I/We confirm that:

(a) We've read and understood the Invitation to Tender and the contract terms provided by the Council. We're confident we can meet all the Council's requirements. We've had the chance to ask questions before submitting our tender. Please note: only one tender submission is allowed.

(b) We agree to carry out the contract as described in the specification and contract terms, for the prices listed in our Pricing Document. These prices will remain valid for the time period stated in the Project Brief and Specification.

(c) If our tender is accepted, we will:

- Provide proof of all necessary insurance, licences, and certificates showing we meet legal and policy requirements.
- Sign the formal contract documents when asked.

(d) Our tender will be submitted by the method and deadline stated in Section 3 of the Invitation to Tender.

(e) The Council may invite us to a clarification meeting or presentation as part of the evaluation process.

Employees Signature \_\_\_\_\_