

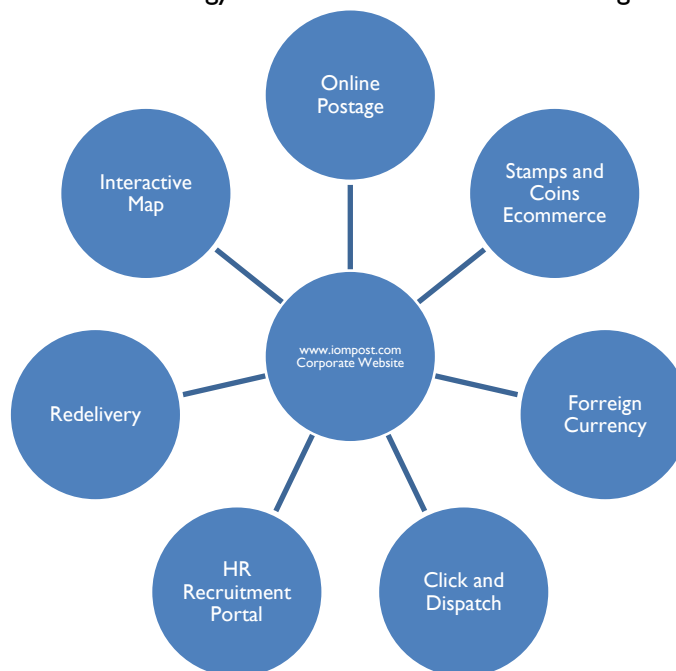
## Request for Quotations

### Provision of Corporate Website (PO/2024/RFQ47)

Isle of Man Post Office (IOMPO) is the national postal authority and largest parcel delivery business in the Isle of Man, providing comprehensive postal, parcel distribution, and ancillary services to residents, businesses, and the public sector. As the single postal authority for the Isle of Man, we carry almost 20 million letters and parcels each year and deliver to each household and business on the Island.

With a strong heritage and commitment to innovation, IOMPO aims to enhance its digital presence through the development of a new corporate website. This initiative is driven by the need to improve user experience, facilitate easier access to services, and align with modern technological standards.

IOMPO is going through a digital transformation, which includes modernisation of the business' core systems and its online customer touch points. IOMPO online offering is currently facilitated via [www.iompost.com](http://www.iompost.com), providing a single source of information and service access. As part of our digital transformation, the business's strategy is to work towards the following online structure:



This Request for Quotes is for development of the 'Corporate Website', which will:

- Provide information on our products and services, and which will be required to signpost and provide links to the following functions:
  - 'Stamps and Coins Ecommerce' for customers to purchase stamps and coins collectables – *Currently in development and due to go live autumn 2024*
  - 'Online Postage' for customers to purchase and access postal services at their convenience - *Currently in development and due to go live autumn 2024*
  - 'Click and Dispatch' for commercial account customers to purchase and access postal services – *This is currently live behind an account wall as part of www.iompost.com.*

However, the plan is to integrate Click and Dispatch with Online Postage at a future date, which is likely to be 2025.

- 'Foreign Exchange' for customers to purchase foreign currency through [www.iompost.com](http://www.iompost.com). – This is an existing system being developed internally as a single page application (SPA) and we request the supplier provide pages from which they will be accessed.
- 'Redelivery' for customers to arrange a redelivery of an item, when they were not in to receive it through [www.iompost.com](http://www.iompost.com). - This is an existing system being developed internally as a SPA and we request the supplier provide pages from which they will be accessed.
- 'Interactive Map' for customers to locate their nearest postal services through IOMPO. - This is being developed internally as a SPA and we request the supplier provide pages from which they will be accessed.
- 'HR Recruitment Portal' a cloud based recruitment portal. - This is in the process of implementation and the corporate site will need to link to this.
- Accounts functionality – The business is looking to develop this within 2025 and will need to interact with the corporate website and Online Postage (including Click and Dispatch and Foreign Currency), but it is out of scope for this procurement

We are in the early stages of implementing SAP ByDesign which will include a front end customer support integration which the website must link to in due course.

IOMPO has the ability to host the site, however, we would like to understand the costs and benefits associated with hosting with a third party. Therefore, this exercise will evaluate either hosting by the provider or the provider utilising the existing IOMPO infrastructure. Costs are also requested for both of the aforementioned options.

IOMPO seeks to engage a competent and innovative service provider who can develop and potentially host and support a user-friendly, secure, and scalable website for IOMPO.

The objectives for developing a standalone corporate website are to:

- replace the legacy infrastructure
- provide a central source of information to facilitate customers being able to access the information they need at their convenience and be gateway, providing robust links to our online services
- maintain and improve upon the features and functionality currently available to users; and
- to safeguard our digital touch points against future technological changes.

This exercise is being undertake to comply with the IOMG procurement policy and IOMPO Financial Regulations with an expected cost (over the contract period) of between £10,000 and £100,000 and is therefore being offered as a 'Request for Quotes' rather than a formal tender exercise.

The successful provider will enter into an agreement with the IOMPO for a three (3) year term. The IOMPO and contractor may mutually agree the option to extend the term by up to an additional two (2) years prior to the expiry of the original three (3) year period.

## Definitions

Term		Description
M	Must have	Requirements labelled as 'M' are critical to the current delivery time box for it to be a success. (Note: requirements can be downgraded from 'M', by agreement with all relevant stakeholders; for example, when new requirements are deemed more important).
S	Should have	Requirements labelled as 'S' are important but not necessary for delivery in the current delivery time box. While 'S' requirements can be as important as 'M', they are often not

		as time-critical or there may be another way to satisfy the requirement, so that it can be held back until a future delivery time.
C	Could have	Requirements labelled as 'C' are desirable but not necessary and could improve user experience or customer satisfaction for little development cost. These will typically be included if time and resources permit.

### Our other online functionality

Requirement	Priority
The corporate site must link to our Click & Dispatch system – This will appear as a main menu item, and we must be able to advertise the system in the page templates.	M
The corporate site must link to the Online Postage system - This will appear as a main menu item, and we must be able to advertise the system in the page templates.	M
The corporate site must link to our Stamps & Coins e-commerce platform from the main menu, and we must be able to advertise the e-commerce platform on the corporate site.	M
The corporate site must be able to link to the user account portal (not yet developed and its development is out of the scope of this project) This will be displayed as a prominent link outside of the main menu – We must be able to hide this until the account portal is developed.	M
The corporate site must be able to link to the HR recruitment portal (not yet developed and its development is out of the scope of this project). This will appear as a menu item and we must be able to advertise vacancies on the corporate site.	M
We are in the early stages of implementing SAP ByDesign which will include a front end customer support integration which the website must link to in due course.	M

### Foreign Currency

Customers can purchase foreign currency from [www.iompost.com/Forex](http://www.iompost.com/Forex).

Requirement	Priority
The supplier must provide a page where a single page application (SPA) can be mounted for the purchase of foreign exchange currency. (The SPA is being developed internally by IOMPO).	M
The website must provide a div on the page with the ID of 'iompo-forex' to enable the app to be mounted to this location.	M

IOMPO will provide the URL references for the built files on our content delivery network (CDN) (not yet developed) however, some server configurations may be needed.

### Redelivery

Customers can arrange redelivery of a postal item to their home at [www.iompost.com/Redelivery](http://www.iompost.com/Redelivery)

Requirement	Priority
The supplier must provide a page where a single page application (SPA) can be mounted to arrange redelivery of an item. (The SPA is being developed internally by IOMPO).	M
The website must provide a div on the page with the ID of 'iompo-redelivery' to enable the app to be mounted to this location.	M

IOMPO will provide the URL references for the built files on our content delivery network (CDN) (not yet developed) however, some server configurations may be needed.

### Third Party Integrations

Requirement	Priority
The system must be set up to allow following integrations to external systems: <ul style="list-style-type: none"> <li>Google Analytics 4 (GA4)</li> <li>Facebook Pixel</li> <li>Mailchimp - for contact and marketing purposes. All emails must be set up as templates in Mailchimp and be triggered by user interaction on the site. Templates must adhere to Isle of Man Post Office Brand Guidelines.</li> <li>Survey Monkey</li> <li>Strapi</li> </ul>	M

### Postcode Lookup

[Postcode lookup](#) enables customers to search for Isle of Man addresses by either using the postcode or by beginning to type an address. Companies can obtain an overview of the API to assist in their submission from the main contact below.

Requirement	Priority
Users must be able to look up a postcode or address using our internal RESTful API	M
Postcode lookup must: <ul style="list-style-type: none"> <li>include autocomplete for the field where the user enters the address</li> <li>facilitate the lookup of postcodes or addresses based on the Isle of Man ONLY</li> <li>have a cap on its usage, to avoid the system being abused.</li> </ul>	M

## Site Search

Requirement	Priority
The website must have site search functionality, which enables the user to search the site using key words. This functionality must: <ul style="list-style-type: none"> <li>return a results page with listings with matching text highlighted to provide context to the user</li> <li>match tags set in the Content Management System (CMS)</li> </ul>	M
The search input field must include autocomplete functionality	M

## Tracking of Postal Items

[Track and Trace](#) enables customers to track IOMPO postal service items including Amazon inbound/DX. Those wishing to track inbound items are referred to our delivery partners for tracking events.

Requirement	Priority
The website must provide a way for users to track their postal items	M
The tracking feature must use our internally developed tracking API	M
The tracking system must request the user to enter a tracking code	M
The user must be shown the tracking status data in reverse chronological order	M

## Interactive Map

The current map can be viewed at the following link <https://www.iompost.com/tools-forms/post-office-services-finder/>, however, we will be redeveloping this map as a single page application (SPA) using the Vue3 Javascript framework and the Strapi Content Management System.

The application will be provided to you to be included on a page of the website. Companies can obtain additional information to assist in their submission from the main contact below.

## User Interface (UI)

The design and user experience of the website must consider the following requirements:

Requirement	Priority
Branding: <ul style="list-style-type: none"> <li>the design of the website must adhere to the Isle of Man Post Office brand guidelines</li> <li>the user interface must have consistent branding and visual elements across all screens and components</li> </ul>	M
The website must adhere to user experience (UX) best practices.	M
The UI must: <ul style="list-style-type: none"> <li>provide a responsive layout</li> <li>prioritise accessibility – adhering to WCAG 2.0 AA guidelines to accommodate users with disabilities</li> <li>provide clear and meaningful feedback to users when they interact with different elements</li> </ul>	M
The UI should use modern typography standards (minimum font size, adaptive sizing, etc.) and strong visual hierarchy to enhance readability and emphasise important information	S
The UI could incorporate micro-interactions or subtle animations to provide visual cues and delight users.	C
The UI should not have excessive use of animations or transitions that may slow down the system or cause usability issues	S
Calls to action should be clear and restrained in their usage to direct the users' actions effectively	S

## Content Management

Requirement	Priority
A Content Management System (CMS) must be built using strapi and implemented to: <ul style="list-style-type: none"> <li>enable multiple levels of access for several administrator accounts</li> <li>store data in a portable manner</li> <li>enable administrators to edit/shorten URLs and create additional short URLs</li> <li>enable administrators to add, remove and hide pages from the live site and site map</li> </ul>	M

<ul style="list-style-type: none"> <li>• have data properties which facilitate Search Engine Optimisation (SEO)</li> <li>• keep a change log of edits made by administrators</li> <li>• have the option to save pages as a draft before making live.</li> </ul>	
The CMS must enable administrators to build their own pages using a variety of UI components including rich text editor	M

## Customer Notifications

There may be occasions where it is important to signpost customers to notifications about disruption to services, or promotions. These currently appear as alert boxes, which can be colour coded to match the type of alert and are set to go on specific pages.

Requirement	Priority
The website must provide a way to display notifications for customers on the homepage of the website.	M
Administrators should be able to set a timeframe for the notification to be displayed	S

## News

IOMPO has a news section on its website, which enables users to read news stories from the business, this can be found at [www.iompost.com/our-news](http://www.iompost.com/our-news).

Requirement	Priority
A news article listings page must be designed and developed	M
A page template for news articles must be designed and developed	M
News articles must: <ul style="list-style-type: none"> <li>• be displayed in reverse chronological order</li> <li>• be navigable by category/tags/date/subject</li> <li>• allow for a rich media experience</li> <li>• include a component that hints at the reading time of an article</li> </ul>	M
Administrators should be able to set a timeframe for the news piece to be displayed	S

## Media Centre

IOMPO provides assets, which may be useful to press and media including high-resolution imagery and links to press releases. This is open access and can be viewed at <https://www.iompost.com/media-centre/>.

Requirement	Priority
The website must include a media centre where the user can access a comprehensive library of media assets, such as images, videos, audio files, and documents.	M
The media centre must provide search functionality to help users find specific media files efficiently	M
The media centre should: <ul style="list-style-type: none"> <li>• support different media formats and allow for easy browsing and previewing of media content</li> <li>• offer advanced filtering and sorting options to help users refine their search and find relevant content</li> <li>• provide different categories or tags for organising media files into logical groups or themes.</li> </ul>	S

## Careers

IOMPO has recently procured a new Human Resources Management System with a phased implementation commencing in the autumn of 2024.

Requirement	Priority
The website must have an area dedicated to providing information for prospective employees, which includes a list of current vacancies and link to the external recruitment webpage from the HR Management System.	M

## Customer Support

Requirement	Priority
Customers must be able to locate contact details for customer services/support including phone numbers for: <ul style="list-style-type: none"> <li>• Customer Services and all other enquiries</li> </ul>	M
We are in the early stages of implementing SAP ByDesign which will include a front end customer support integration which the website must to link to in due course. In the meantime, customers must be able to send messages via a contact form which should feature the following fields: <ul style="list-style-type: none"> <li>• Nature of enquiry – with drop down list which is to be determined</li> <li>• Name</li> <li>• Email</li> <li>• Phone</li> </ul>	M

<ul style="list-style-type: none"> <li>• Message</li> </ul> <p>All fields must be mandatory. Completing the contact form should prompt an email to be sent an IOMPO inbox. The nature of the enquiry should dictate which inbox information from the contact form should be diverted to.</p>	
There must be a page dedicated to frequently asked questions.	M
Website must provide links to IOMPO social channels	M

## Forms and Documents

[www.iompost.com](http://www.iompost.com) has several downloadable and interactive forms for customers wishing to access our services.

There are also related downloads across many pages, which provide information for customers including price guides, privacy notices and terms and conditions.

Requirement	Priority
There must be a central repository of documents and interactive forms which customers must be able to search and filter	M
Other pages on the site must be able to display relevant documents and forms as the site currently does	M
Administrators must have the ability to build interactive forms in the CMS	M
We are in the early stages of implementing SAP ByDesign which will include a front end customer support integration which the website will need to link to in due course. In the meantime, customers must be able to complete an interactive form which should prompt an email to an IOMPO inbox. The nature of the form should dictate which inbox the information from the form should be diverted to	M
All forms (including customer contact forms) must be protected against spamming	M
All forms (including customer contact forms) must include validation where appropriate e.g phone numbers validated by number of characters and no letters	M

## Cookie Options and Policies

Requirement	Priority
Customers must set their cookie preferences on their first visit to <a href="http://www.iompost.com">www.iompost.com</a> and be able to update their preferences manually at any time after.	M
Customers must be able to update their cookie preferences to meet GDPR requirements.	M
A list of cookies used on the site must be available to the customer via a cookies policy	M
Customers must be asked to update their cookie preferences annually	M
Terms and conditions must be available to the customer	M

## Administrator/User Roles

Requirement	Priority
<p>Editor</p> <ul style="list-style-type: none"> <li>• Create and publish content</li> <li>• Create and edit other administration accounts</li> <li>• Create and generate reports using any data held within the CMS</li> <li>• Approve and publish content created by other administrators</li> <li>• Manage links</li> </ul>	M
<p>Author</p> <ul style="list-style-type: none"> <li>• Create and publish content</li> <li>• Generate reports from available reporting</li> <li>• Manage links with third party services</li> </ul>	M
<p>Viewer</p> <ul style="list-style-type: none"> <li>• Can view content</li> <li>• Can suggest amends to content to be approved by Editors</li> </ul>	M
Administration accounts must be able to be set by website section	M

## Technical

Requirement	Priority
<p>The website and CMS should be developed to the following standards:</p> <ul style="list-style-type: none"> <li>• HTML 5</li> <li>• CSS3 (SASS/SCSS)</li> <li>• JavaScript ES6</li> </ul> <p>Preferred JS Frameworks: Vue 3 / React 18 / Angular 14 CMS: Headless – Strapi or similar preferred.</p>	S

The intended tech stack must be well supported with a wide community of developers.	
The solution must be set up correctly for Search Engine Optimisation from a technical standpoint.	M
The solution must be added to the IOMPO Google analytics functionality	M
The system must not make use of an installed theme	M
The system must be mobile, tablet and desktop responsive	M
The system must be minimum WCAG 2.0 accessible	M
The system must be single sign-on compatible to future proof. We will be introducing user accounts in future.	M
The solution must ensure the portability of content/data should we need to move away from the system in future. The system must ensure it is easy to export all content/data	M
The system must use the latest version of ReCAPTCHA to avoid spam communications	M
The system must be compatible with all modern browsers and devices that our analytics identify as having usage above one percent.	M
The supplier must provide a permanent test environment to ensure everything works as expected prior to GoLive. +	M
When creating pages administrators must be able to preview and test the page prior to publishing	M

+ this requirement would not be necessary if the proposed solution is hosted within an IOMPO environment.

## Compliance

Requirement	Priority
The solution must adhere to the Isle of Man Data Protection Act 2018	M
All code, designs, wireframes, documentation and diagrams, Intellectual Property ownership and rights must be transferred to the IOMPO on completion of the project	M

## Hosting, Support and Maintenance

IOMPO has the ability to host the site, however, we would like to understand the costs and benefits associated with hosting with a third party. Therefore, this exercise will evaluate either hosting by the provider or the provider utilising the existing IOMPO infrastructure.

### Hosting Option – Outsourced to Provider

Requirement	Priority
The system must provide cloud-based hosting for the website with data held in the IOM, UK or EU	M
The hosting infrastructure must be scalable, reliable, and secure	M
The platform must handle server management, ensuring optimal performance and uptime	M
The hosting environment must support high-speed content delivery, utilising techniques like caching and a Content Delivery Network	M
SSL encryption must be implemented to secure customer data and transactions	M

## Security

Requirement	Priority
The platform must have robust security measures in place to protect data and encryption protocols	M
Regular backups of the website and database to a separate location must be performed to ensure data integrity and disaster recovery. There must be one full backup per week and six incremental backups during the week i.e. any file that is added or changed daily	M
The platform must comply with industry standards and regulations for data protection and privacy	M

## Support

Requirement	Priority
The supplier must provide reliable and responsive customer support to address technical issues and website-related queries	M
Support should be available through multiple channels such as email, live chat, ticketing system and phone	S
Suppliers must have support available during standard business hours i.e. 09:00 - 17:00, Monday - Friday	M
Comprehensive documentation must be made available for self-help and troubleshooting.	M

## Updates and Maintenance

Requirement	Priority
The platform should handle updates and maintenance for the core system, including security patches and feature enhancements	S

Regular updates should be performed automatically to ensure the website remains up-to-date and secure	S
The platform must have a version control system to track changes and enable easy rollback if necessary	M
The ability to customise and extend the platform's functionality without affecting future updates should be supported	S
There must be a reporting mechanism to let us know about downtime statistics	M

### **IOMPO Responsibilities**

IOMPO will provide:

- assistance in completing a data privacy impact assessment
- brand guidelines
- devices (PC and mobile), data and access management
- access to IOMPO resources to facilitate the delivery of the website

IOMPO will :

- be responsible for copy and content and the upload to the site
- attend training sessions

Potential suppliers must include how they plan to comply with above requirements, including:

1. Provision of References \*
2. Completion of Form of Acknowledgement \*
3. Completion of Schedule of Confidential Information \*
4. Completion of Enhanced Supplier Questionnaire \*
5. Completion of Supplier Assurance – Policy Declarations \*
6. Provision of proposed customer agreement(s) for consideration by IOMPO

IOMPO is a Statutory Board of Tynwald (Isle of Man Government) and therefore must comply with strict Financial Regulations and Corporate Governance. IOMPO is unable to enter into supplier contracts with uncapped liabilities, please take this into account when licences/agreements are provided.

Potential suppliers can obtain the following documents to assist in their submission:

1. Postcode lookup API overview \*
2. Tracking API overview \*
3. Interactive map overview \*
4. Branding guidelines \*
5. Third Party Network Access Policy (Hosting Option – IOMPO Environment) \*
6. Third Party Access Agreement (Hosting Option – IOMPO Environment) \*
7. Corporate website information architecture

\* These documents can be obtained from the below contact.

### **Quotation Evaluation Criteria**

The quotation response will be evaluated by an approach that takes into account both the price and quality in order to determine the “most economically advantageous quotation”. The weighting split used to evaluate the responses will be price 50% and quality 50%.

*Weighting* - Each question is allocated a weighting that contributes to the 50% quality element of the quotation evaluation. The weighting represents the significance and importance of the quality question to the service provision/evaluation team.

*Scoring* - To ensure the evaluation of quality is applied consistently, requirements are marked using a scoring system of zero (0) to five (5).



Score	Criteria for awarding score
0	Completely fails to meet required standard or does not provide a proposal
1	Proposal significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals
2	Proposal falls short of achieving expected standard in a number of identifiable respects
3	Proposal meets the required standard in most material respects, but is lacking or inconsistent in others
4	Proposal meets the required standard in all material respects
5	Proposal meets the required standard in all material respects and exceeds some or all of the major requirements

### Minimum Score

A number of requirements have been identified that are fundamental to the delivery of the Service, these requirements are annotated “Minimum score applies”. Only quotation responses that score a minimum of **three (3)** in each of these requirements will be considered for contract award.

In order to ensure that your response has the best chance of success, please answer all of the questions. It is the answers to these questions that will determine the mark awarded for the quality element of your response.

Req. No.	Mandatory, Desirable, Minimum Score	Services
3.1	Mandatory  <b>Minimum Score</b>	Companies should provide an explanation of their experience in providing website and content management services. Ideally, this experience should be of a similar or larger sized organisation. Please include links to two websites you have developed.
	Weighting 30	

3.2	Mandatory  <b>Minimum Score</b>	<p>Companies should identify any variations in the requirements defined as ‘must have’ under each section:</p> <ul style="list-style-type: none"> <li>• Other websites</li> <li>• Foreign Currency</li> <li>• Third Party Integrations</li> <li>• Postcode Lookup</li> <li>• Site Search</li> <li>• Tracking of Postal Items</li> <li>• Interactive Map</li> <li>• User Interface</li> <li>• Content Management</li> <li>• Customer Notifications</li> <li>• News</li> <li>• Media Centre</li> <li>• Careers</li> <li>• Customer Support</li> <li>• Forms and Documents</li> <li>• Cookie Options and Policies</li> <li>• Administrator/User Roles</li> <li>• Technical</li> <li>• Compliance</li> <li>• Hosting</li> <li>• Security</li> </ul>
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		<ul style="list-style-type: none"> <li>• Support</li> <li>• Updates and Maintenance</li> </ul>
	Weighting 30	

3.3	Mandatory	IOMPO is looking for a system that provides customers and administrators with a smooth and efficient experience. Companies should describe any features within the proposed solution that will help IOMPO achieve this goal. These might include, for example, easy-to-use interface.
	Weighting 20	

3.4	Mandatory	<p>Companies should provide a project plan outlining key steps, roles and responsibilities, indicative timescales relating to the implementation of the project. The plan should include a realistic timeline for completion, assuming a start date of 1<sup>st</sup> December for comparison purposes.</p> <p>Companies must identify any issues, assumptions and dependencies that they are relying upon to meet the deliverables (such as IOMPO resources, technical assistance, etc.). The response must also indicate the maximum anticipated lead-time for commencing the service.</p>
	Weighting 20	

3.5	Mandatory	<p>Companies should describe what project management methodology they propose to use for this project. The response should cover as a minimum:</p> <ul style="list-style-type: none"> <li>• how will you keep IOMPO updated on progress</li> <li>• what tools will you use</li> <li>• what quality control checks do you have in place throughout the project life cycle</li> <li>• what method of reporting do you use for user acceptance testing; and</li> <li>• how do you manage changes to the scope of the project</li> </ul>
	Weighting 20	

3.6	Mandatory	Describe how you will ensure compliance with data protection legislation for example: the contractual relationship, security of processing, privacy by design principles, disaster recovery and accreditations held.
	<b>Minimum Score</b>	
	Weighting 30	

3.7	Mandatory	Companies should outline what training and/or training manuals would be available and how this would be undertaken?
	Weighting 10	

3.8	Mandatory	The Contractor should have a customer service centre for dealing with customers and/or service issues. They must also have a centralised support/fault reporting system for call logging, monitoring and troubleshooting purposes as well as a single point of contact for support matters. Companies should provide a description of their centre the fault reporting mechanism including follow-up details, priority levels, response and resolution time scales and escalation path.
	<b>Minimum Score</b>	
	Weighting 30	

3.9	Mandatory	Please provide full details of the support and maintenance options. The response should include: copy of proposed service level agreement, support hours, regular reporting, management of platform updates, how integration of third party licences/apps are maintained to the latest version (with any supplementary charges included in the quotation pricing below).
	<b>Minimum Score</b>	
	Weighting 20	

3.10	Mandatory	Provide a brief outline of your policy regarding the use of sub-contractors or partners (if applicable) and the extent to which you might envisage using them for delivery of the proposed services including the requirement to fulfil any support obligations.
	<b>Minimum Score</b>	
	Weighting 30	

Tenderers must identify any proposed sub-contractor(s) below:

Works to be undertaken by sub-contractor(s)	Name of sub-contractor(s)

Agreement or Terms and Conditions		
3.11	Mandatory	Please provide a copy of your standard agreement or terms and conditions that are applicable to this service.  Please note IOMPO reserves the right to provide comments or representations on any agreement and/or terms and conditions, that it is asked to consider as part of this exercise.
	<b>Minimum Score</b>	
	Weighting 10	

Environmental and Sustainability		
3.12	Mandatory	The Isle of Man Government is committed to achieving net zero greenhouse gas emissions by 2050 <a href="http://www.gov.im/climatechange">http://www.gov.im/climatechange</a> and is committed to the reduction of single use plastic <a href="#">Isle of Man Government - Plastics</a> . In no more than 400 words, please identify how your company supports these commitments and provide details of your organisation's wider policies on environmental and sustainability issues.
	<b>Minimum Score</b>	
	Weighting 	

	Weighting 10	
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Local Economic Factors		
3.13	Mandatory	In no more than 400 words, please identify what benefits your company would bring to the Isle of Man economy as a direct result of undertaking this contract. This may include economic contribution such as personnel, income tax, travel or social contribution such as training and development to the wider community.
	Weighting 10	

<b>Hosting Option – Outsourced to Provider (complete 3.14 – 3.16)</b>	YES / NO
<b>Hosting Option – IOMPO Environment (complete 3.17 – 3.18)</b>	YES / NO

### Hosting Option – Outsourced to Provider

3.14	Mandatory  <b>Minimum Score</b>	<p>Please confirm the name of the countries where personal data is sent to, held in or is accessed from. This is to determine the relevant jurisdiction and must cover any data replication / mirroring, backups and the whole supply-chain (including any sub-contractors). If personal data is transferred or stored outside of the EEA, what safeguards the Company has put in place in relation to the data transfer?</p> <p>Has your Company (or any proposed sub-contractors or partners) ever been subject to any regulatory action in relation to a data protection related offence?</p>
	Weighting 30	

3.15	Mandatory  <b>Minimum Score</b>	<p>IOMPO will expect the Tenderer to provide a cloud based managed hosting facility for their proposed solution, which must:</p> <ul style="list-style-type: none"> <li>• be responsive to user interactions</li> <li>• maintain a high degree of availability for users</li> <li>• needs to be optimised for cloud hosting and be fault tolerant; and</li> <li>• scale in accordance with demand; and</li> <li>• provide appropriate security</li> </ul> <p>Companies should describe how they would meet this requirement.</p>
	Weighting 30	

3.16	Mandatory	Upon termination or expiry of the contract, the Contractor must securely provide IOMPO data from the proposed solution in a non-proprietary format along with the appropriate schema. Tenderers should describe how they would transfer data back to IOMPO and how they would delete information securely.
	Weighting 20	

### Hosting Option – IOMPO Environment

3.17	Mandatory	Companies should identify their minimum specification for the internal hosting infrastructure, which should include: hardware, software licences, storage, etc.
	<b>Minimum Score</b>	
	Weighting 30	

3.18	Mandatory	IOMPO identified minimum standards expected from all third parties requiring a secure method of network connectivity to IOMPO applications and/or infrastructure. Companies must confirm that they meet the standards, set out in 'Third Party Access Agreement'.
	<b>Minimum Score</b>	

### Quotation Price

Description	Total £ (excluding VAT)
Provision of project/configuration/implementation services	
Provision of product/software licence/module fees: <ul style="list-style-type: none"> <li>SaaS</li> <li>Third party integrations</li> <li>Other</li> </ul>	
Provision of set-up of hosting environment - Outsourced to Provider	
Provision of set-up of hosting environment - IOMPO Environment	
Provision of initial system training	
Hourly rate for development services post implementation	
Any other associated costs (please detail in your response)	
<b>Amount for implementation</b>	

### Quotation Price - Annually

Description	Total £ (excluding VAT)
Provision of product/software licence/module fees: <ul style="list-style-type: none"> <li>SaaS</li> <li>Third party integrations</li> <li>Other</li> </ul>	
Hosting environment - Outsourced to Provider	
Hosting environment - IOMPO Environment	
Support (indicate scope of services and upgrade fees within your response)	
<b>Annual Amount</b>	

Failure to address any areas requested above may disadvantage the assessment of your submission.

Please be aware that neither the Isle of Man Post Office nor any other part of Government or any other organisation assisting with the procurement process, will accept any charges for expenses or losses incurred by any interested party as a result of responding to this enquiry.

IOMPO does not bind itself to accept the lowest or any quotation, and reserves the right to accept a portion of any quotation, unless the supplier expressly stipulates otherwise in their quotation.

If you need to seek further information, please do not hesitate to submit your request by email (to [procurement@iompost.com](mailto:procurement@iompost.com)).

The quote will remain available for Expressions of Interest until noon on Friday 8<sup>th</sup> November 2024.

Should you wish to respond to this opportunity, your response must be returned by **5pm on Wednesday 13<sup>th</sup> November 2024**, electronic responses are acceptable to the above email address. Late responses will not be considered.