CORDEX Website Redesign Procurement: frequently asked questions

Following exceptionally high interest in this opportunity, the CORDEX IPO have issued the following clarifications for interested parties. There will be no further clarification, except as requested by shortlisted candidates. All applications must include a Technical proposal (which responds to the Statement of Work requirements) in addition to a Management and Administrative proposal, an environment, sustainability and fair work practices proposal, and a financial proposal, as per the Invitation to Tender.

1. Who is eligible to bid?

Any organisation or individual that can demonstrate the required skills, experience and capability may submit a proposal. There are no restrictions on the size of the company, and bids from sole traders, micro-businesses, SMEs and larger organisations are all welcome. All assumptions made for the purposes of preparing a proposal must be clearly stated within the submission.

2. Must bidders be based in an ESA Member State?

Yes. All work undertaken by the bidder and any subcontractors must be performed within an ESA Member State.

The following countries are ESA Member States: Austria, Belgium, Czechia (Czech Republic), Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom.

3. Are subcontractors permitted?

Yes. Subcontractors may be used where appropriate; however, all subcontractors must also be located and perform their work within an ESA Member State.

The bidder remains responsible for the quality, delivery and management of all subcontracted work.

4. Where must the website be hosted?

All hosting and data storage associated with the website must be located within an ESA Member State.

Bidders should clearly identify their proposed hosting solution and hosting location within their proposal.

5. Does the funding ceiling include maintenance, support and hosting?

Yes. The funding ceiling includes all activities described in the Statement of Work. Bidders should ensure that their proposed pricing covers the full scope of work described in the procurement documentation.

6. How long must support and maintenance be provided?

Support and maintenance must be provided for 12 months from the date the website goes live. Bidders should describe the support arrangements, service levels and expected response times included within their proposal.

7. What insurance is required?

Insurance requirements will be assessed after shortlisting.

Bidders are not required to provide detailed insurance documentation as part of their initial submission, but shortlisted suppliers should be prepared to demonstrate that appropriate insurance cover can be provided if requested.

8. Can experience gained before formation of the company be used?

Yes. Relevant experience, skills and expertise of the individuals who will deliver the project may be included, including experience gained through previous employment or previous projects.

Bidders should clearly indicate:

The role played by the individual;

The organisation under which the work was undertaken; and

How the experience is relevant to this procurement.

9. What references are required?

Bidders should provide examples of relevant website, digital platform or comparable projects that demonstrate their capability to deliver the requirements.

Where client references are available they should be supplied. Where this is not possible, bidders should explain the circumstances and provide alternative evidence of capability where appropriate.

10. Is WordPress mandatory?

Yes. The redesigned website must be delivered using WordPress, as specified in the Statement of Work, to ensure ongoing maintainability and content management by the CORDEX International Project Office.

11. How should bidders estimate effort where information is unavailable?

Bidders may make reasonable assumptions where necessary.

Any assumptions related to content migration, integrations, accessibility remediation, hosting, support effort or any other aspect of the project must be explicitly stated within the proposal.

12. How much content will need to be migrated?

Bidders should base their proposals on their own assessment of the current website and any information supplied within the procurement documentation.

Where assumptions regarding the scale of migration are made, these should be clearly documented in the proposal.

13. Does the January skeleton milestone need to be publicly available?

No. The skeleton milestone is intended to demonstrate the structure and core framework of the new website and may be delivered through an appropriate non-public development or staging environment unless otherwise agreed during project initiation.

14. Can workshops, meetings and training be carried out remotely?

Yes. Remote delivery is acceptable and expected for most project activities, although bidders may propose alternative approaches if they believe these would add value.

15. Are consortium bids permitted?

Yes. Consortium or multi-party delivery arrangements may be proposed, provided that all participating organisations and subcontractors satisfy the eligibility requirements, including the requirement that all work is performed within ESA Member States.

16. Does the page limit include appendices, annexes and supporting materials?

Yes. The page limit applies to the entire submission, including appendices, annexes, CVs, case studies and any other supporting information unless explicitly stated otherwise in the procurement documentation.

17. Are there restrictions on company turnover or organisation size?

No. There are no minimum turnover requirements and no restrictions relating to company size. Proposals will be evaluated on their ability to meet the requirements set out in the procurement documentation.

18. Can the project be delivered entirely remotely?

Yes. The project may be delivered entirely remotely, provided that all work is carried out within ESA Member States and all project requirements are met.

19. Can bidders propose alternative technical approaches?

Bidders may propose enhancements or recommendations where they believe these would add value. However, proposals must satisfy all mandatory requirements set out in the Statement of Work and should not replace core requirements.