

Tender question log

Last updated: 18/06/2025 4.30pm.

Question	Response
What are the expectations for people / teams to be located in person at certain locations or offices	The default is working remotely; however we do have an office in Leeds so can meet face to face if required.
Are you interested in any upskilling/skills transfer to skills for care?	Yes – although we don't maintain all required roles in house, upskilling/skills transfer into the organisation would be preferred where appropriate.
In terms of the graphic shown and the dotted main website box, can you confirm if this is for a completely standalone new website/platform, or if there is a requirement for phased integration with the existing site during transition.	The extent of integration with the existing website will be using hyperlinks to point users to the new service.
Do you have an in-house design team who own the current design system, and when was the design system created and rolled out.	We don't have a team that actively owns/develops the design system. It was created in 2021 and rolled out between 2021-2023.
How should we reference any assumptions on which our costs are based? The response template doesn't make this clear.	If you'd like to outline assumptions you can include these within any of the responses provided you clearly title them as assumptions.
For Lot 1: Will we be provided with access to Google Analytics or similar insights for the current website and microsites?	Yes.
Are there any previous insights to leverage for discovery for LOT1?	Yes – we will provide the supplier with all the insights from various projects/discoveries. Although there are pockets of insight, we have not run an overarching discovery into our entire customer experience before.
Are suppliers able to use offshore or nearshore resources?	Yes. The contract will be in
What are your main KPIs for Lot 1?	We don't have set KPIs beyond the deliverables in the specification.
Should Support & Maintenance be factored into a costing proposal, and if so how long for?	No – these can be costed separately.

And how long will these [shortlisted supplier] presentations last?	We have allocated an hour of time per presentation, though this will include some discussion time afterwards.
What is the expectation for the presentations on 1st July? Is this meeting to allow shortlisted agencies to bring their answers at stage 1 to life? Or will there be any additional pitch requirements issued?	This is to bring answers to life and to ask questions. There will be no further pitch requirements beyond this.
Are you looking for the supplier to create a new design system, or work with what you already have?	We already have a design system built in Figma, however we are open to having it built from scratch.
What access do you currently have to users / patients / clinicians etc and what complexities do you foresee in any qualitative research activities	We have access to users from a range of backgrounds. We would anticipate that we'd want to recruit 'hard-to-reach' participants.
Please can you confirm if there is a pitch/presentation stage after tender submission? If there is a subsequent stage, how many suppliers will you be down-selecting?	There is a presentation stage on Tuesday 1 July 2025. Following scoring, we will be shortlisting the top 2 suppliers from each lot.
Are we required to submit the quality responses in the provided template, or can we add a separate attachment?	You can add a separate attachment. Please refer to any attachments within the provided template.
Can we use images/diagrams to support responses?	Yes.
Is there a word count limit on the questions	There is no word count limit.
Can you confirm whether the current supplier of the Skills for Care main website (www.skillsforcare.org.uk) will be invited or is expected to bid for Lot1/2?	Any supplier can bid.
Can you clarify whether the scope of Discovery is intended to cover: a. Both the public-facing website and the authenticated (logged-in) user experience (e.g. membership services), or b. The public-facing website only?	It is intended to cover the public-facing website; however the principles of design and standards should apply throughout a customer's journey with us, therefore any of the outputs of discovery should be applicable to future developments. The authenticated journeys will replicate what is already there, so there won't be a requirement to focus deeply on the logged-in experience during discovery.
The current skillsforcare.org.uk website is on Contensis, but the supplementary information proposes	a. Umbraco has been provided as an example Customer Experience Platform. We are open to all technologies, but

Umbraco a. Is the preference to move away from Contentis to Umbraco, if so what are the drivers of this? Are other CMS being considered?	prefer open-source, commonly developed/used platforms. b. The solution should combine the capability to develop custom solutions and integrations, whilst having no-code content editors for day-to-day content and engagement updates.
Will the same evaluation panel score both Lots?	The same panel will score both lots.
Will bidders be disadvantaged if they choose to bid for only one Lot?	No. We will score each lot separately.
The specification notes that a separate data strategy project will run in parallel. Will outputs from this project be available to inform platform architecture decisions during Lot 2 delivery?	Some outputs will be available, however not all. Recognising this, the solution during Lot 2 delivery should be flexible to future requirements that may come from the discovery.
Given the tight submission and award timeline, can you clarify whether there is flexibility in the project start date should this be required to ensure appropriate mobilisation?	The advertised project start date is Monday 4 August 2025. There is flexibility and contingency to this, however we are keen to start the projects as soon as possible.
Are suppliers expected to align the platform architecture and delivery approach to the UK Government Digital Service Standard and Service Manual guidance?	There is no requirement, however we do follow some of their standards for best practice (e.g. accessibility).
Are there any internal governance frameworks or tooling preferences (e.g. design systems, CI/CD tooling, analytics platforms) that bidders should align to?	Our technical preference is to maintain Microsoft/Azure technologies, therefore CI/CD tooling should fit with that. Our existing design system is built in Figma. We are open to new design system/prototyping software. Our existing analytics platform is Google Analytics and Power BI.
Does the scope of the discovery cover only the main website and the portal? Do we need to do anything for the other projects that are mentioned in this technical audit document? These other projects seem to be accessed via the customer-facing SfC portal (https://my.skillsforcare.org.uk/), and some of the	The scope of the discovery is the main website and microsites which are: www.skillsforcare.org.uk Think Care Careers Workforce Intelligence

<p>projects that are mentioned in this audit document include the following.</p> <ul style="list-style-type: none"> a. AYSE (The Assessed and Supported Year in Employment) b. AYSE Child and Family c. Bookshop d. Endorsement online application e. Care ambassadors f. Kohera g. New contracts and disbursements system 	<p>The other platforms mentioned are out of scope for the discovery.</p>
<p>A lot of old libraries are used within the old projects. Upgrading won't be an option for most projects due to compatibility issues between old and new tech stacks and things will need to be written from scratch.</p>	<p>We anticipate that all libraries used within old projects are not reused in new projects. Our preference would be to build from new.</p>
<p>The current projects are dependent on some internal "Skills for Care" packages. What are they and do we need these features in the new system? We won't be using these internal packages any longer, we should look for the best option to replace any existing functionality if they will be needed in the new system</p>	<p>We anticipate that all libraries used within old projects are not reused in new projects. Our preference would be to build from new.</p>
<p>Current Azure infrastructure relies heavily on virtual machines. We should look for some Azure Cloud options, such as Azure Web Apps, or something similar.</p>	<p>As part of Lot 2, suppliers should work with Skills for Care and our Microsoft Dynamics supplier to recommend the best technical architecture – therefore we would be open to suggestions on Azure infrastructure.</p>