**Appendix 1: Requirements and Specifications**

**Tenderers must address each of the issues and requirements in this part of the RFT and submit a detailed description in each case which demonstrates how these issues and requirements will be dealt with / met and their approach to the proposed delivery of the Services. A mere affirmative statement by the Tenderer that it can/will do so or a reiteration of the tender requirements is NOT sufficient in this regard.**

# OVERVIEW OF THE GRAI

A new regulatory regime for the licensing and regulation of gambling in Ireland has been introduced by the Irish government. A new regulator – Údarás Rialála Cearrbhachais na hÉireann, The Gambling Regulatory Authority of Ireland (GRAI) is a statutory independent authority with responsibility for the licensing and regulation of betting, gaming, certain lotteries and the sale or supply of products or services related to gambling in Ireland. The GRAI is independent in the performance of its functions and will focus on public safety and wellbeing, covering gambling online and in person, and will have powers to regulate advertising, gambling, websites, and apps.

Further information on the work of the GRAI is available at [www.grai.ie](http://www.grai.ie)

# BACKGROUND

## The GRAI Website

The GRAI has a single website, with two public facing audiences, The Gambling industry and the General Public. The website is available in both English and Irish at the following web address:

* Website - <https://www.grai.ie/>

The GRAI website is a fundamental component of our digital communications strategy and is essential in our communications with our stakeholders. The primary purpose of the GRAI website is to build the GRAI’s presence as a new Regulatory Authority so that we can inform and increase the knowledge of prospective and existing stakeholders on the role and function of the GRAI.

A key function of the website is providing assistance to stakeholders, potential licensees and the public on how they can effectively engage with the authority through the provision of guidance, access to forms, learning supports including video content and/or interactive tools which are clear and accessible.

The successful Tenderer will provide a fully managed service to maintain and enhance a secure, robust, accessible system with a focus on data driven solutions and an excellent and easy to access user experience standard.

## Infrastructure and Hosting

The core ICT systems of the GRAI are currently provided, maintained and supported by the Office of the Government Chief Information Officer (OGCIO). The GRAI website is separate from the services provided by the OGCIO.

The GRAIs current cloud-based Licensing (Including compliance and enforcement) system is hosted on Salesforce and is maintained by a 3rd party supplier.

The successful bidder will provide hosting, maintenance, and support of the website, with appropriate provisions for backup, disaster recovery and business continuity is required. Hosting will need to include any other ad hoc websites that may be required throughout the duration of the contract.

The successful Tenderer is required to ensure security and confidentiality of the website and data for the GRAI and demonstrate commitment and compliance to best practice information security governance. The successful Tenderer must accept full responsibility for the secure system configuration and maintenance of all platforms/elements under the control of the successful Tenderer in the provision of services in this tender; and for the secure design, development and maintenance of all the online services application software delivered.

The current grai.ie website is hosted and maintained by another 3rd party supplier. The hosting service provides a resilient cloud-based hosting environment including the following services;

* AWS ECS high availability docker containers
* Statamic CMS (MySQL on Amazon RDS)
* AWS Cloudfront
* AWS Elasticsearch
* AWS Shield & AWS WAF
* Cloudranger Backup

The Core IT systems of the GRAI and the Salesforce Licensing platform are out of scope of this contract, but the successful tenderer will be expected to work with all 3rd party service providers to resolve issues and implement connectivity or enhancements.

# SUPPORT AND MAINTENANCE OF THE WEBSITE (150 Marks)

Tenderers must clearly describe their proposed approach to the provision of support and maintenance services, including Service Desk, incident management, service request management, change management, the provision of upgrades, bug fixes, patches, enhancements and any other technical supports necessary for the GRAI to operate the solution.

## 1.1 Experience with current technologies in GRAI stack

At a minimum, the following maintenance and support services for the GRAI website including Staging, UAT and Production environments, must be supported by the successful Tenderer and be included in the annual support fee within the recurring costs in appendix 2;

Host & maintain all the software stack that make up the GRAI website, including the following.

* AWS ECS high availability docker containers
* Statamic CMS (MySQL on Amazon RDS)
* AWS Cloudfront
* AWS Elasticsearch
* AWS Shield & AWS WAF
* Cloudranger Backup
* Integrations with the GRAI Salesforce solution, where Salesforce Knowledge Base and Web to Case integrations have been established between Statamic and Salesforce Cloud environment, based on Rest APIs and oAuth authentications
* Elasticache Redis
* Simple Storage Service (S3)
* Simple Email Service (SES)
* Simple Notification Service (SNS)
* Application Load Balancers (ALB)
* GuardDuty
* EC2 Container Registry (ECR)
* CloudWatch
* Macie
* Inspector
* Route 53

## 1.2 General support and maintenance

* Support and maintain the Staging, UAT and production environments for the GRAI website
* Support existing integrations connecting to third party services, including but not limited to, the Salesforce API to fetch knowledge articles in the system to be displayed on the GRAI website.
* Resolve technical and/or functional and/or configuration issues from solution users in line with agreed SLAs and service metrics.
* Provide Subject Matter Experts to resolve service impacting incidents when appropriate.
* Test hot fixes supplied to fix issues, known bugs and defects within the GRAI website prior to deployment in the GRAI environments.
* Update the GRAI about new releases or patches available.
* Deploy software and operating upgrades and patches to all relevant environments.
* Implement a regular patching cycle to ensure both UAT and Production environments are on supported software versions.

The successful Tenderer will be required to notify the GRAI of the availability of forthcoming software upgrades. Tenderers should note that the GRAI is not bound to install and implement all or any software upgrades. Should the GRAI decide not to install a software upgrade(s), there will be no impact to the support and maintenance agreement. Tenderers must detail their management process for the implementation of upgrades. Software Upgrades are deemed to be included in the annual service fee.

## 1.3 Monitoring and Reporting

* Uptime and availability
* Average response times on Website
* Scalability and Emergency Alerts
* Log and respond to all incidents and monitored alerts in line with the priorities outlined in the service metrics table below.
* Liaise and work with other 3rd party service providers to resolve incidents and service requests on the website.
* Ensure the integrity and security of the website is always maintained including but not limited to;
  + Vulnerability Scanning
  + Penetration tests
  + Load Testing
  + 404 Scanning
  + Accessibility Scanning
* Manage on behalf of the GRAI and ensure the timely renewal of all security certs
* Manage all cookies on the GRAI websites and ensure all cookies on the GRAI websites are in accordance with the GRAI cookie and privacy policies.
* Manage and maintain the GRAI website analytics tool and support the production of ad hoc and monthly reports on the activity on the production website.
* Support the GRAI to improve their compliancy with the EU WAD web accessibility directive for the website. Propose, where practical, options for optimisation of existing solution.
* The successful Tenderer will be required to support robust web governance of the website; implement and report on analytics to improve user journey and create innovative digital communications solutions

## 1.4 Documentation Management

Documentation is an important aspect of the websites and Tenderers must clearly describe their proposed approach to document management. At a minimum, the following documentation for all GRAI Websites, including the Dev, UAT and Production environments, must be produced and maintained by the successful Tenderer and be included in the annual support fee:

* Maintain and provide an accurate and up-to-date repository of solution-specific documentation and source code for the GRAI. This should include;
  + Training materials
  + Topology Diagrams
  + Data Flows within the Website
  + Security configurations
  + Product and solution design documents
  + Measures of Performance (MOP) Test plans and Test cases
  + Current configuration and release information
  + API interfaces into backend GRAI applications
* Provide updated and complete user manuals and administrator guides (which include complete installation and configuration instructions) for each major product release in electronic format.
* Provide written guidance on features/functionality not covered in the product manuals (for example, supporting documentation where a software patch has been applied to the Solution).
* Provide release notes for each minor and major software release, to include details of new or modified features and known bugs/defects still outstanding (not fixed) and bugs/defects fixed in the release.
* Provide an annual product roadmap for the duration of the contract.
* This documentation must be made available to the GRAI during the life cycle of the contract. At the end of the contract, ownership of the documentation will transfer to the GRAI and up to date copies of all the documentation relating to the website will be handed over to the GRAI.

The user experience in terms of service availability, service quality, ease of use of the service and service functionality is a key consideration for the GRAI in determining the choice of service provider. The GRAI therefore requires a high-quality, responsive, easy-to-use and highly-available service.

# CONTENT MANAGEMENT SUPPORT (50 Marks)

Tenderers must clearly describe their proposed approach to the provision of support of the Content Management system including any technical and end user support

necessary for the GRAI to operate the content management system, helpdesk support on general system use, configuration settings, documentation, training and reporting, etc.

## 2.1 Approach to Content Management

A core group of 5 to 10 super users in the GRAI will manage and update the content of the main GRAI website. The successful Tenderer will support this core group of Super Users and will include the below listed activities.

These activities should be included in the annual Support and Maintenance fee listed in the Recurring costs section of Appendix 2

* Support the core group of 5 to 10 super users to deploy and update content in the UAT and production environments for the GRAI website.
* Manage the Statamic user accounts on UAT and Production including, creating, deleting and updating users’ accounts upon request from the designated GRAI super users.
* Answering all “How Do I” type queries from the super users on the operation of the Content Management System.
* Resolve any technical and/or functional and/or configuration issues the super users encounter when deploying or updating content on the GRAI websites in line with agreed SLAs and priorities.
* Provide Subject Matter Experts at no charge to resolve service impacting incidents with the Content Management System.
* Deploy or update content on the GRAI websites at GRAI’s request. The GRAI may request the Tenderer to deploy and/or update content on the GRAI websites up to a maximum of 25 requests per Quarter.
* Run periodic checks on the GRAI websites to identify potential issues on the GRAI websites, such as, broken links stemming from CMS changes

## 2.2 Training Documentation

Tenderers must clearly describe their proposed approach to the provision of training for the Statamic Content Management system including training documentation.

The Tenderer must develop and maintain training documentation for the Statamic Content Management system. At a minimum the training documents must include step by step guides for the following types of activities and the creation and maintenance of all training documents will be included in the annual support fee;

* Logging into the Statamic system
* General usage of the Statamic content management system
* Best practices for managing webpages on Statamic
* Adding/deleting an article and menu items
* Tagging
* Editing an article
* Adding/deleting a translation
* Uploading/deleting and linking to a PDF on a page
* Updating the organisation chart PDF
* How to link to specific content/area on a page
* Editing content on pages with drop down menus
* Managing the structure tab on the CMS
* How to edit pages
* Editing breadcrumbs
* Accessibility best practice including practical “How To” guidance for the GRAI websites
* CSS styling guidance, for example, source code cheat sheets for the website themes

The training documentation must be delivered within 3 months of the new contract starting. The Tenderer is responsible for maintaining and updating the training materials after any upgrade or change to the Content Management System.

At the end of the contract ownership of the training material will be transferred to the GRAI and the tenderer must supply the GRAI with up-to-date copies of all training materials relating to the GRAI website.

## 2.3 Training days

The tenderer must also provide up to a maximum of 6 onsite/virtual end user training days over the Term of the contract.

The 6 training days should not be included in the annual support and maintenance fee and will be drawn down by the GRAI as required.

The GRAI may not use all 6 training days during the term of the contract and will only be charged for the days used during the contract.

# SERVICE MANAGEMENT (100 marks)

Tenderers must clearly describe their proposed approach to the provision of service management, including;

* Service desk,
* Service metrics,
* Account management,
* Transition of services,
* Upgrades and enhancements
* Service levels

All service management activities will be included in the annual support fee,

**SERVICE DESK**

Tenderers must clearly describe their proposed approach to providing a Service Desk that will provide a primary point of contact for all services provided under this service

contract. The requirements for the Service Desk, to be addressed in the Tenderers’ response, are as follows:

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* Tenderers must provide a 24x7 online support solution and a suitable staffed telephone and email Service Desk from 8am to 7pm (GMT) Monday to Friday, excluding Irish public holidays. The Service Desk must facilitate the registration of issues/calls and the immediate resolution of issues and/or the escalation of incidents where appropriate to 2nd and 3rd level support teams or 3rd party services providers.
* The Service Desk will provide regular update on all open incidents, service requests and change requests.
* The GRAI do not have their own ticketing system for the website currently. The GRAI would prefer the successful tenderer to use their ticketing system to log and manage all tickets and requests logged under the GRAI contract.
  + The tool must be able to record all incidents, service request and change request and assign unique ticket numbers and priority in accordance with the definitions set out in the metrics table below. The tool must be able to measure the performance of all incidents and service requests against the agreed priority as set out in the table below and provide quarterly service reports of all opened and closed incidents, service requests and change requests for the previous quarter. The tenderer’s system must also have an online portal where the GRAI can monitor and track the performance of tickets logged with the service desk.
* The priority of an incident or service request will be determined by a central function within the GRAI and the priority assigned to a incidents or requests will be in accordance with the definitions set out below.
* Incidents that are impacting service will be escalated immediately for resolution by the successful Tenderer’s to 2nd and 3rd level resources.
* Incidents that cannot be resolved by first or second line support may require further escalation, which may include the on-site attendance of a support engineer in the data centre hosting the GRAI Websites.
* In the case where a workaround is implemented to resolve a product issue or limitation, the Tenderer must implement the fix within the agreed timeframe as indicated in the table below for the corresponding severity/priority level of the incident and/or service request.

## 3.1 Service Desk Metrics

Tenderers must clearly describe their proposed approach to delivering the service metrics and must respond to support-related incidents and service requests within the following timeframes:

|  |  |  |
| --- | --- | --- |
| **Definition** | **Response Time** | **Resolution Time** |
| **Priority Level 1 - Critical Service-Affecting Issues:** An issue that has the potential to cause a full-service outage of the Solution, or an issue causing operational impact. Incident resulting in the intermittent failure of a critical function or service associated with the Solution.  Immediate and continuous effort (onsite support if necessary) is required by the Tenderer until the service level has been restored to pre-incident operation.  As these are business-imperative faults, they may require considerable redeployment of Tenderer’s support resources and management awareness is required by both sides in order to progress. | 60 minutes | 6 Hours to restore service and 5 days to provide a product fix if required |
| **Priority Level 2 - Functional Issues:**  Solution not working as designed with one of the following impact levels:   * On a business process directly but for which an alternative process is available or defined; * On a process that is non-critical to the business flow of the organisation; or * On a business process that is not time-critical but that is central to the workflow of the organisation. * Emergency Service Requests | 6 hours within support hours | 2 days to resolve the issue or provide a work around to restore service and 10 days to provide a product fix if required |
| **Priority Level 3 – Non-Critical Issues:**   * Solution not working as designed but with no impact on any critical business process or on any workflow of the organisation and new development or infrastructure requirements. | Next working support day | 5 days to resolve the issue or provide a workaround to restore service  and fix in next software release if  mutually acceptable |
| **Priority Level 4**:   * Standard queries or all other queries. * Service Requests * Reports | 2 working support days | 10 days to complete service requests or include in future software release if  mutually acceptable |
| **Priority Level 5**   * Change Requests * Training Requests | 5 working days to respond with a proposal | Delivery dates agreed by mutual agreement |

## 3.2 Website Availability and Performance Metrics

* **Page Load Speed**: All pages should load within 2 seconds or less under typical user conditions.
* **Uptime**: The website must maintain an uptime of at least 99.9%, ensuring high availability and reliability for users and business operations.
* **Scalability**: The site should handle traffic spikes and support concurrent user sessions without performance degradation, ensuring a seamless experience during high-demand periods.
* **Responsiveness**: The website must provide a consistent and fully functional experience across various devices and screen sizes, including desktops, tablets, and smartphones.
* **SEO Performance**: The site should achieve high search engine rankings through optimized content and architecture, with a Google PageSpeed Insights score of at least 80 for both mobile and desktop.
* **Accessibility**: The website must conform to WCAG 2.1 Level AA standards to ensure it is accessible to users with disabilities.
* **Security**: Robust security measures should protect the site from vulnerabilities, with regular updates and compliance with GDPR or other relevant data protection regulations.
* **Content Delivery**: Efficient use of a Content Delivery Network (CDN) to ensure fast content delivery across various geographic locations.
* **Analytics Integration**: Seamless integration with analytics tools to monitor traffic, user behaviour, and key performance indicators.
* **Error Handling**: The site should have effective error-handling mechanisms, with minimal downtime in case of issues, and comprehensive logging for troubleshooting.
* **Navigation Efficiency**: The website must adhere to the "3-click" rule, enabling users to reach any content or page within no more than three clicks from the homepage, ensuring intuitive and efficient navigation
* **Performance Management** - how the objectives are met and then looking at any proactive opportunities we have in adjusting the content/features to make sure these are met.

## 3.3 Account Management

Tenderers must clearly describe their proposed approach to account management, including; account manager, technical lead, reports, service reviews and escalation procedures

### CONTRACT/ACCOUNT MANAGER

The successful Tenderer must designate a Contract/Account Manager who will have overall responsibility for the contract and the support and maintenance services.

The Tenderer’s Contract/Account Manager will liaise with the GRAI’s designated representatives at quarterly intervals on-site at the GRAI and will provide reports on progress and on any issues arising to the GRAI on a regular basis. The Account Manager will be the primary escalation point for contract and service relating issues. The services of the Contract/Account Manager are deemed to be included in annual service fee.

### TECHNICAL LEAD

The successful Tenderer must designate a Technical Lead who will have overall responsibility for the technical aspects of the websites and support services. The Technical Lead will act as the design authority for the current websites and any future developments.

The Tenderer’s Technical Lead will liaise with the GRAI’s designated representatives on all technical issues and developments relating to the websites and will attend the quarterly service reviews with the Account Manager. The technical Lead will be the primary escalation point for all technical issues relating to the websites. The services of the Technical Lead are deemed to be included in the annual service fee.

### SERVICE REPORTS

The Tenderer will provide a quarterly service report on the service provided to the GRAI. The report will contain at least the following elements and will be sent to the GRAI in advance of the quarterly service review meeting.

* Executive Summary
* Website Availability and Uptime
* Website average response time
* Details of all cases logged and closed per quarter, their performance against agree priorities and SLAs and broken down by;
  + Incident
  + Service Request
  + Change Request
* Details of any service credits owed for the previous quarter
* Details of all major incidents and service outages for the previous quarter
* Progress report on all current projects being carried out by the Tenderer on the GRAI’s behalf.

### MAJOR INCIDENT REPORTS

For all major incidents on the production GRAI websites the Tenderer will produce a major incident report within two weeks of the major incident occurring and at a minimum will include the following items;

* Summary of the incident that occurred
* Root cause of the Incident
* Timeline of the incident and restoration of services
* Remediation actions
* Future preventative measures to minimise the risk of the incident happening again.

### SERVICE REVIEWS

A Service Review meeting will take place on a quarterly basis in the GRAI offices and will be attended by appointed GRAI representatives and the Tenderer’s Account Manager and Technical Lead. At a minimum the quarterly service review will include;

* Review the minutes from the previous meeting
* Review the services for the previous quarter against agreed SLAs and agree any service credits that may apply
* Review any major outages or service issues for the previous quarter
* Review any open/closed projects for the previous quarter
* Planned projects for the coming quarter.

The successful tenderer will produce all the necessary reports for the service review meeting and will also maintain the minutes for these meetings.

## 3.4 Service Levels

The service levels described below will be binding under the Service Contract and failure to meet the service levels will result in the application of Service Credits. SLAs will be measured monthly and service credits will be paid on a quarterly basis. Tenderers must clearly describe their proposed approach to the service levels below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Desk Service Level Agreement** | | | |
| Severity | Hours of Support | Threshold Targets | Service Credits |
| Priority 1 | 24x7x365 | Respond to 95% of all P1s within agreed  metrics | 100% - 95% = 0%  95% - 90% = 3%  Below 90% = 5% |
| Priority 2 | 8am to 7pm Mon – Fri (excluding bank holidays) | Respond to 95% of all P2s within agreed metrics | 100% - 95% = 0%  95% - 90% = 2%  Below 90% = 4% |
| Priority 3 | 8am to 7pm Mon – Fri (excluding bank holidays) | Respond to 90% of all P3s within agreed metrics | 100% - 90% = 0%  90% - 80% = 2%  Below 80% = 3% |
| Priority 4 | 8am to 7pm Mon – Fri (excluding bank holidays) | Respond to 85% of all P4s within agreed metrics | 100% - 85% = 0%  Below 85% = 1% |

|  |  |  |  |
| --- | --- | --- | --- |
| Priority 5 | 8am to 7pm Mon – Fri (excluding  bank holidays) | N/A | N/A |
|  | | | |
| **Availability and Performance Service Level Agreement** | | | |
| SLA | Hours of Support | Threshold Targets | Service Credits |
| Website Availability Service Level Agreement | 24x7x365 | Websites availability 99% | 100% - 99% = 0%  Below 99% = 5% |
| Website Performance Service Level Agreement | 24x7x365 | Average system response times for a single transaction/operation  of less than 2 seconds | Below 2 seconds = 0%  Greater Than 2  seconds = 5% |

## 3.5 Digital Standards for user experience

Tenderers should set out their proposed approach to ensure all relevant users are catered to on the GRAI website;

This should include any digital specific standards that the tenderer employs to assist in recording aspects of accessibility etc…

Tenderers should also outline their approach to user research, mapping specific users and use cases.

# TRANSITION OF SERVICES (100 marks)

Tenderers must set out their proposed approach for the transition of support for the GRAI websites;

The GRAIs current stack is set out in section 1.1 above. The GRAI require that bidders migrate the stack from the current websites Hosting solution to their own. Pricing for this hosting and migration provided by the winning bidder should be included in the recurring costs tab in Appendix 2 – Pricing schedule.

The tenderer should create a plan for the transition. The transition should take not more than six weeks and at the end of that period the following support structures should be in place

* The Account Manager and Technical Lead will be assigned to the GRAI account
* The transition of the services and support from the incumbent to the successful Tenderer will be complete and the tenderer will be responsible for the support and maintenance of the GRAI websites
* The Service Desk and ticket management system will be in operation
  + This does not need to be the same system as is currently in operation for current website
* The monitoring of the GRAI websites will be in operation
* During this transition period the SLAs will not apply.

# UPGRADES & ENCHANCEMENTS (150 marks)

In order to meet regulatory requirements or unforeseen technical requirements, the GRAI may require changes or enhancements to the website from time to time which will not be explicitly defined in the requirements. To meet this requirement the GRAI may request the successful Tenderer to develop and implement changes to the websites to meet the GRAI’s requirements.

Where enhancements/modifications to the website are required by the GRAI, outside of the standard services described above, any costs associated with these will be based on the Per Diem Rates provided by the tenderer in the RFT Response Document at the time of responding to this RFT. Any enhancements/modifications to the websites must be approved by the GRAI in line with the Change Control Procedure in Clause 24 in the Services Contract attached to the CFT.

Tenderers must detail their management processes and approach to implementation of such enhancements. The GRAI expects that these additional enhancements alongside the other requirements listed in this document may require up to 132 days’ work a year.

The 132 days listed to include enhancements and changes alongside support, will not be included in the annual support and maintenance fee and will be drawn down by the GRAI as required.

The GRAI may not use the full number of days listed in the pricing schedule document during the year and will only be charged for the days used during the lifetime of the contract.

## 5.1 Website to Salesforce and other integrations

The GRAI uses secure, automated access to the Salesforce API to fetch knowledge articles to be displayed on the GRAI website as noted in the support and maintenance section (1).

Tenderers will be required to develop and deploy other interconnectors from the GRAI website to other third-party platforms. This could include, but is not limited to:

* Salesforce APIs
* Web-to-case
* Web-to-email
* Future GRAI developed applications
* Future third-party developed applications

Tenderers should describe their approach to developing and implementing integrations to include:

* Connectivity that enables third-party applications to integrate with applications by using APIs and standard protocols, such as SAML, OAuth, and OpenID Connect Permission controls for OAuth
* Integration User Permissions
* Auditing, Monitoring and Controls

## 5.2 Statamic Content Management (CMS)

The GRAI are seeking an updated Statamic content management system (CMS) deployment to enable a more dynamic website:

* **User-Friendly Interface**: An intuitive platform enabling users to create, edit, and manage web content effortlessly, without requiring coding skills.
* **Highly customizable Templates**: Tools to design and modify page templates to align with our unique branding and design specifications.
* **Interactive Media Library**: A centralized repository for storing and managing media assets, including images, videos, and documents. This Library should allow basic media editing functions within CMS alongside preview abilities.
* **Responsive Design**: Features that ensure the CMS supports and maintains website performance across various devices and screen sizes.
* **Timed Release Functionality**: The ability to edit pages and content in a staged location, to be released live at a time outside of business hours.
* **Analytics Capabilities**: In-built analytics to monitor content performance and user engagement.
* **Security and Scalability**: A system that provides robust security measures and is scalable to accommodate future growth and additional websites.
* **Multi-Site Management**: Support for managing multiple websites from a single CMS interface.
* **User Roles and Permissions**: Fine-grained control over user roles and permissions to manage access and responsibilities effectively.
* **Interactive infographics and data**: The ability to interact with CMS hosted data presentations on grai.ie webpages
* **Application Support:** The ability to host light front end applications or APIs to redirect seamlessly to GRAI in-house applications to complete logins, reports or application forms
  1. **Knowledge base System**: System for coordinating documentation and articles between the Statamic CMS and 3rd party Knowledge base systems hosted on salesforce
  2. **Communication Tools**: Interactive tools for users send messages from the website directly into 3rd party Case Management Systems to raise cases.

We require a solution to migrate the GRAI brochure website from the current Statamic base CMS into an adaptive Statamic portal that can be modified & edited by in-house copy editors. The upgraded Statamic CMS deployment should not only meet these criteria but should also be flexible and adaptable to our evolving business needs.

* Tenderers should outline any additional/innovative features of their proposed CMS that could be applicable to the GRAI’s current or future needs.
* Tenderers should provide details of the envisaged product road map for the recommended Statamic upgrade

## 5.3 Website AI Integrations

The GRAI envisions future requirements to deploy public facing, automated agents on the GRAI website. This would allow users to interact with the content and services receiving answers in straightforward human readable formats.

Tenderers should outline their experiences in the implementation, support and governance of solutions of this nature in a government or regulatory environment.

# GREEN PUBLIC PROCUREMENT (50 marks)

The GRAI wishes to apply the government’s Green Public Procurement principles and policies to the procurement of the new websites and their operation.

Tenderers should describe the measures that they (and any key partners) are taking to comply with the EPA's "Irish GPP Criteria: ICT Products and Services"

(See: [www.epa.ie/publications/circular-economy/resources/EPA\_GPP\_Criteria\_ICT\_2022\_04.pdf](http://www.epa.ie/publications/circular-economy/resources/EPA_GPP_Criteria_ICT_2022_04.pdf))

# SUITABILITY OF TEAM/RESOURCES PROPOSED (100 marks)

Tenderers are required to provide information on the calibre of the named personnel who will be assigned to support and maintain the GRAI Website environment. This information must include details of relevant experience on comparable engagements, including approximate dates and duration of the individual’s assignments. This information must include:

* Technical knowledge of the software packages that make up the GRAI Website stack
* Experience in supporting websites and content management systems of similar scale, type and complexity to the role for which they are being proposed.
* The GRAI expects the successful Tenderer to provide resources with all of the skills necessary to successfully support the GRAI Solution.

Tenderers should also provide the following in their response:

* Details of comparable engagements on which the Tenderer’s proposed resources have provided or are providing a similar support and maintenance approach;

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Profile | | | | | | | |
| Name | | |  | | | | |
| Position in Firm | | |  | | | | |
| Proposed Project Role | | |  | | | | |
| No. of Years’ Experience | | |  | | | | |
| Fluent English Speaker (Yes/No) | | |  | | | | |
| Qualification Details: Educational/Professional/Training Record \* | | | | | | | |
| Description | | | | Year Obtained | | Accreditation Body | |
|  | | | |  | |  | |
|  | | | |  | |  | |
|  | | | |  | |  | |
| Employment Record \* | | | | | | | |
| Employer | | Period | | | Role & Expertise | | |
|  | |  | | |  | | |
|  | |  | | |  | | |
|  | |  | | |  | | |
| Specialist Knowledge - Competencies and Skills | | | | | | | |
| Provide an overview here of this individual’s specialist knowledge, skillsets and expertise relevant to the requirements of this project.  Provide examples of relevant projects that they have been, their role and its relevance to this project | | | | | | | |
| Relevant Experience \* | | | | | | | |
| Project | Role & Outcomes | | | | | | Relevance to this project |
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