



## **Approach to Market – Goods or Services**

### **Website build and hosting for the Australian Human Rights Commission website**

This Approach to Market (ATM) is for the provision of website build, CMS and hosting services for the Australian Human Rights Commission's main website.

The Australian Human Rights Commission (the Customer) is seeking submissions for the provisions of the services (the Requirement) as described in this ATM.

In submitting a response to this ATM, Potential Suppliers are required to comply with all requirements set out in the *Commonwealth Approach to Market Terms* at Schedule 2 and if successful, agree to enter into a contract based on the Digital Sourcing Contract Template (available here:

[https://www.buyict.gov.au/sp?id=resources\\_and\\_policies&kb=KB0010684&kb\\_parent=KB0010686](https://www.buyict.gov.au/sp?id=resources_and_policies&kb=KB0010684&kb_parent=KB0010686)).

Potential Suppliers must indicate in their Response to ATM whether any of the proposed contract clauses are not applicable, cannot be fulfilled and/or may suggest amendments to enable compliance.

## Schedule 1 - Statement of Requirement

### A.A.1 Key information, including Dates and Times

Event	Date	Time	Location
ATM Closing Date and Time:	25 September 2024	17:00	Sydney, NSW
<b>Information sessions: (Optional)</b>	<b>Date &amp; Time:</b>	Tuesday 10 September 2024, 11am-12pm Tuesday 17 September 2024, 11am -12pm Thursday 19 September 2024, 11am -12pm	
	<b>Location:</b>	Teams Meeting	
Question closing time:	Five (5) business days before ATM Closing Time		
Minimum Content and Format Requirements:	For a Potential Supplier's Response to be eligible for consideration, in addition to the matters addressed in A.B.4.2 of the Commonwealth ATM Terms, the Potential Supplier must use the form, or at minimum address all relevant criteria, set out at Schedule 3.		
Mandatory Conditions:	<p>The Customer will not consider a Response received from any Potential Supplier who does not comply with at least one of the Australian Government and industry security best practices, including:</p> <ul style="list-style-type: none"> <li>○ Australian Cyber Security Centre's (ACSC) Information Security Manual (ISM)</li> <li>○ Department of Home Affairs Protective Security Policy Framework (PSPF)</li> <li>○ Infosec Registered Assessors Program (IRAP)</li> <li>○ National Institute of Science and Technology (NIST) Cybersecurity Framework (USA)</li> <li>○ ISO27001 Information Security Standard.</li> </ul> <p>In addition, the Commission will only consider Responses from Potential Suppliers who confirm that they:</p> <ul style="list-style-type: none"> <li>○ do not use AI to generate code for this work,</li> <li>○ store and host data on secure cloud infrastructure in Australia (with no overseas transfers at any time). Data includes application and database containers, data backups, all files and all code. No server hardware should be located offshore, and this includes object cache search index servers, and distributed filesystem and request routers. International CDNs are allowed, and</li> </ul>		

## Schedule 1 - Statement of Requirement

	<ul style="list-style-type: none"> <li>○ have an established in-house testing process for all development work, with dedicated Testers.</li> </ul>
Expected Contract execution date (approx.):	December 2024
The Goods and/or Services are required to be completed on or before:	<p>For the website build services: 30 June 2025</p> <p>For hosting and CMS maintenance services: (starting approx. October 2025 and) continuing until expiry (or earlier termination) of the Contract.</p>
Contract Term:	2 years
Contract Extension Option:	Website Hosting and CMS maintenance: 2 x 6 month periods, at the Customer's option.

## Schedule 1 - Statement of Requirement

### A.A.2 Requirements

#### Project Overview

The Australian Human Rights Commission (Commission, or Customer) is seeking proposals and costings for website building, hosting and CMS maintenance services for our main website <https://humanrights.gov.au> (referred to as the website, or our main website).

The Commission plays a critical role in protecting and promoting human rights in Australia and internationally. The Commission's main website plays a crucial role in maintaining our international standing and it needs to be reliable, professional, user-friendly and on-brand. Also, the Commission receives extremely sensitive data via our main website and we need visitors to be able to trust that we can handle their personal data securely and confidentially.

The Commission requires a Supplier to build and host a new website using an enterprise CMS, based on high-resolution designs and a finalised information architecture (IA). Ongoing CMS maintenance is also required. The goal of this project is to uplift the Commission's public presence by addressing inefficiencies and issues in the website communication channels. The new website will need to provide a seamless, consolidated and efficient experience for the public through optimisation of the Commission's digital presence and website enhancements.

The Commission has published a separate ATM for services relating to the re-design of our main website. This will involve user testing the designs and the proposed information architecture (IA). Potential Suppliers are invited to also provide a Response to that ATM (or submit a combined Response) if they wish to be considered for those services.

The Commission will evaluate the Responses to both ATMs and, either, enter into one (1) contract with a sole supplier for all of the Services, or enter into two (2) separate contracts with two suppliers.

#### Scope of Services Required

Full details and specifications for the Services are set out in Appendix A. For more detail, please request the supporting documentation and supply a signed copy of the Confidentiality Deed.

#### Budget breakdown (Build)

The Commission is a small independent statutory authority with a limited budget. Our indicative budget for the build-related Services is \$425,000 (GST incl.).<sup>1</sup> Potential Suppliers should note that the following requirements must be included in this budget:

- Building all templates in an enterprise CMS based on approved HTML/CSS/JS files.<sup>2</sup>
- The cost of dedicated Testing professionals writing test cases and completing full testing and remediation, to ensure that what is delivered to the Commission meets its requirements. The Commission is not resourced to do extensive User Acceptance Testing (UAT) so comprehensive testing needs to be completed by the Supplier prior to the Commission being asked to complete UAT.

<sup>1</sup> The ongoing costs for CMS SLA and hosting services are separate, and outlined below.

<sup>2</sup> Refer to the document titled "Visual\_Design\_Templates.xlsx" for a list of proposed new templates.

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- The Supplier will need to test their webpages using Siteimprove (Si). The Supplier would be given access to Si and be responsible for connecting Si to the development server, running tests and resolving any technical or accessibility issues found by Si.
- The cost of an independent company (such as Vision Australia) reviewing the CMS based webpages, for accessibility issues.
- The remediation of any bugs or defects.
- The remediation of any issues related to accessibility AA 2.2.
- The Supplier would also need to check all work delivered with the Wave accessibility tool, before handing over to the Commission for UAT. Note: Commission content editors would resolve any problems that can be resolved in the content using a WYSIWYG tool.
- Six (6) months warranty on all work completed. The Commission will be migrating 100 webpages from March to October 2025 and we will need support during this time if there are issues with the quality of the development completed by the Supplier, or if editing interfaces are not intuitive for our non-technical content migrators.
- Training for non-technical content editors on how to update the new website post launch.
- Training for a backend end developer on how to administer the backend of the CMS post launch of the new website.
- Supplier Testers must migrate sample pages of each of our content types to ensure that the content editing process is intuitive for non-technical content editors.

If your proposal involves our main website being rebuilt using a different CMS to our current CMS (Drupal), then please provide a solution for how to extract the Commission's large volumes of content out of Drupal and into your proposed CMS.

- The Supplier must implement the migration plan for the 8000 webpages on the current Commission website.

Please note that – in relation to the Build services – all works must be completed, and payments made, by 30 June 2025. Time is of the essence, and will be a contractual obligation.

### **Payment schedule (Build)**

A high-level breakdown of how and when the \$425,000 (incl. GST) will be spent this financial year is as follows:

- December 2024: \$10,000.

*N.B. after the discovery and briefing phase, assurance is needed that the Supplier will be able to complete the project within the given budget and within the given timeframes. The successful Supplier will be required to enter into a contract that includes a right of termination for convenience*

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*for the Commission in the event that the Supplier notifies that it is unable to meet this deadline (or the Commission is not reasonably satisfied that this will occur).*

- February 2025: \$150,000.
- March 2025: \$145,000.
- June 2025: \$120,000.

The SLA for the new website would not be signed until after delivery of the new website. The Commission may choose to select a different vendor for the ongoing SLA, depending on the quality of service received during the build phase of this project.

### **Website build timeline**

Potential Suppliers must be capable and have adequate resources to be able to meet the below milestones and hard dead-lines:

- All work needs to be completed and invoiced by 30 June 2025.
- After 30 June 2025, the Commission will build 100 webpages using the new templates. The new website would need to **launch in October 2025** and support will be required by the successful Supplier during launch. This support to launch the website in October 2025 would need to be billed against the SLA. Our current hosting agreement will expire in December 2025.

### **Budget breakdown (SLA for ongoing CMS maintenance)**

- The costs for an SLA for our main website, starting October 2025, including all relevant licences and CMS maintenance costs, must not exceed \$65,000 per year (incl. GST).
- The SLA must include a managed CMS service so that our in-house developer does not need to spend time managing monthly CMS updates. Please note that the SLA agreement will not be signed until after the website has been successfully delivered. The Commission needs to ensure good customer service before entering into a 12/24 month SLA with a supplier. The SLA service must include:
  - Monthly minor CMS upgrades
  - PHP upgrades when required
  - All module upgrades
  - Any security patches
- Six (6) months of Drupal updates between April 2025-September 2025 must not exceed \$32,500. Our current Drupal maintenance contract expires 2 April 2025. This service will be for all our websites:
  - <https://humanrights.gov.au/>
  - <https://itstopswithme.humanrights.gov.au/>
  - <https://bth.humanrights.gov.au/>
  - <https://www.respectatwork.gov.au/>

and must include:

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- Monthly minor Drupal upgrades
- PHP upgrades when required
- All module upgrades for all our websites
- Any security patches for all our websites.

### **Budget breakdown (Hosting)**

- Hosting costs must not exceed \$80,000 per year (incl. GST). Please note that the Commission's current hosting contract expires December 2025 which means the new website would need to launch **no later than October 2025**.
  - This budget must include all CDN/Edge technology but exclude the ongoing CMS maintenance
  - This budget must also include hosting a non-public version of our current website so that logged in Commission staff can access past versions of our current website.
- Our preferred hosting agreement length is a two (2) year term.
- The two (2) year term would begin from the date that our websites have relaunched on the new hosting environment.

### **Documentation**

During the term of the Contract the Supplier must provide the Customer with the following planning documents:

- A project plan / Gantt chart (see the "high level project timeline" Gantt chart in Appendix A).
- A project team summary clearly outlining roles and responsibilities, including the numbers and seniority levels of the proposed project team.
- An escalation process, including contact details of senior management, in the case of the Commission not receiving adequate service or if deadlines are at risk.

### **Quote formatting**

The Commission requests that Responses itemise and/or include (as applicable):

- CMS development costs.
- the number of people hours your proposal includes to carry out content migration
- recommended internal search tool costs (Note: the Commission currently uses Solr search that has no licence cost)
- hosting costs (with a 99.95% uptime guarantee). This should include the costs of all CDN and Edge technology
- additional costs for ongoing management of CMS updates i.e.: minor updates, updates to contributed modules (if applicable) and security patches
- the additional cost (if any) of meeting the **Strategic** level of security standards for a Government website as set out in the [Government Hosting Framework](#)
- all details of your Australian infrastructure and connectivity requirements

## Schedule 1 - Statement of Requirement

- your draft Service Level Agreement (SLA)
- details of your disaster recovery plan associated with your platform that would support our account. Disasters would include major incidents such as downtime, a serious hack and or website defacement
- details of Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO), and
- an outline of your service offering in terms of dedicated team members assigned to our account.

In your Response please also describe your project methodology. Include how work is estimated, how milestones and deadlines are determined, how planning is conducted, how work is tested and how stakeholder approval is obtained.

### **CMS Demonstration for Shortlisted Potential Suppliers**

After reviewing all Responses, the Commission will invite a short list of Potential Suppliers to perform a live demonstration for us. Each Potential Supplier will have up to two (2) hours to perform tasks in the proposed CMS that our content editors commonly need to perform regularly.<sup>3</sup>

### **Assessment of proposals**

The Commission will evaluate proposals based on:

- experience in developing/building large content volume, enterprise websites
- the experience and past work of the CMS developers that would be doing the actual work
- the proposed high level testing process that the Potential Supplier proposes
  - The hard deadline of this project will not allow for the Commission to be doing extensive testing for the Supplier.
  - The Supplier must complete thorough testing so dedicated Testers should be included in your proposal. Please indicate the number of Developers and Testers your proposal includes.
- proven success in similar projects that require a high level of data security
- value for money
- the proposed approach to our specific needs
- how much content migration support is included in your proposal
  - we have a short amount of time to process 8000 into new templates. Please indicate how many support hours your proposal includes on processing/migrating content.

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<sup>3</sup> Refer to the document titled "CMS demonstration.docx" for instructions.

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### A.A.2(a) Standards

- (i) Potential Suppliers must ensure that any goods and services proposed are capable of complying with all applicable Australian standards (or in its absence an international standard) including any requirements or standards specified in this Statement of Requirement. Potential Suppliers should note that they may be required to enable the Customer, or an independent assessor, to conduct periodic audits to confirm compliance with all those standards.
- (ii) Potential Suppliers must ensure that any website, associated material and/or any online publications (where applicable) comply with the Web Content Accessibility Guidelines available at: <https://www.w3.org/WAI/standards-guidelines/wcag/>.
- (iii) Publications and reports (if any) must be drafted to comply with the current version of the Customer's Style Manual.
- (iv) The successful Supplier will be required to:
  - (A) provide the proposed goods and services with due care and skill and in accordance with best practices, including any relevant Commonwealth and industry standards and guidelines;
  - (B) ensure that the proposed goods and services and material are fit for the purpose for which they are provided;
  - (C) liaise with the Customer, provide any information the Customer may reasonably require and comply with any reasonable directions of the Customer;
  - (D) ensure that it and its personnel, when carrying out their duties and performing work required to achieve the Requirement, do not:
    - (i) cause any unreasonable or unnecessary disruptions to the routines, procedures and responsibilities of the Customer; or
    - (ii) damage the reputation of the Customer.

### A.A.2(b) Additional Security and Safety Requirements

The safety and security requirements associated with the Assured certification level, of the [Hosting Certification Framework](#), must be complied with.

### A.A.2(c) Work Health and Safety

The Supplier must comply with all Customer policies and procedures in relation to work health and safety.

### A.A.2(d) Delivery and Acceptance

The Customer must accept or reject any deliverables under the Contract in accordance with the Commonwealth Contract Terms [Clause C.C.11].

<b>Item / Milestone /Description</b>	<b>Delivery Address</b>	<b>Delivery Date</b>
Discovery and briefing to be completed	N/A	January 2025

## Schedule 1 - Statement of Requirement

<b>Item / Milestone /Description</b>	<b>Delivery Address</b>	<b>Delivery Date</b>
Start Development	N/A	January 2025
25% of development completed	N/A	7 February 2025
50% of development completed	N/A	14 March 2025
75% of development completed	N/A	22 April 2025
100% of templates to be built in the CMS (including testing, UAT and remediation)	N/A	02 June 2025

### **A.A.2(e) Meetings**

The Supplier is required to attend meetings as follows:

- Up to three one-hour project meetings per week for the length of the contract.
  - The Supplier can attend these meetings via Teams.
  - A project manager and the Lead Designer(s) or Developer(s) would need to attend as required
  - The supplier to provide estimates for Jira tickets.
- Daily (weekdays only) scrum meetings (up to 30 minutes long) where progress on stories and Jira tasks are reviewed.

### **A.A.2(f) Facilities and Assistance Offered by the Customer**

The Commission will:

- Discuss our security needs and provide adequate briefing and requirements: there will be a full time Commission Project Manager providing:
  - Requirements support
  - Briefing documents
  - Single point of contact for the Commission
  - Co-ordinating Commission resources (if needed)
  - Managing the approval processes with Commission stakeholders
  - Planning assistance
  - Priority setting
  - Testing assistance
  - Evaluating requirements completion
- The Commission's in-house Lead Developer, that has been managing the current websites for over 3 years, can provide advice and answer questions on the current state of our CMS implementations (however no development work can be allocated to our developer as part of this project).

## Schedule 1 - Statement of Requirement

- If applicable, update our domain name servers (DNS) to point to the Seller's hosting environment.
- Provide direction and advice on website migration.
- Provide access to the Commission's technical resources that can support the integration of Single Sign On with the selected CMS.
- Complete UAT **after** the successful suppliers' Testers has completed their testing reviews and checklists.

### **A.A.2(g) Customer Material**

The Customer will provide access to:

- Google Analytics,
- Hotjar,
- the [Commission's Strategic Plan](#),
- six persona documents,
- a proposed IA for the new website,
- the findings of research recently completed research regarding the usability of our current website, and
- Google Analytics and Data Layer requirements (see file named "Data\_Layer\_Requirements.docx").

### **A.A.3 Approach to Market (ATM) Distribution**

#### **Distribution via AusTender**

This ATM and any updates (distributed via AusTender) are subject to [AusTender Terms of Use](#). AusTender is the Australian Government's procurement information system. Access to and use of AusTender is subject to those terms and conditions. In participating in this ATM process, Potential Suppliers must comply with those terms and conditions and any applicable instructions, processes, procedures and recommendations as advised on AusTender.

### **A.A.4 Lodgement Method**

#### **AusTender**

Responses must be lodged electronically via AusTender before the ATM Closing Date and Time and in accordance with the Response lodgement procedures set out in this ATM documentation and on AusTender.

All queries and requests for technical or operational support must be directed to the AusTender Help Desk. Contact details are available on the [Contact Us](#) page of the AusTender website.

The Closing Time will be displayed on the relevant AusTender webpage together with a countdown clock that displays, in real time, the time left until Closing Time (for more information refer to the [AusTender Terms of Use](#)).

For the purpose of determining whether a Response has been lodged before the Closing Time, the countdown clock will be conclusive.

#### **Response File Format, Naming Convention and Size**

The Customer will accept Responses lodged in the following formats:

- Microsoft Word (.docx)
- PDF (.pdf)

The Response file name/s should:

- a) incorporate the Potential Supplier's full legal organisation name; and
- b) reflect the various parts of the bid they represent (where the Response comprises multiple files).

Response files must not exceed a combined file size of 5 megabytes per upload.

Responses must be completely self-contained. No embedded files can be included. No hyperlinked or other material may be incorporated by reference.

### **A.A.5 Customer's Contact Officer**

For all matters relating to this ATM, the Customer's Contact Officer is:

Name:	Tim McQueen
Telephone:	+61 2 9284 9652
Email:	Web.Requests@humanrights.gov.au

**Commonwealth Approach to Market (ATM) Terms**

**A.B.1 Background**

- 1.1 Some terms in this document have been given a special meaning. The meanings are set out either in the Commonwealth Contracting Suite Glossary and Interpretation, the CCS ATM or the draft Commonwealth Contract.
- 1.2 Any queries or complaints regarding this ATM must be directed to the Customer’s relevant contact officer listed in the Statement of Requirement.
- 1.3 The Customer may:
  - a) amend or clarify any aspect of this ATM, prior to the Closing Time, or
  - b) suspend the ATM process or issue a Public Interest Certificate prior to Contract execution,
 by issuing an addendum to the ATM in the same manner as the original ATM was distributed or, where this is not possible, issuing a notice to all Potential Suppliers.
- 1.4 No contract will exist until the Contract is executed by the Customer. The Customer, acting in good faith, may discontinue this ATM; decline to accept any Response to this ATM or issue any contract; or satisfy its requirements separately from this ATM process.
- 1.5 Participation in this process is at the Potential Supplier’s risk and cost.

**A.B.2 Precedence of Documents**

- 2.1 If there is inconsistency between any of the parts of this ATM, the following order of precedence will apply:
  - a) CCS ATM – Statement of Requirement
  - b) CCS ATM Response Form
  - c) CCS ATM Annexes (if any)
  - d) Commonwealth ATM Terms
  - e) Additional Contract Terms (if any)
  - f) Commonwealth Contract Terms
  - g) draft Commonwealth Contract (if any), and
  - h) CCS Glossary and Interpretation,
 so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

**A.B.3 Referenced Material**

- 3.1 The Customer will make available the Customer’s Material (if any) referenced in this ATM. Potential Suppliers are responsible for obtaining all other Referenced Material (if any).
- 3.2 Potential Suppliers are responsible for considering Referenced Material in framing their Response.

**A.B.4 Lodging a Response**

- 4.1 By lodging a Response, Potential Suppliers agree:
  - a) that their Response is subject to these Commonwealth ATM Terms
  - b) that the Response will remain open for acceptance for ninety (90) calendar days from the ATM Closing Time, and
  - c) if successful, to sign a Contract which incorporates the Commonwealth Contract Terms.

- 4.2 When lodging a Response, Potential Suppliers must:
  - a) lodge their Response as specified in the Statement of Requirement using the CCS ATM Response Form provided (if any) without changing the structure or formatting of the response form
  - b) comply with any conditions for participation and ensure their Response complies with any minimum content and format requirements set out in the Statement of Requirement
  - c) ensure the Response is in English, and
  - d) ensure that prices quoted:
    - i. are in Australian currency
    - ii. show the GST exclusive price, the GST component (if any) and the GST inclusive price
    - iii. are inclusive of GST and all other taxes, duties (including any customs duties) and any government charges imposed or levied in Australia or overseas, and
    - iv. unless identified in the Potential Supplier’s Response, include any and all other charges and costs and be the maximum payable by the Customer under the Contract.
- 4.3 The Customer may decline to consider a Response that is unable to be read or contains alterations, erasures, illegibility, ambiguity or incomplete details.
- 4.4 Potential Suppliers may submit Responses for alternative methods of addressing the Customer’s Requirement described in this ATM, where the option to do so was stated in the ATM or agreed in writing with the Customer prior to the Closing Time. Potential Suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.
- 4.5 Potential Suppliers and their officers, employees, agents, advisors and proposed subcontractors must not engage in any collusive, anti-competitive or any other similar conduct with any other Potential Supplier or person, or offer any unlawful inducements in relation to their Response or this ATM process.
- 4.6 The Customer will only extend the Closing Time in exceptional circumstances and, if extended, the extension will apply equally to all Potential Suppliers. The Customer will not consider any Responses received after the Closing Time specified in this ATM unless the Response is late as a consequence of the Customer’s mishandling.
- 4.7 Prior to execution of a contract, the Customer may seek clarification or additional information from, and enter into discussions and negotiations with, any or all Potential Suppliers in relation to their Response. In doing so, the Customer will treat all Potential Suppliers equitably and not allow any Potential Supplier to substantially alter their Response.
- 4.8 If any Conflicts of Interest arise during the evaluation period, Potential Suppliers must notify

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the Customer immediately and comply with any reasonable directions issued by the Customer. All communications must be confirmed in writing.

**A.B.5 Evaluation**

- 5.1 The Customer will evaluate Responses in accordance with the ATM and consistent with the *Commonwealth Procurement Rules* to determine the best value for money outcome for the Customer.
- 5.2 The Customer will exclude from consideration any Response that does not meet the minimum content and format requirements and the conditions for participation (if any) as set out in the Statement of Requirement.
- 5.3 The criteria for evaluation are the:
  - a) extent to which the Potential Supplier's Response meets the Customer's Requirement set out in this ATM
  - b) extent to which the Potential Supplier demonstrates its capability and capacity to provide the Requirement, and
  - c) whole of life costs to be incurred by the Customer. Evaluation will take account of the quoted price and any costs that the Customer will incur as a result of accepting the Potential Supplier's Response.
- 5.4 Unless stated otherwise in the Approach to Market documentation, the above three (3) criteria for evaluation will be of equal importance.
- 5.5 The Customer may at any time exclude a Response from consideration if the Customer considers that the Response is clearly not competitive.
- 5.6 Potential Suppliers should note that the Commonwealth's *Indigenous Procurement Policy* (IPP) will apply to the Customer in respect of this procurement. During evaluation, the Customer may favourably consider the Potential Supplier's ability to assist the Customer to meet its IPP obligations. More information is available at <https://www.niaa.gov.au/indigenous-affairs/economic-development/indigenous-procurement-policy-ipp>.
- 5.7 If requested by the Customer, the Potential Supplier must be able to demonstrate its ability to remain viable for the duration of the Contract and must promptly provide the Customer with such information or documentation as the Customer reasonably requires.
- 5.8 The Customer reserves the right to contact the Potential Supplier's referees, or any other person, directly and without notifying the Potential Supplier.
- 5.9 The Customer will notify all Potential Suppliers of the final decision and, if requested, will debrief Potential Suppliers following award of the Contract.

**A.B.6 Reporting Requirements**

- 6.1 Potential Suppliers acknowledge that the Customer is subject to legislative and administrative accountability and transparency requirements including disclosure to Parliament and its Committees.

- 6.2 Without limiting the Customer's right to disclose other information, for any contracts awarded, the Customer may publicly disclose the Supplier's name, postal address and other details about the Contract, including contract value.
- 6.3 Potential Suppliers acknowledge that the Customer may disclose the names of any Subcontractors engaged in respect of the Contract. Potential Suppliers should also note the requirements of the *Freedom of Information Act 1982* (Cth).

**A.B.7 Confidentiality of Potential Supplier's Information**

- 7.1 Potential Suppliers should note that, if successful, parts of their Response may be included in a subsequent Contract. Potential Suppliers must identify and justify any aspects of their Response or the proposed Contract that they consider should be kept confidential.
- 7.2 Potential Suppliers should note that the Customer will only agree to treat information as confidential in cases that it considers consistent with Australian Government legislation and policies. In the absence of such an agreement, Potential Suppliers acknowledge that the Customer has the right to publicly disclose the information.

**A.B.8 Criminal Code**

- 8.1 Potential Suppliers acknowledge that the giving of false or misleading information to the Commonwealth is a serious offence under section 137.1 of the schedule to the *Criminal Code Act 1995* (Cth).
- 8.2 Potential Suppliers must ensure that any intended Subcontractors participating in the Potential Supplier's Response are aware of the information in this clause.

**A.B.9 Personal Information**

- 9.1 Potential Suppliers agree to provide the Customer, or its nominee, relevant Personal Information relating to the Potential Supplier, its officers, employees, agents or Subcontractors, for the purposes of preventing, detecting, investigating or dealing with a fraud or security breach relating to this ATM. When providing Personal Information to the Customer, the Potential Supplier warrants that they will have obtained consent or provided reasonable notification in accordance with the *Privacy Act 1988* (Cth).

**A.B.10 Compliance with the Commonwealth Supplier Code of Conduct**

- 10.1 If requested by the Customer, Potential Suppliers should provide information in their Response demonstrating that they have the appropriate policies, frameworks, or similar, in place to comply with the Code.
- 10.2 The Customer may take into account a Potential Supplier's ability to comply with the Code in evaluating the Potential Supplier's Response.

Commonwealth Approach to Market (ATM) Terms



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## Schedule 3 – Response to Approach to Market

### Before completing this form read the information below:

#### Instruction to Respondents:

The Supplier is the business entity who will contract with the Commission if their Response is successful. If you are the preferred Supplier and are an individual without an ABN, and do not meet the Australian Taxation Office's (ATO) definition of an independent contractor, you may be offered a different form of contract OR we may not be able to contract with you. Before completing this Response, notify the *Customer's Contact Officer* (Schedule 1 - A.A.5) to enable them to seek advice.

For further guidance refer to the ATO website at: <https://www.ato.gov.au/Calculators-and-tools/>

Instructions to assist Respondents to complete their Response have been included throughout this form.

#### Prior to submitting your response, you should remove all Instructions and Handy Hints

#### Instruction to Respondents:

You should use this form to submit your Response. You can submit a Response in an alternative format, provided you address all relevant criteria.

By submitting a Response, you agree to comply with the Commission Approach to Market Terms at Schedule 2.

In this Response, be as concise as possible while including any and all information that you want the Commission to consider. Do not assume that the Commission has any knowledge of your abilities, experience or personnel.

Participation is at your sole risk and cost. This is a competitive process, and your organisation may incur costs in participating. If you are not successful, you will be unable to recoup those costs.

#### Handy Hints

When completing this form, provide all information requested and submit the form as required in *Lodgement Method* (Schedule 1 – A.A.4).

The Commission will assess all Responses received by the *ATM Closing Date and Time* and compare them to determine which Respondent has proposed the best value for money outcome for the Commission. In making this decision, the Commission will consider:

- (a) which Response best meets the Commission's Requirement;
- (b) whether the Respondent has proven capacity to provide the Commission's Requirement; and
- (c) the total cost the Commission will incur in accepting the Respondent's proposal.

### Schedule 3 – Response to Approach to Market

The successful Respondent will have demonstrated its ability to provide the best value for the Commission. This will not necessarily be the lowest price. For further details on how value for money is assessed, refer to paras. 4.4-4.6 of the Commonwealth Procurement Rules available at:

<https://www.finance.gov.au/government/procurement/commonwealth-procurement-rules>.

If your organisation is unsuccessful with this submission, you may request a debrief to assist with future submissions. The *Commission's Contact Officer* can arrange this for you.

## Schedule 3 – Response to Approach to Market

### Part 1 - Respondent's Details

#### **Instruction to Respondents:**

*Provide the following details which will appear in any contract with the Commission. These details should be for the legal entity that would be the Supplier under the Contract.*

Full legal business name:		
Registered business address:		
ABN:		
ACN:		
ARBN:		
Web address:		
Legal entity type:	<input type="checkbox"/> Company <input type="checkbox"/> Partnership <input type="checkbox"/> Individual / Sole Trader <input type="checkbox"/> Sole Director Company <input type="checkbox"/> Trust (see note below) <input type="checkbox"/> Educational Institution (see note below) <input type="checkbox"/> Other (specify)	
<p><i>Note for Trusts: If the Potential Supplier is <b>trading as a trust</b>, please provide details of the relevant trust (and trustee) including a copy of the relevant trust deed (including any variations to that deed) as an attachment to this Response.</i></p>		
<p><i>Note for Educational Institutions: If your Response is successful, prior to entering a Contract you will be required to provide details of any enabling legislation as well as details of any delegations or other authorisations that are relevant to the execution of a contract.</i></p>		
Has your organisation, or where relevant any of its directors, ever had a judicial decision against them (not including decisions under appeal) relating to employee entitlements or engaged in practices that have been found to be dishonest, unethical or unsafe?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, what was the date of discharge?	DD/MM/YY	

### Schedule 3 – Response to Approach to Market

<i>The Supplier acknowledges that the giving of false or misleading information to the Commonwealth is a serious offence under section 137.1 of the schedule to the Criminal Code Act 1995 (Cth).</i>		
<i>*Note: The Customer cannot enter a contract with a supplier who has an undischarged judicial decision relating to employee entitlements.</i>		
Is your organisation classified as a 'relevant employer' under the Workplace Gender Equality Act 2012 (the WGEA Act)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, you are required to provide a current letter of compliance with the WGE Act prior to contract. Have you provided a letter of compliance with this Response?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>*Note: Where the Supplier is a relevant employer, the Supplier must provide evidence that it complies with its obligations under the WGE Act before commencement of any Contract and annually thereafter for the duration of the Contract. If the Supplier becomes non-compliant with the WGE Act during the course of the contract, the Supplier must notify the Customer's Contact Officer. Compliance with the WGE Act does not relieve the Supplier from its responsibilities to comply with its obligations under the Contract.</i>		
Is your organisation: <ul style="list-style-type: none"> <li>• 50% or more Indigenous owned?</li> <li>• a joint venture that is 50% or more Indigenous owned which can demonstrate equal indigenous representation and involvement in the management of the joint venture?</li> </ul>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, is your organisation registered on Supply Nation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>If not, please provide a certificate or letter from a recognised Indigenous organisation such as Land Council, Indigenous Chamber of Commerce or Office of the Registrar of Indigenous Corporations verifying Indigenous ownership.</i>		
Is your organisation required to report under the Modern Slavery Act 2018 (Cth) (the MSA)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>If yes, you are required to provide a copy of your most recent annual modern slavery statement.</i>		
Has the statement been signed off by a board member or equivalent?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Has the statement addressed the seven mandatory criteria in the MSA?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

<b>Schedule 3 – Response to Approach to Market</b>
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**Contact Officer**

For all matters relating to this Response, the Respondent's Contact Officer will be:

Name:

Position title:

Telephone:

Mobile:

Email:

Postal Address:

**Address for Notices** (if different from the Contact Officer):

Name:

Position title:

Email:

Postal Address:

**Contract Manager** (if different from the Contact Officer)***Instruction to Respondents:***

*Respondents should provide the requested details of the person they propose to be their Contract Manager if a contract is awarded. That person will be responsible for general liaison with the Commission and accepting and issuing any written notices for that Contract.*

Name:

Position title:

Telephone:

Mobile:

Email:

Postal Address:

**Schedule 3 – Response to Approach to Market****Part 2 - Executive Summary*****Instruction to Respondents:***

*Provide a brief (less than 1 page) Executive Summary of your proposal highlighting any key aspects.*

## Schedule 3 – Response to Approach to Market

### Part 3 – Ability to meet the requirement

#### Detailed proposal to meet the Commission's requirement

##### ***Instruction to Respondents:***

*The information you provide in this section will be considered in evaluating the extent to which this Response meets the Commission's Requirement. Be as concise as possible. Do not provide general marketing material that does not relate to the Requirement.*

*Provide a detailed description of your proposal to supply the Commission's Requirement, including any delivery methodology.*

*If there are any Mandatory Conditions of Participation you should specifically respond to them here. If you are unable to meet any Mandatory Conditions of Participation your Response will be excluded from consideration*

#### **Handy Hint**

This is your opportunity to convince the Commission that your organisation understands the Commission's requirement and can deliver it to a high standard. This is the place to highlight your competitive advantage as well as any special or unique features of your proposal. Depending on the Requirement, your organisation's response could propose a detailed project plan including project milestones and completion dates; timeframes; quality standards or performance indicators which demonstrate success or progress. It could also detail any critical issues or key delivery risks of which the Commission should be aware.

Do not rely solely on your organisation's reputation as the Commission can only consider information you provide in this submission – this *Response to ATM* is the opportunity to promote your organisation.

## Schedule 3 – Response to Approach to Market

### Part 4 - Respondent's Proven Capacity

#### Statement of Skills and Experience

##### **Instruction to Respondents:**

*The information you provide in this section will be considered in evaluating your organisation's proven capacity to meet the Commission's Requirement. Provide clear, concise details of your relevant abilities to deliver what you have proposed above. This is your opportunity to prove to the Commission that you can meet the Commission's requirement to a high standard.*

**Be sure to include** the following details:

- *how many senior Content Management System (CMS) developers you employ full time, how much experience they have working on large CMS projects, and where they are located,*
- *whether you have an established in-house testing process that involves dedicated testers,*
- *previous examples of website development work that met WCAG 2 AA 2.1 accessibility standards*
- *how long you have been providing CMS development services for, and*
- *whether you offer a managed CMS maintenance services (CMS core updating, security patches and module updates if applicable).*

#### **Handy Hint**

This is your opportunity to highlight any unique capabilities.

Depending on the requirement, this could include a detailed description of your recent experience in successfully supplying a similar requirement for goods or services. It could also include your organisation's expertise in this field, brief information about your personnel (highlighting relevant expertise and experience), details of relevant intellectual property or unique products used.

## Schedule 3 – Response to Approach to Market

### Specified Personnel

#### **Instruction to Respondents:**

Usually, it will not be necessary to include Specified Personnel. However, if your proposal has referenced the skills of specific personnel provide details in the table below. Include their role, the percentage of the project that they will complete (the total of all specified personnel cannot exceed 100%) and if relevant, their current Commonwealth Government security clearance. Only propose Specified Personnel where you can reasonably expect them to perform the roles nominated.

Also include the same details for any subcontractor personnel, if applicable.

Add extra lines to the table if required. If no Specified Personnel are proposed insert “Not Applicable” in the table.

#### **Handy Hint**

Where the person proposed is a recognised expert in their field and the quality of your proposal relies on their expertise, they must be specified in the table below. Only include names for Specified Personnel where their unique skills are relevant or a security clearance is required to perform a particular role. You may also attach CVs for Specified Personnel

However, where you have a number of staff who could perform a particular role, include details of the position/role, and the % of the project time which this role will perform. In these circumstances it would not be necessary to name the person. The % Time column is the % of the total project time each specified person/role will provide.

<b>Position/Role</b>	<b>% Time</b>	<b>Name</b>	<b>Current level of Security Clearance (If applicable)</b>
<b>Total all project personnel</b>	<b>100%</b>		

## Schedule 3 – Response to Approach to Market

### Subcontractors

#### **Instruction to Respondents:**

*Provide details of each subcontractor organisation you propose to use below. If no subcontractors are proposed write “Not Applicable”.*

*Note that the Commission is required to publicly disclose information about subcontractors.*

Full legal business name:	
Registered business address:	
ABN / ACN / ARBN:	

### Scope of works to be subcontracted

#### **Instruction to Respondents:**

*Respondents must identify the roles or the specific parts of the contract each subcontractor will perform. If no subcontractors are proposed write “Not Applicable”.*

#### **Handy Hint**

The Supplier remains solely responsible to the Commission for all obligations under the Contract and therefore is responsible for subcontractor performance and management. The Supplier must ensure that any subcontract the Supplier enters into for the purpose of fulfilling their obligations under the Contract imposes any necessary obligations on the subcontractor (including this requirement in relation to subcontracts).

If you are intending to include subcontractors, read and understand what your obligations would be under the *Commonwealth Contract Terms*; including in particular the obligations set out in *Subcontracting* [C.C.10]; *Criminal Code* [C.C.22.E]; *Compliance with Laws* [C.C.21] and *Access to Supplier’s Premises and Records* [C.C.22.A].

### Schedule 3 – Response to Approach to Market

#### Conflict of Interest

##### Handy Hint

A *perceived* Conflict of Interest is one in which a reasonable person would think that the person's judgement and/or actions may be compromised.

It is important that the Respondent notify the Commission immediately if an actual, perceived or potential conflict of interest arises or may arise after the Response has been submitted or during the Contract period.

Would a real or perceived conflict of interest exist, or a potential conflict arise, if the Respondent, or where applicable the subcontractor, entered into a contract with the Commission?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, include full details and strategies to manage the conflict here:		
Has this Response been prepared with any assistance from a current or former employee of the Commission?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, include full details and strategies to manage the conflict here:		

## Schedule 3 – Response to Approach to Market

### Referees

#### ***Instruction to Respondents:***

*Provide daytime contact details for three (3) referees who can attest to your capacity to meet the Commission's requirement. Note that the Commission reserves the right to contact the Respondent's referees, or any other person, directly and without notifying the Respondent as set out in the Commission Approach to Market Terms, at Schedule 2.*

#### **Handy Hint**

A reference is stronger if your organisation and/or specified personnel has recently provided the referee with similar Goods or Services.

It is also good practice to make sure that any referees nominated are aware they might be contacted.

<b><i>Referee Name</i></b>	<b><i>Position/Company</i></b>	<b><i>Phone No</i></b>	<b><i>Email Address</i></b>

## Schedule 3 – Response to Approach to Market

### Additional Information

#### **Instruction to Respondents:**

*Are there additional details relevant to this proposal that you have not already included but want the Commission to consider? Any information included here should be relevant to this proposal and be as concise as possible.*

#### **Handy Hint**

Respondents may use this opportunity to identify any pre-existing intellectual property or unique methodology. This section should not be used to include generic marketing information that is not specific to the Requirement.

### Confidentiality of Respondent's Information

#### **Instruction to Respondents:**

*Respondents must identify, in the table below, any aspects of their Response that they consider should be kept confidential, with reasons. If none, complete the table with "Not Applicable".*

*The Commission will only agree to treat information as confidential in cases that meet the Commonwealth's guidelines (available at*

*<https://www.finance.gov.au/government/procurement/buying-australian-government/confidentiality-throughout-procurement-cycle> and which the Commission*

*considers appropriate. In the absence of the Commission's agreement, the Commission has the right to disclose any information contained in the Response.*

*Add extra lines to the table as required.*

<b>Information in the Response considered to be confidential</b>	<b>Reasons for requesting confidentiality</b>

## Schedule 3 – Response to Approach to Market

### Part 5 – Total Costs to be incurred by the Commission

**Instruction to Respondents:**

The information you provide in this section will be considered in assessing the total costs the Commission will incur if it accepts your Response.

**Pricing**

**Fixed Fees and Charges**

**Instruction to Respondents:**

Fill out the table below including fixed prices for each item. These fixed prices must include any taxes, duties and any other government charges which may be imposed or levied in Australia or overseas. Add extra rows to the table if required.

Milestone Description	Price (GST Exclusive)	GST component	Total Price AUD (GST Inclusive)
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
<b>Total Fixed Price for Goods or Services</b>			\$

**Instruction to Respondents:**

In the space below, explain how the above prices would be adjusted, if at all, if a contract variation (for either an increase or a decrease for the Goods or Services) or if an extension is awarded.

**Handy Hint**

Some examples of information which could be included for pricing contract extensions are: for variations, a cost per unit for additional goods; for extensions, unit prices will remain the same or unit prices will be adjusted in line with an appropriate (specified) pricing index.

## Schedule 3 – Response to Approach to Market

### Variable Fees and Charges

#### **Instruction to Respondents:**

*Include only those variable charges which are not included in the prices quoted above. An example of a variable charge could be a delivery fee for split deliveries where the total number of deliveries are not able to be calculated in advance. Add extra rows to the table if required.*

*If none, leave this table blank.*

<b>Description / Comments</b>	<b>Cost (GST Exclusive)</b>	<b>GST component</b>	<b>Total cost AUD (GST Inclusive)</b>
	\$	\$	\$
	\$	\$	\$
<b>Total Variable Costs (additional to above)</b>			<b>\$</b>

#### **Instruction to Respondents:**

*In the space below, explain how the above Variable Fees and Charges would be adjusted, if at all, if a contract variation (for either an increase or a decrease for the Goods or Services) or if an extension is awarded.*

#### **Handy Hint**

Some examples of information to be included for pricing contract extensions are: for variations, a cost per unit for additional goods; for extensions, the unit prices will remain the same or unit prices will be adjusted in line with an appropriate (specified) pricing index.

## Schedule 3 – Response to Approach to Market

### Proposed Payment Schedule

#### **Instruction to Respondents:**

*Only complete this table if you are proposing that progress payments be made. If there are no progress payments, leave this table blank.*

*Do not propose a payment schedule that reflects more than the value of the milestones or deliverables achieved at any stage.*

*Add extra lines to the table if necessary.*

#### **Handy Hint**

The total payment amount is the Total Fixed Price excluding any variable costs. If Variable Costs have been proposed the Total Payment Amount percentage will be less than 100%.

<b>Estimated Date</b>	<b>Milestone</b>	<b>Payment amount AUD GST Inclusive</b>	<b>% of Maximum Contract Price</b>
		\$	%
		\$	%
		\$	%
<b>Total Payment Amount</b>		<b>\$</b>	<b>100%</b>

## Schedule 3 – Response to Approach to Market

### Additional Facilities and Assistance

#### **Instruction to Respondents:**

*If only the Facilities and Assistance offered by the Commission in A.A.2(f) are required, insert “No additional facilities and assistance required” in the space below.*

*If no Facilities and Assistance are offered by the Commission and none are required by the Respondent, insert “Not Applicable” in the space below.*

*If the Respondent’s proposal and pricing is based on the Commission providing Facilities and Assistance in addition to what is set out in A.A.2(f), these should be stated here. Note: Any costs the Commission would incur in providing additional Facilities and Assistance will be included in the costs assessment.*

### Non-Compliance with Contract Terms

#### **Instruction to Respondents:**

*If your proposal is successful, you will be offered the opportunity to enter into a contract, based on the [Digital Sourcing Contract template \(including ICT\) Consultancy](#) (Draft Contract). Some of these terms are not negotiable as they have been designed to enable the Commission and Commission officials to comply with their legislated responsibilities.*

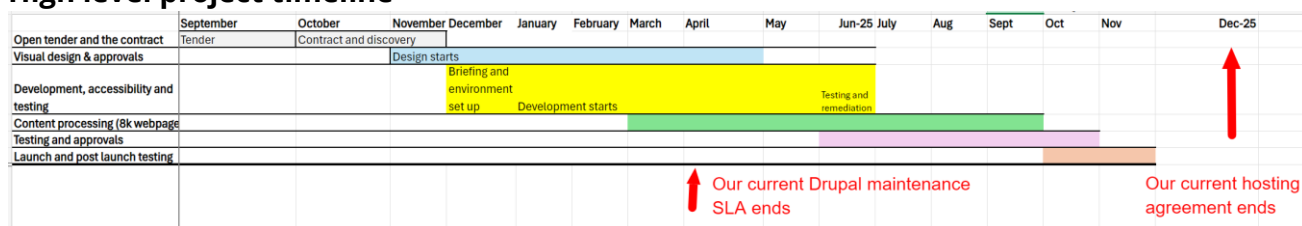
*However, some of the terms may be negotiable. If you have reasons why any of the terms in the Draft Contract should be changed, fill in the table below.*

*Add extra lines to the table if necessary.*

<b>Clause</b>	<b>Reason for non-Compliance</b>	<b>Proposed new wording</b>

## APPENDIX A: SCOPE OF SERVICES

### High level project timeline



### GENERAL

#### a) Standards

<b>Accessibility</b>	<ul style="list-style-type: none"> <li>Buyer support portals and ticketing interfaces must be accessible to the standard set out in the Web Content Accessibility Guidelines (WCAG 2.1) to a minimum level 'AA'. This standard is available at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a></li> <li>The Supplier must ensure that the digital resources and any associated material and any online publications comply with Web Content Accessibility Guidelines (WCAG 2.1) to a minimum level 'AA'. This standard is available at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a></li> </ul>
<b>Drupal Hosting standards</b>	If Drupal is your proposed CMS, then the Supplier must comply with best practices agreed to by Drupal.org <a href="https://www.drupal.org/docs/develop/standards">https://www.drupal.org/docs/develop/standards</a>

#### b) General requirements

<b>i. Applying new design templates to 8000 webpages:</b> When structured data is available, content will be processed on mass to fit the new templates, by the Supplier. A solution needs to be proposed by the Potential Supplier regarding processing/ migrating non structured content (see Table 3).
<b>ii. Development cycle:</b> The Supplier will test any work done including migration (if applicable) and managed CMS updates. Development will need to proceed through a standard development cycle with testing and UAT done at each stage.
<b>iii. Warranty and bug fixing for professional services:</b> The Supplier must provide a warranty of at least six months on their work and resolve any bugs caused by their work. Bugs will include any errors to the site, coding, functionality problems, CMS configuration problems, usability problems that make it difficult or add too many steps for editors when they are trying to edit content.
<b>iv. Security requirement:</b> Compliance with Guidelines listed in the DTA hosting certification framework (to a Certified Assured level): <a href="https://www.hostingcertification.gov.au/framework">https://www.hostingcertification.gov.au/framework</a>

## APPENDIX A: SCOPE OF SERVICES

**v. Security of data backups.** Please include details of where the Commission's backups would be kept; how are they protected; how is a restoration initiated?

### c) Requirements checklist: Security

For this and all later checklists, please indicate in your Response if your offering has these features/components included, by ticking 'Yes', 'No' or 'Qualified' and give a short explanation if necessary.

Please indicate if it is included by default in the quote cost or has separate costing.

**Optional items** - some elements we consider Optional or Extensions of the work. Please provide a cost for these if they are not included in the quote as standard. These are marked as **[Optional]** in the list of questions.

Requirements checklist: CMS Security				
(i) <b>[Optional] Additional security support:</b> Is there extra managed security monitoring and notifications available?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
(ii) <b>[Optional] URL / IP address blacklisting:</b> Does your hosting service include the Commission getting notified if/when our website domain/URL is blacklisted?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
(iii) <b>[Optional] Spamvertising:</b> Does your hosting service include the Commission getting notified if/when our website domain/URL is spamvertising?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
(iv) <b>[Optional] A file matching a malware signature or containing a URL on a domain blacklist was found on your server:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
(v) <b>[Optional] A publicly accessible configuration or backup file was found:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: CMS Security				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vi) [Optional] A plugin/module removed from the CMS repository is installed:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vii) [Optional] The firewall has been disabled:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(viii) [Optional] An administrator or editor with a weak password has been found:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ix) [Optional] You have less than 500MB of available disk space:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(x) A plugin/module or theme with a known vulnerability is installed:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xi) [Optional] Suspicious content (e.g., including a suspicious script tag) has been found on our website:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: CMS Security				
Notes:				
<b>(xii) [Optional] A blacklisted URL has been found in our content:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xiii) [Optional] A security scan was aborted due to reaching the default three hour scan time limit:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xiv) [Optional] A CMS core, plugin/module, or theme file has been modified from the CMS repository version:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xv) [Optional] Publicly accessible quarantined files were found:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xvi) [Optional] An unknown or suspicious administrator account has been found:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xvii) [Optional] A CMS core update is available:</b> Does your SLA service include addressing these notifications and the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: CMS Security				
Notes:				
<b>(xviii) Would your developers be using AI to generate any code for the Commission's new website?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xix) [Optional] Your web server exposes the document root (full path disclosure) and or a directory listing is enabled:</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xx) [Optional] An increase in DDOS attempts have been made on the Commission website (e.g. a &gt; than 50% increase in the average number):</b> Does your hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xxi) Unusually high number of CMS form submissions (more than 10 per minute):</b> Does your proposed SLA/hosting service include you responding to this as well as the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xxii) [Optional] Your site is running an unknown core version of the CMS:</b> Does your SLA/hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xxiii) [Optional] Your site is running an older version of PHP (e.g. version X or below):</b> Does your SLA/hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: CMS Security				
Notes:				
<b>(xxiv) [Optional] An abandoned CMS module is installed:</b> Does your proposed SLA/hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xxv) [Optional] A CMS module has an update available:</b> Does your proposed SLA/hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xxvi) [Optional] An editor/administrator has logged into the CMS from outside of Australia:</b> Does your proposed SLA/hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xxvii) [Optional] A significant increase in bot traffic (e.g. a &gt; than 50% increase in the average volume of bot traffic) has been detected:</b> Does your proposed SLA/hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xxviii) [Optional] "Twig Theme Debug" is enabled:</b> Does your proposed SLA/hosting service include the Commission getting notified if/when this happens?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## d) Requirements checklist: Cache support

Requirements checklist: Cache support				
<b>(i) Does the service provide caching functionality (for example Redis, Varnish or equivalent)?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: Cache support				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ii) Site speed:</b> Does your proposal/quote include optimisation features to improve site speed i.e. load times for the end user / website visitor?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iii) CMS editing interface speed:</b> Does your proposal/quote include optimisation of the editing interface to improve the speed and to reduce time lags for logged in editors making content changes?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) Performance monitoring including uptime monitoring:</b> What systems or services are included in the offering?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(v) Notifications - are notifications delivered for:</b>				
<ul style="list-style-type: none"> <li>• Patches and security updates</li> <li>• Performance metrics</li> <li>• Threats</li> <li>• Recommendations on best practice?</li> </ul>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vi) PHP optimisation:</b> Is this included? Please provide details in Notes.				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vii) [Optional] MySQL optimisation: Is this included?</b> What optimisations does the offering have for database performance				
Yes	No	Qualified	Included in cost	Extra cost (\$)

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: Cache support				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(viii) [Optional] Drupal code review:</b> Does your offering have the option of a Drupal code review? Is it a separate cost?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## e) Requirements checklist: Dev tools

Requirements checklist: Dev tools				
<b>(i) What Dev tools, or integration with dev tools, are included with the service?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ii) Bug fixing:</b> What debugging support or enhancements does your service provide for fixing CMS bugs?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iii) Testing:</b> Does your proposal include dedicated testers that would use test case scenarios, then work directly with the developers to remediate any issues found?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) [Optional] Continuous integration:</b> Does the service enhance continuous integration methods?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

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### BUILD

#### f) CMS development deliverables

The Commission requires all templates, components and elements in Table 1 to be built using in an enterprise CMS. The new website delivered must not have less functionality than the current website. See "Table 1".

#### g) Requirements: Reference Materials

**Table 1**

<b>Requirement</b>	<b>Reference Material</b>
<b>i.</b> Internal search functionality	<i>Internal Search Requirements Briefing Document.xlsx</i>
<b>ii.</b> Positive Duty pages	<p><i>Positive Duty New Website Requirements Briefing Document.docx</i></p> <p>Working examples:</p> <ul style="list-style-type: none"> <li>• <a href="https://humanrights.gov.au/positive-duty-online-form-and-resources/positive-duty-form">https://humanrights.gov.au/positive-duty-online-form-and-resources/positive-duty-form</a></li> <li>• <a href="https://humanrights.gov.au/our-work/sex-discrimination/positive-duty-sex-discrimination-act">https://humanrights.gov.au/our-work/sex-discrimination/positive-duty-sex-discrimination-act</a></li> </ul>
<b>iii.</b> Speaking from Experience pages	<p><i>SfE-Submission_form_requirements.docx</i></p> <p>Working examples:</p> <ul style="list-style-type: none"> <li>• <a href="https://humanrights.gov.au/our-work/sex-discrimination/speaking-experience">https://humanrights.gov.au/our-work/sex-discrimination/speaking-experience</a></li> <li>• <a href="https://humanrights.gov.au/our-work/sex-discrimination/speaking-experience/speaking-experience-submission">https://humanrights.gov.au/our-work/sex-discrimination/speaking-experience/speaking-experience-submission</a></li> </ul>
<b>i.</b> Conference landing page	Working example: <a href="https://humanrights.gov.au/free-and-equal-human-rights-conference-2024">https://humanrights.gov.au/free-and-equal-human-rights-conference-2024</a>
<b>ii.</b> Complaints page	<i>ICS (ICS) Website Requirements Briefing Document.docx</i>
<b>iii.</b> Human rights awards	<a href="https://humanrights.gov.au/get-involved/2024-australian-human-rights-awards">https://humanrights.gov.au/get-involved/2024-australian-human-rights-awards</a>
<b>iv.</b> Proposed templates to be designed	<i>Visual Design Templates.xlsx</i>
<b>v.</b> List of components	<i>Visual Design Components.xlsx</i>
<b>vi.</b> New colour palette of the Commission	<i>2024 colour palette.pdf</i>
<b>vii.</b> List of design elements	<i>Visual Design Elements.xlsx</i>

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<b>viii.</b> RAC Implementation Guide	<i>RAC Implementation Guide.docx</i>
<b>ix.</b> Data Layer Requirements	<i>Data_Layer_Requirements.docx</i>
<b>x.</b> CMS Requirements	<i>Jira Board Export CMS Requirements.xlsx</i>
<b>xi.</b> Requirements for a content review notification system	<ul style="list-style-type: none"> <li>• <i>Notification Alerts Briefing.pdf</i> <ul style="list-style-type: none"> <li>○ <i>Notification Alerts Project - Core Features.pdf</i></li> <li>○ <i>Notification Alerts Project - Business Logic.pdf</i></li> <li>○ <i>Notification Alerts Project - User Stories.pdf</i></li> </ul> </li> <li>• <i>Notification Alerts Requirements.xlsx</i></li> <li>• <i>Notification Alerts Process.pdf</i></li> </ul>
<b>xii.</b>	<i>Content type volume.xlsx</i>

### Content Management System

#### *(i) Versioning of content revisions*

The Commission has been using Drupal for over 10 years and all content revisions have been retained. Since the Commission has been using the same CMS for over 10 years, we currently have a full revision history of all content edits made since the asset was created including who made the content revisions and the date the revisions were made. This is important as we periodically need to go back to view the history of revisions. We can also compare the versions to pinpoint what changes were made to the content by who and when. If Drupal is not the proposed CMS then a recommendation on how to retain our 10+ years of revision history will be required. If Drupal is selected as the CMS for the 2025 iteration of the Commission website, then all this revision history would need to be carried over to the new website. If a different CMS from our current CMS (Drupal) is proposed, then the Potential Supplier must propose a solution for us to be able to retain this revision history. One option is for the Supplier to host a non-live version of our current website for us so that Commission staff can access historical versions of web content. See the example of revision history:



## APPENDIX A: SCOPE OF SERVICES

A new landing page that contains photo and video galleries	<ul style="list-style-type: none"> <li>• <a href="https://humanrights.gov.au/universal-declaration-human-rights-75-years">https://humanrights.gov.au/universal-declaration-human-rights-75-years</a></li> </ul>
A new human rights awards page	<ul style="list-style-type: none"> <li>• <a href="https://humanrights.gov.au/get-involved/2024-australian-human-rights-awards">https://humanrights.gov.au/get-involved/2024-australian-human-rights-awards</a></li> </ul>
A new conference page design	<ul style="list-style-type: none"> <li>• <a href="https://humanrights.gov.au/free-and-equal-human-rights-conference-2024">https://humanrights.gov.au/free-and-equal-human-rights-conference-2024</a></li> </ul>

### *(iii) API connections with third party systems*

**Resolve Database:** The Commission requires a new visual design for the interfaces that people use to lodge a human rights complaint with the Commission ([see the current online form](#)). The Commission also requires a solutions architect to recommend a secure solution (that would replace our current technical process) to get the form submissions securely into the third party database that the Commission uses to store complaint records (the Resolve database). A high-level diagram of our current form submission process can be requested after a Potential Supplier has signed an NDA (Confidentiality Deed - new website ATM.docx). See Table 1 Item v for high level requirements and a suggested future state of our connection between the CMS and the Resolve database.

**Career Component:** [Our jobs page](#) has content pulling in from another system. Please refer to the Cornerstone Components 17. See Table 1 Item xi for implementation guide.

### *(iv) Migration*

If Drupal is proposed as the CMS, then a full copy of the existing website would be available to be used while building the new templates. New assets can be created for the top 100 webpages as it will be important for these pages to make full use of the new design templates. For high level landing pages, the Commission does not need a full history of content revisions. For the rest of the 8000 webpages, to minimise the content rework of 8000 webpages, we would apply the new templates to the existing content. To retain the revision history, we would need to use the same Drupal assets and apply new templates at scale. If Drupal is the proposed CMS then the new website must be built on version 11 to avoid a major upgrade shortly after launch.

If Drupal is not the proposed CMS, then a solution will need to be proposed for extracting the 8,000 webpages out of Drupal and ingesting them into the new CMS at scale. This solution would need to be implemented by the successful Supplier because the Commission does not have the resources required to migrate content into a new CMS. There will not be enough resources to manually copy and paste the content into a new CMS for 8,000 webpages. Our PDFs, and other files (see Table 3), will also need to be migrated on mass by the successful Supplier and metadata would need to be retained including when the files were first uploaded in Drupal.

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**Table 3**

High level indication of content volume:

Content type	Number
Webpages	8200
PDFs	7692
HTML files	3200
Excel files	9
Word	2501
Zip files	432
Images	28420
Video files	35
Audio files	135

*(v) Applying new templates to legacy Drupal content*

If Drupal is the proposed CMS, then a solution needs to be proposed by the successful Supplier on how the Supplier would apply the new design templates to legacy webpages – while still retaining the date created, by who, and last updated date and by who. Ideally the full history of content revisions would also be retained.

*(vi) CMS Demonstration for Shortlisted Potential Suppliers*

The Commission will invite a short list of Potential Suppliers to perform a live demonstration for the Commission on 26 and 27 September 2024. Each Potential Supplier will have up to two (2) hours to perform tasks in the proposed CMS that our content editors commonly need to perform regularly. Refer to “CMS demonstration.docx” for instructions.

**h) Requirements checklist: Website build and development**

Requirements checklist: Website build / development				
<b>(i) Have you previously built at least 3 large websites that meets AA 2.1 Accessibility Standards, using an enterprise CMS?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ii) Would the developers working on this project be based in Australia?</b> Please note that: no data should be taken or stored outside of Australia. Data includes application and database containers, data backups, all files and all code.				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## APPENDIX A: SCOPE OF SERVICES

<b>(iii) Do you have at least one accessibility expert that can review and test the HTML pages to ensure compliance with AA 2.2 accessibility standards?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) Do you have at least three (3) senior Content Management System (CMS) developers employed full time and located in Australia.</b> Please note that these CMS developers must have had a minimum of three (3) years experience working on large CMS projects.				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(v) Do you offer a managed CMS maintenance services (CMS core updating, security patches and module updates if applicable)?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vi) Does your proposal include dedicated Testing professionals writing test cases/scenarios, completing checklists and testing work before it is handed over to the Commission for UAT?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vii) Meeting the deadlines of this project is critical. Describe in the notes the number of CMS developers your proposal includes and what level of seniority they are.</b>				
Notes				

**i) Requirements checklist: Migration plan and resources offered by the Supplier as part of the proposal**

<b>Requirements checklist: content migration</b>				
<b>(i) If Drupal is your proposed CMS, does your proposal include providing resources to assist with manual processing of content into the new templates? If yes how many people hours?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: content migration				
<b>(ii) If Drupal is not your proposed CMS, does your proposal include providing resources to assist with manual migration of content into the new CMS? If yes how many people hours?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iii) If Drupal is not your proposed CMS, does your proposal include importing content from our current CMS into your proposed CMS?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) If Drupal is not your proposed CMS, does your proposal include a solution for retaining the content revision history of all our webpages?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(v) If Drupal is your proposed CMS, does your proposal include applying new designs to our existing assets, plus still retaining the content revision history of all our webpages?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vi) Does your proposal include a solution for cleaning thousands of webpages that contain inline styling within the HTML? (This is a result of content being copied and pasted from word and the problem has accumulated over a decade).</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vii) If your CMS is not Drupal, does your proposal include importing the 10000+ PDFs and word docs on our current server?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: content migration				
<b>(viii) Hyperlink management and redirects of PDFs and word docs:</b> Does your proposal include you implementing a redirect plan for the thousands of existing hyperlinks to these files?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

**j) Requirements checklist: Redirect plan and resources offer by the successful Supplier as part of the proposal**

Requirements checklist: content hyperlinks and redirects				
<b>(i) Our new website will have a new IA and therefore all URLs will change.</b> Does your proposal include you implementing a redirect plan to ensure hyperlinks in our content are not broken as a result of our URLs changing?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ii) Does your proposal include implementing a redirect plan to address the broken links that will result from changing the IA and the URL structure of all pages on our website?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iii) Many hyperlinks in our CMS are based on linking to Drupal asset IDs. If Drupal is not your proposed CMS,</b> does your proposal include fixing the broken links in content that will result from changing from one CMS to another?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) Many images in our webpages refer to Drupal asset IDs. If Drupal is not your proposed CMS,</b> does your proposal include fixing the broken images that would result from changing from one CMS to another?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: content hyperlinks and redirects				
<b>(v) Does your proposal include implementing a redirect plan to ensure inbound links from other websites are not broken by the change in URL structure?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vi) If your CMS is not Drupal, does your proposal include fixing the broken references to existing Commission PDFs that would break from changing from one CMS to another?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## k) Requirements checklist: Accessibility

Requirements checklist: Development experience				
<b>(i) Have you previously built a large website that meets AA 2.1 Accessibility Standards (for the purpose of this document, a large website is the Commission website that contains over 8000 webpages, 10000 PDFs and 5000 images)</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ii) Have you been providing digital/website development services for more than 5 years?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iii) Do you have at least one accessibility expert that can review and test the webpages to ensure compliance with AA 2.2 accessibility standards?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) Does your proposal include senior Developers that are already experienced in meeting AA 2.2 Accessibility standards?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**APPENDIX A: SCOPE OF SERVICES**

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Notes:	
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## APPENDIX A: SCOPE OF SERVICES

### HOSTING

#### I) Hosting deliverables

Our main website is the only website that is in scope of this project.

Our current hosting agreement expires in December 2025 which means we have a hard deadline for the new website to launch no later than October 2025.

**The Commission's current enterprise website:** <https://www.humanrights.gov.au>

About our current enterprise website
<p><b>Content Management System:</b> Drupal 10 and PHP 8.1</p> <p><b>Database size:</b> 611MB</p> <p><b>Docroot Size:</b> 23,500MB</p> <p><b>Solr Search:</b> Yes</p> <p><b>Enterprise search:</b> Solr</p> <p><b>% of users logging in:</b> &lt;1% - authors and admins only.</p> <p><b>Email method:</b> Drupal SMTP Module</p> <p><b>Multidev support:</b> We currently have a multi-dev environment that allows a developer to fork the entire stack (code and content), work independently, and then merge the code changes back into the main master site.</p> <p><b>HTTPS/SSL:</b> We currently use Let's Encrypt. Please reference - <a href="https://www.ssllabs.com/ssltest/analyze.html?d=humanrights.gov.au&amp;hideResults=on&amp;latest">https://www.ssllabs.com/ssltest/analyze.html?d=humanrights.gov.au&amp;hideResults=on&amp;latest</a> - including all our sub domains</p> <p><b>Version control:</b> Git</p> <p><b>Local development OS:</b> Windows and Mac</p> <p><b>DNS managed by:</b> Internal IT department.</p> <p>It's currently very simple to restrict a particular environment with a password.</p> <p><b>Resource:</b> The Commission has a full-time in-house Drupal Developer that supports Drupal from a technical point of view.</p>

**Table 4**

Item	Detail	Comment
Number of Enterprise websites	1	<a href="https://humanrights.gov.au/">https://humanrights.gov.au/</a>
Preferred hosting agreement term	2 years	Please specify if we can terminate early and if so what (if any) penalties would we incur
Current CMS for the main website	Drupal 10	

## APPENDIX A: SCOPE OF SERVICES

### Hosting uptime requirements

The successful Supplier would be expected to meet the agreed uptime of at least 99.95%. These are our current uptime levels with our current hosting provider.

### m) Minimum hosting resources/requirements

At a minimum, the Commission requires the website to have a base level of resources allocated.

Minimum hosting resources/requirements	
<p><b>1 Requirements for our website</b></p>	<p><b>Data storage:</b> within Australia i.e. no data should be taken or stored offshore. This includes application and database containers, data backups, object cache servers, search index servers, and a distributed filesystem and request router.</p>
<p><b>2 Advanced Global CDN features.</b></p> <p>Our website will require an advanced CDN for the purposes of performance and security.</p>	<p><b>OSI Layer 3 and 4 DDoS Protection &amp; Mitigation:</b> Advanced Global CDN (AGCDN) provides DDoS protection and mitigation at the network (Layer 3) and transport (Layer 4) layers of the OSI model.</p> <p><b>SOC 2 Type 2 Compliance:</b> At a minimum, we require SOC 2 Type 2 compliance: third-party assurance on the conformance of your information security system with industry standards. Your SOC 2 compliance should cover basic Security and Availability Trust Services Criteria.</p> <p><b>IP Allowlisting and Blocklisting:</b> We need the ability to either allow or block access.</p> <p><b>Tor Traffic Blocking:</b> We need the ability to either allow or block malicious TOR traffic.</p> <p><b>Custom Rules and Redirects:</b> We need the ability to create custom site rules, including:</p> <ul style="list-style-type: none"> <li>• Bespoke cookie-handling</li> <li>• URL rate-limiting</li> <li>• Header modifications and filters</li> <li>• URL and query string sorting and filtering</li> </ul> <p><b>Token Authentication with JSON Web Token</b></p> <p><b>Custom Error and Maintenance Page Rules:</b> Ability to create custom error pages (for example, 404 and 503 errors) for a tailored end-user experience.</p> <p><b>Geolocation-based Actions:</b></p>

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Minimum hosting resources/requirements	
	<p>Ability to retrieve location based information about our website visitors without using a third party API, so that we can create custom rules based on location information.</p> <p><b>Device Detection and Edge Control</b></p> <p><b>Complete CDN Edge Logs:</b> Access to logs that replace basic logs, with logs that provide a complete picture of our traffic.</p> <p><b>Edge Redirects:</b> Ability to set up redirects via the CDN for multiple domain names. This would help reduce the load of our CMS.</p> <p><b>Domain Masking and Reverse Proxy</b></p> <p><b>Enterprise Blue and Green Deployment Support (nice to have):</b> Support for blue/green deployment CI/CD processes that enable continuous testing and deployment workflows and disaster recovery.</p>
3	<p>Additional CDN requirements for all websites: WAF / IO features</p> <p><b>OWASP Layer 7 and Enterprise WAF Rules:</b> We require application-layer (OSI Layer 7) protection that meets OWASP guidelines. We require a Web Application Firewall (WAF) that is tuned to our Drupal instance. We require automated notifications for XSS vulnerabilities.</p> <p><b>Efficient Image Optimization at the Edge:</b> We require automated image optimisation and caching.</p>
4	<p>Requirements specific to our main / Enterprise website Our main website is humanrights.gov.au</p> <p><b>Pages served</b> (the total number of responses generated by Drupal that is served to a visitor): Unlimited</p> <p><b>Resource allocation for monthly visitors:</b> At least 20 million.</p> <p><b>SSD Storage:</b> At least 200GB+</p> <p><b>A Global CDN</b></p> <p><b>Application memory limit:</b> At least 512MB</p> <p><b>Application containers:</b> At least 4</p> <p><b>PHP Workers:</b> Scalable.</p> <p><b>Cache and load balancing:</b></p> <ul style="list-style-type: none"> <li>• High Performance Edge Cache</li> </ul>

## APPENDIX A: SCOPE OF SERVICES

Minimum hosting resources/requirements	
	<ul style="list-style-type: none"> <li>• Object Cache</li> <li>• Load balancing of all requests</li> </ul> <p><b>Backups:</b></p> <ul style="list-style-type: none"> <li>• Automated backups that will be kept for at least 6 months</li> <li>• Ability to create manual backups.</li> <li>• Unlimited on demand backups.</li> </ul> <p><b>Uptime:</b> 99.95</p>

## n) Requirements checklist: Hosting security

Requirements checklist: Hosting Security				
<b>(i) Does your hosting service include on-going security reporting?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ii) Does your service perform periodic security reviews?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iii) Does your organisation have a vetting process for personnel that will have access to our data?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) Does your organisation have a Standards-based risk management framework?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(v) [Optional] Advanced Bot Detection and Mitigation: Can you offer the equivalent features of the following third-party plugins:</b>				
<ul style="list-style-type: none"> <li>• Shape Log Analysis</li> <li>• DataDome</li> <li>• PerimeterX</li> </ul>				
Yes	No	Qualified	Included in cost	Extra cost (\$)

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: Hosting Security				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vi) Customer Due Diligence:</b> Do you have an approach to due diligence that demonstrates how data is kept separate and secure when housing government and non- government data in the same building				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vii) Security arrangements and processes:</b> Do you ensure separation of customers areas and maintain a restricted access across the facility?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(viii) Ownership:</b> Could you demonstrate that the majority of the company is owned by low-risk entities?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ix) Control, Strategy, and Direction</b>				
In Notes: Describe the structure of the company and how parties that control the organisation will exercise decisions consistent with the Commonwealth's interests				
Notes:				
<b>(x) Ongoing Compliance:</b> For any certifications or compliance that you reference in your proposal, do you undertake ongoing compliance with the frameworks and provide the Commonwealth with continuous assurance through monitoring and reporting?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xi) Data Protection of our backups:</b> Do you offer protection for our data at rest, during processing, and in transit?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## APPENDIX A: SCOPE OF SERVICES

### CMS maintenance

#### Professional Services: Managed CMS updates

The Supplier would be expected to provide ongoing Professional CMS update services for our main website. CMS updates would include: CMS core updating, security patches (when applicable) and module updates, and a monthly report to confirm that all updates have been made and the system is fully up to date. This would include the successful Supplier completing post update testing to ensure no functionality or layouts have been negatively impacted by the upgrades. Please itemise the cost of ongoing Professional Drupal update services for our main website.

#### A streamlined solution to manage CMS hosting

Post launch, the Commission's preference is to streamline the management of the technical side of our CMS with our website hosting. There is significant time and effort currently being used to coordinate the communication between our Australian based developers and the US based hosting team. For this reason, we would like Responses to include a more streamlined/consolidated approach to CMS maintenance and CMS hosting.

#### o) Requirements checklist: CMS hosting and site support

Please indicate if any of these hosting features would not apply.

Requirements checklist: CMS hosting and site support				
<b>(i) Does your proposal offer managed CMS core updates for the Enterprise level website?</b>				
We require a managed updates service for our main website to keep it up to date with minimal interruption to end users. This will involve applying all minor CMS core upgrades, security patches, plugin/module updates, and testing these updates. This is to minimise the interference with our day-to-day operations.				
Security patches will need to be implemented within two (2) business days of their release. Standard CMS core and module updates will need to be made within 5 business days of their release. A development release cycle would need to be applied. Please provide details of your development and QA process in the Notes section below:				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ii) Security requirement:</b> Does your hosting service meet the security Guidelines listed in the DTA hosting certification framework (to a Certified Assured level): <a href="https://www.hostingcertification.gov.au/framework">https://www.hostingcertification.gov.au/framework</a>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes: What would be the cost of you adhering to the requirements of Strategic level?				

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: CMS hosting and site support				
<b>(iii) [Optional] Version control:</b> Does your hosting service work with our Github, and how does it manage Dev/Test/Live sites?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(iv) Hosting provider:</b> Is the cloud host service delivered via AWS, Azure, GCP cloud offering, or similar? Please name if different.				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(v) CDN:</b> Does the service offer a CDN?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vi) CDN Limiting:</b> Does the CDN that you're offering support geo blocking of particular webpages (such as our CMS editor login page)?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(vii) Backups - automated:</b> What automated backup solution does your service offer?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(viii) Backups - Storage and frequency:</b> What is the frequency of backups and how many instances are kept?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(ix) [Optional] Backups - deep storage:</b> Does your service provide for deep storage of older backups that are only needed for retrieval rarely?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: CMS hosting and site support				
Notes:				
<b>(x) Traffic spikes and overage:</b> Does your offering handle traffic spikes? How do these effect cost?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xi) Server configuration:</b> Does the service manage the server configuration for the proposed CMS?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xii) Encryption:</b> Is information passed to and from the cloud host encrypted by TLS and SSL?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xiii) Email:</b> We currently use the SMTP module of our CMS to manage email. Will the proposed CMS be able to send email?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xiv) Automated CMS updates:</b> Does your SLA include CMS updating, including post update testing and remediation?				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xv) Is your proposed based on your developers being based in Australia?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xvi) If Drupal is your proposed CMS, does your service offer automated site readiness checks to ensure updates can be applied safely?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)

## APPENDIX A: SCOPE OF SERVICES

Requirements checklist: CMS hosting and site support				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xvii) If Drupal is your proposed CMS, does your service offer automated code signing and verification for CMS updates?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xviii) [Optional] Does your proposal include composer integration?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xix) [Optional] A custom "A/B" bootloader so that updates are done in a separate location from the live site that will switch over when the update is successful and allow rollbacks if the update fails or introduces regressions</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				
<b>(xx) Rate limiting: Does your service offer rate limiting?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## p) Requirements checklist: Upgrades

Requirements checklist: Upgrades				
<b>(i) [Optional] Major CMS upgrades: Does your yearly SLA service include a yearly major update services e.g. upgrading from CMS v 10 to v 11?</b>				
Yes	No	Qualified	Included in cost	Extra cost (\$)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Notes:				

## q) Service Level Agreement

<b>Support</b>	(i) How many hours of support time are included in the cost? (ii) Are there different types of support hours?
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## APPENDIX A: SCOPE OF SERVICES

	<p>(iii) Is there emergency support?</p> <p>(iv) How are tickets lodged?</p> <p>(v) Is there phone support in Australia, if needed?</p> <p>(vii) What are the escalation points if tickets cannot be completed?</p> <p>(viii) Can we use support to ask for CMS advice?</p> <p>(vix) Can we use support to work on CMS bugs?</p> <p>(x) Are there any exclusions of support?</p> <p>(xi) What is the cost to purchase extra hours of support time?</p> <p>(xii) Are the support hours reduced by the regular patching and maintenance the service undertakes?</p> <p>(xiii) Is there a response time guarantee of the service?</p> <p>(xiv) If we sign for two years, is there a way that we can terminate the agreement early? If so, what would be the conditions of such an early termination?</p>
<p><b>Service level and account management</b></p>	<p>(i) Account manager</p> <p>Is there a dedicated account manager who we can phone or email if we have questions about our service and who can give us regular updates about the service?</p> <p>(ii) Non-disclosure agreement</p> <p>As an organisation engaging in human rights conciliation hearings, some of the information we collect is sensitive. We need the contract to have a confidentiality clause.</p> <p>(iii) Security policy</p> <p>Please provide the current security polices, and those of any services used that may touch our data. Especially anything that can access our database.</p> <p>(iii) Privacy statements</p> <p>Please provide your privacy statement, and those of any services used that may touch our data. Especially anything that can access our database.</p> <p>(iv) Upfront on additional costs</p> <p>In order to budget properly we need to be satisfied there are no other additional costs to be incurred, and that we need to be able to opt out of the extra services that the company develops that add cost.</p> <p>Please list any extra costs that shifting to your service may incur.</p> <p>(v) Billing</p>

**APPENDIX A: SCOPE OF SERVICES**

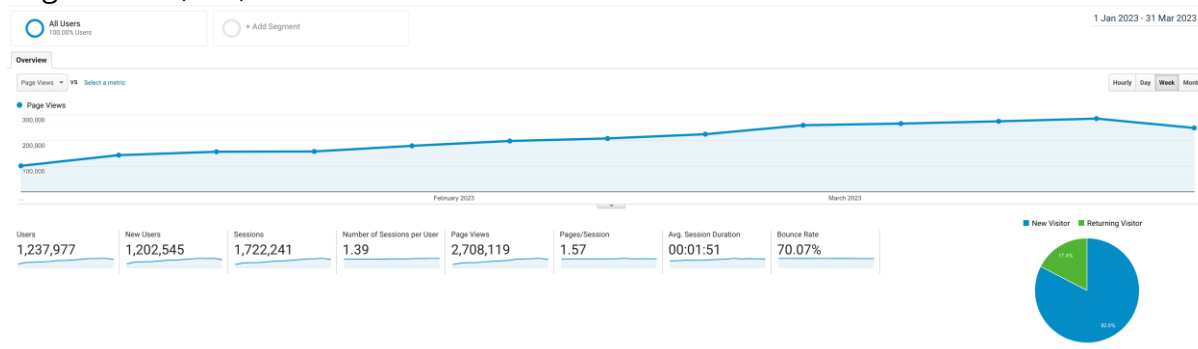
	<p>Are invoices itemised with clear detail as to which website the cost relates to?</p> <p>(vi) Billing – when start</p> <p>Does hosting billing start as soon as the site is set up, or when we make it live?</p>
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**r) Current volume of website traffic**

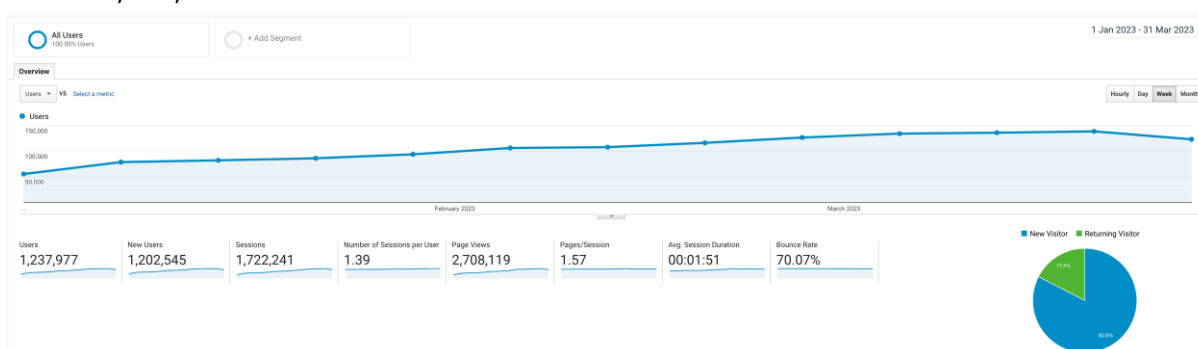
Current website traffic (Via Google Analytics)

**Q1 2023**

Pageviews: 2,800,000

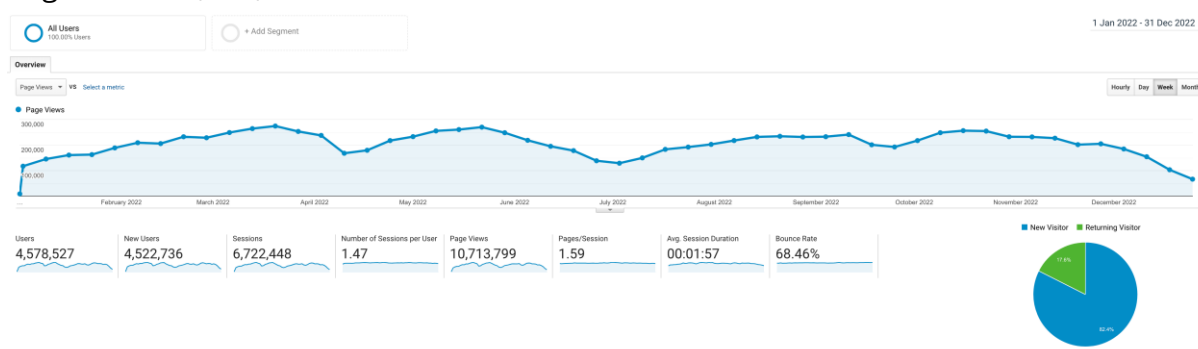


Users: 1,240,000



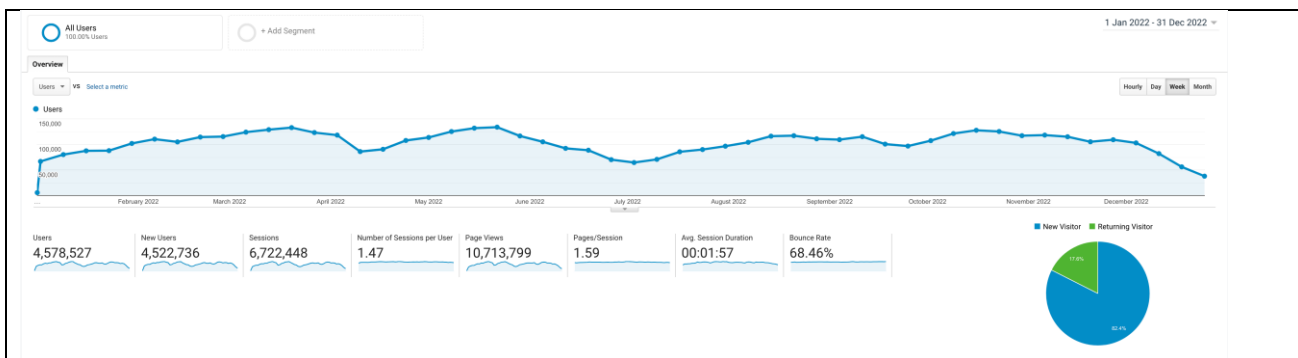
**2022**

Pageviews: 11,000,000



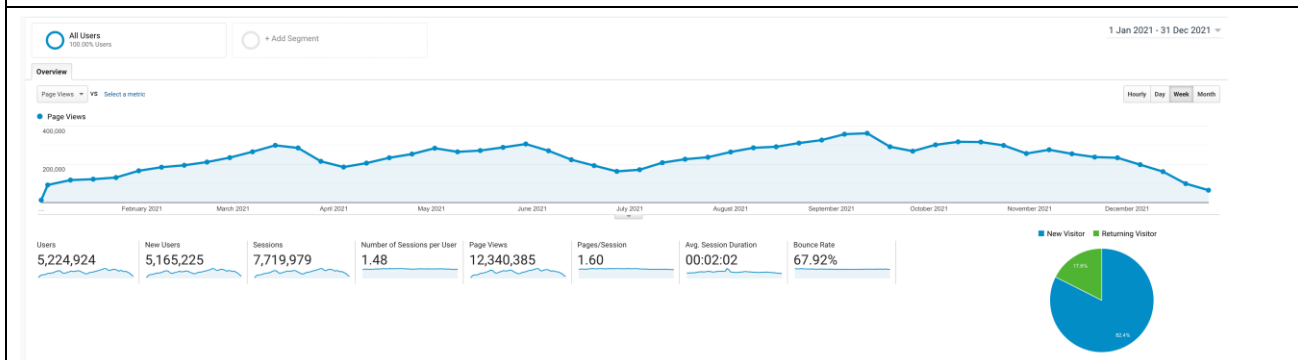
Users: 4,600,000

# APPENDIX A: SCOPE OF SERVICES



## 2021

Pageviews: 12,340,000

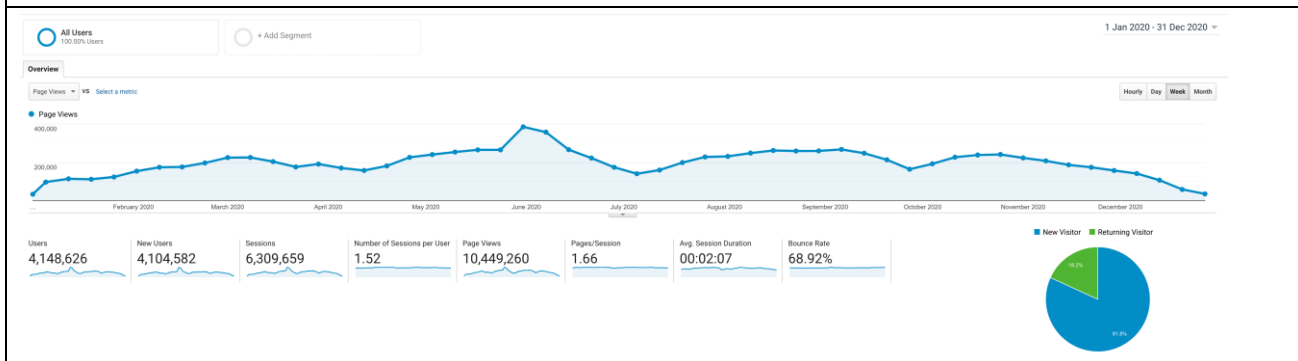


Users: 5,225,000



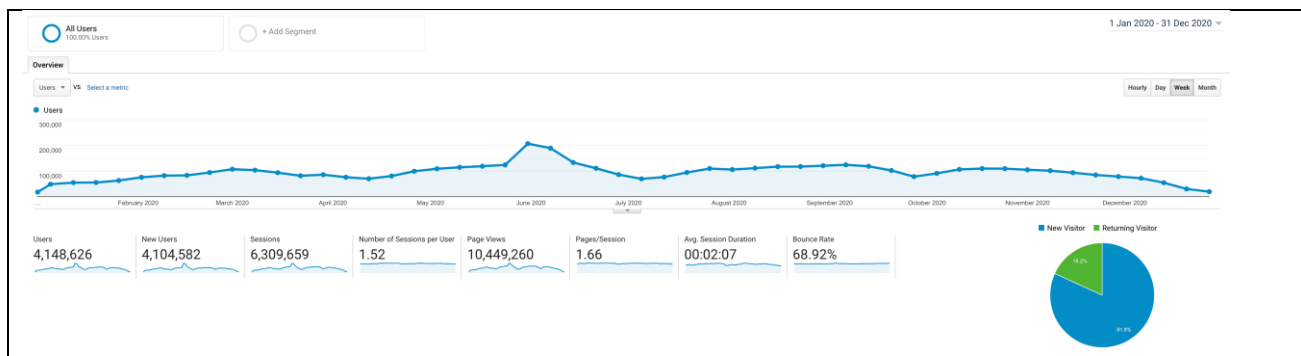
## 2020

Pageviews: 10,500,000



Users: 4,150,000

# APPENDIX A: SCOPE OF SERVICES



## 2019

### Pageviews 2019: 9,840,000



### Users 2019: 3,783,000

