# Invitation to tender

## Website and associated services

1. The Science Council is inviting tenders to develop its website and associated services.

2. You may tender for

   a. only the website development, leaving the associated services in place; or

   b. the website development plus replacing some of or all the associated services.

## About us

3. The Science Council is a membership organisation of over 30 professional bodies and learned societies, covering the breadth of the sciences – including natural sciences and mathematics; healthcare science; engineering-related sciences; and water, food and agricultural sciences. Collectively, our member organisations have over 320,000 individual members.

4. The Science Council champions high professional standards in the sciences. We do this mainly by holding professional registers for science-based occupations: Chartered Scientist (CSci), Chartered Science Teacher (CSciTeach), Registered Scientist (RSci) and Registered Science Technician (RSciTech).

5. While we do not refer to it as 'voluntary regulation', the processes associated with registration are like those required by a regulator. A key difference is that professionals must be a member of one of our member organisations if they want to join a register.

6. Our other main function is connecting our members, employers and other organisations to build a collaborative and mutually supportive community.

7. Volunteers – who are often registrants or staff from our member organisations - are key to everything we do, from our governance to delivery of workshops.

8. As of the start of 2025, the Science Council has 15 employees, of which 11 are permanent and four are fixed term. The Science Council has a serviced office in central London. The team is a mixture of full-time and part-time, home-based and hybrid home/office-working employees. The home-based employees are widely dispersed across England.

## Current situation

9. The main audiences for our website are

   a. current and potential member organisations;

   b. current and potential registrants;

   c. our volunteers;

   d. current and potential employer network members;

   e. scientists and science technicians; and

   f. the public.

10. Our current content management system is WordPress. The site was designed by an external company. We have an ongoing contract with a management company and make some design changes ourselves.

11. We have the main site – scienceouncil.org – and a second site hosted at a subdomain - technicaleducation.sciencecouncil.org. Both mainly provide information.

12. Both have limited native functionality. We have received feedback that they could be easier to navigate. Their design needs improvement. Security needs to be improved. SEO needs to be improved. It needs to be easier for our staff to update pages without much training.

13. Organisations do not apply to be members via the website. They download a form from the website and email it to us.

14. To join one of our registers, people must be a member of one of our member organisations.

    a. People apply to join a register via their professional body or directly via the Science Council.
    b. We have an online application process (CAP – common application process). This enables someone to apply to join one of our members and a register at the same time.
    c. The CAP is an online service that we deliver using FormAssembly. We link from our website to tfaforms.com. The forms link to Salesforce. Payment is taken as part of this process via Stripe and Xero.
    d. It is a complicated process with multiple paths. It requires different people in different organisations to make approvals at different stages. It retains a detailed audit trail and staff have access to a reporting system in Salesforce.

15. We advertise events via our website. People register for our events via tickettailor.com.

16. We have a password protected member only section of the website. It simply provides information and is neither well served nor well used.

17. Members of the public can search our registers via the website. The data is held in Salesforce.

18. We use:
    a. Mailchimp for newsletters and other mass communications.
    b. Outlook for some group emails, including forum members and volunteers.
    c. Survey Monkey or Microsoft Forms to conduct surveys.
    d. Padlet for online collaboration.

**Specification**

19. We are open to all suggestions, including those that would replace all or some of the current systems that are or could be linked to the website. Ideally, we would like to reduce the number of third-party services we use.

20. Our minimum requirement is:

    a.  Combine the main and technical education websites.

    b.  Improve the website design, navigation, security and SEO.

    c.  Improve the mobile experience.

    d.  A system that enables our staff to update the website with minimal training.

    e.  A password protected area that can be partitioned and tailored for

        i.  member organisations, enabling them to

- submit CSV data to our CRM system (currently Salesforce) about their members who are also on one of our registers
- make subscription payments
- sign up to join fora (special interest groups) and events
- access information
- have multiple logins with access to different resources and functions, for different staff members
- collaborate online

        ii.  volunteers, enabling them to submit their diversity monitoring information, access information and respond to opportunities

        iii.  employer network members, enabling them to make subscription payments, sign up to forums and access information; and

        iv.  Science Council staff, enabling them to access information, in lieu of an intranet.

    f.  Full events management, including taking payments. We use Microsoft Teams and Zoom for online events. We host online and in person events that are open to all (free and paid) and others that are private for members (free).

21. In addition to our minimum requirement, we are interested in tenders that would achieve some or all of the following:

   a. Make sure we have a CRM that is the best fit for us.

   b. Improve the data we hold about our stakeholders and our understanding of them and how they interact with us.

   c. Automate membership applications, including taking payments via Xero.

   d. Give us the ability to manage marketing and other communications, such as newsletters and alerts.

   e. Give us the ability to survey members and other stakeholder groups.

   f. Replace our registration application system. Requirements:

      i. Resubmissions – being able to keep original answers and original assessor comments. (audit trail)

      ii. Reconsider forms (audit trail)

      iii. Two assessors independently assess an application. Occasionally there is a requirement for a third assessor to independently assess the application.

      iv. Supporter needs to see application to comment.

      v. Need to pull entire form, supporter, and assessor reviews to send to a licensed body.

      vi. Save and resume.

      vii. Password protected.

      viii. Secure payments and receipts produced for applicant and invoice created for finance records.

      ix. Ability to bypass and/or refund payment.

      x. Information stored in CRM with the ability to auto 'depersonalise' selected individual records.

      xi. Reporting functions.

      xii. Need to be able to upload, view and store certificates, CV's supporting documents.

      xiii. Automated emails.

xiv.   Be able to show/hide certain aspects of each form for supporters and assessors.

xv.   Need to able to move forward in each form depending on options selected (apprenticeships, equivalency etc).

xvi.   Newsletters and other emails.

xvii.   Be able to make changes to the forms and logic ourselves.

## Timeline

22. We want the work to begin as soon as possible and be completed in 2025.

## Response criteria

23. Your response to this invitation should include

   a.  a completed supplier questionnaire (annex 1)

   b.  your response to the brief, including a draft timeline and whether you are tendering for only the website development or that plus replacing some of or all the associated services;

   c.  an outline of your relevant experience and expertise;

   d.  examples of similar work for similar organisations;

   e.  the challenges you anticipate and how you would manage them; and

   f.  your proposed costs and how you propose to invoice us, eg % upfront, all on completion.

24. Please submit your response via [development@sciencecouncil.org](mailto:development@sciencecouncil.org) by 11:59pm Friday 16 May 2025. If you have any questions or need clarification, please contact us via development@sciencecouncil.org by 5pm Friday 24 April 2025. We will inform you of the outcome of your response on Friday 23 May 2025. We will interview prospective suppliers online on Wednesday 4 June 2025.

25. If you propose to use a subcontractor for the delivery of any part of this work, please include the details of these people or organisations, their relevant experience and expertise and what they will deliver.

26. If you are responding as part of a consortium, please include details of all members of the consortium. If the consortium is not a legal entity, please include which individual or organisation will be the prime contractor with responsibility for delivery of the project.

## Annex 1 | Supplier questionnaire

| | Section 1: Tenderer information | |
|---|---|---|
| | Question | Response |
| 1.1 | Full name of the individual/organisation submitting the information | |
| 1.2 | Registered office address (if applicable) | |
| 1.3 | Registered website address (if applicable) | |
| 1.4 | Company registration number (if applicable) | |
| 1.5 | Charity registration number (if applicable) | |
| 1.6 | Registered VAT number (if applicable) | |

| | Section 2: Contact details and declaration | |
|---|---|---|
| I declare that to the best of my knowledge the answers submitted in this document and the accompanying tender document(s) are correct and accurate. I understand that the information provided will be used in the selection process to undertake due diligence checks and assess my organisation's suitability to work with the Science Council. I understand that this submission may be rejected in its entirety if false/misleading information or content is provided in any section. | | |
| | Question | Response |
| 2.1 | Contact name | |
| 2.2 | Name of organisation | |
| 2.3 | Role in organisation | |
| 2.4 | Phone number | |
| 2.5 | E-mail address | |
| 2.6 | Postal address | |

| 2.7 | Signature (electronic is acceptable) | |
|-----|--------------------------------------|---|
| 2.8 | Date | |