

## Background

The Scottish Human Rights Commission (the Commission) is an independent public body with a statutory mandate to promote and protect human rights in Scotland.

Our duties, powers and functions are set out in the Scottish Commission for Human Rights Act 2006. We have a general duty to promote awareness, understanding and respect for all human rights - economic, social, political, cultural and civil - to everyone, everywhere in Scotland, and to encourage best practice in relation to human rights.

The Commission has 16 staff, normally based in our office in Edinburgh, and is led and governed by a full-time Chair and three part-time Commissioners.

## Our current website

The Commission's website is online at [www.scottishhumanrights.com](http://www.scottishhumanrights.com).

The current website was developed in 2015 and launched in 2016. It is built on Umbraco CMS and was developed by Frame, who currently host and maintain the site. Several staff members have been trained to use Umbraco, and maintain and update the site's content on a day-to-day basis.

We are now looking for a new provider of web hosting and support services, to take effect from April 2021.

## Essential Service Requirements

The Commission has the following requirements from a provider of web hosting and support services:

1. Safe and secure hosting for an Umbraco website which is currently on Microsoft's Azure architecture.
2. A reliable uptime guarantee with a strong redundancy plan to limit downtime.
3. Proven experience in maintaining and hosting Umbraco websites.
4. Full transfer and migration of the site from Frame's hosting platform with minimal disruption.
5. Management and implementation of any essential infrastructure or security updates from Microsoft and Umbraco.
6. Proactive monitoring of potential issues that may arise during updates, informing the Commission in a timely manner of development work required on the site and associated costs.
7. Developer support on a retainer basis to ensure that any issues with the website can be identified and resolved quickly to avoid downtime or loss of functionality.
8. Small amount of development work required on an ad hoc basis to keep website up to date with accessibility and usability legislation, and to meet evolving user needs within the framework of the current site build.
9. All services provided must meet WCAG AA rating as a minimum and AAA rating wherever possible.

## **Optional Service Requirements**

The Commission also has the following additional requirements, which we would also like to receive quotes for as an optional service. Quotes which **do not** include this option will not be disadvantaged in the selection process.

1. Annual accessibility audit. As a public authority we are required to comply with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018. This includes a requirement to carry out an annual audit against accessibility standards.

## **Timescales**

- Deadline for submitting quote: 5pm, 14 December 2020
- Provider selected: by 15 January 2021
- Contract finalised: by 5 February 2021
- Site migration to take place: by April 2021

## **Submitting a proposal**

Please submit a short proposal to [carolyn.scott@scottishhumanrights.com](mailto:carolyn.scott@scottishhumanrights.com), outlining:

- Your experience in developing, hosting and maintaining sites built using Umbraco.
- Your experience in building accessible websites and testing websites against the WCAG criteria.
- Total annual cost including breakdown of costs, detailing any one-off costs in managing the migration, ongoing hosting costs, and fees/rates for occasional development work.
- Options for a retainer for ongoing support.
- Options for providing annual accessibility audit (optional).
- Minimum length of contract and key contractual terms