

G-Cloud 11 Service Definition

Independent Inquiry Website

It is sadly necessary for Independent Inquiries to be established from time to time. A key purpose for each Inquiry is to bring transparency to an issue, and for that most need to provide a website.

The needs for this website generally include providing news and press releases, and publishing the evidence obtained and the reports in a way that is to browse and search.

Convivio's Independent Inquiry Website provides this service in a simple, efficient and cost-effective way. We provide you with a web content management system that is specifically configured and customised for these specialist needs. We develop custom branding for you, and can also further customise and configure the system for you.

You are then able to easily manage the content of the site, and upload the necessary documents, knowing that we have the security and availability taken care of.

We also understand the unique requirements of Inquiry websites, including the time-limited existence of the inquiry itself. We therefore offer services to assist with end-of-life for the Inquiry website, and a 'whole life' plan to enable the future of the site to be secured within the active period of the inquiry.

About Us

Convivio is a boutique agency specialising in the strategy, design, development and support of digital services for government and public sector clients.

That means we take clients beyond simply marketing themselves on the web, to delivering their core services online.

Our team has delivered this digital transformation before in the government, finance, and media sectors. Our government clients include the Cabinet Office, GDS, MoJ, the Judicial Appointments Commission, the CPS and BEIS.

Convivio, The Gridiron Building, 1 Pancras Square, London, N1C 4AG, England
www.weareconvivio.com hello@weareconvivio.com

Our website is at: <http://www.weareconvivio.com>

Get in touch: hello@weareconvivio.com

Technical Merit

The Independent Inquiry Website service is built on open source tools and supports open standards. Development is carried out by our in-house multi-disciplinary team, with a solid approach to quality and user experience.

The core of the system is built on the Drupal 8 web content management system, which is widely used by government's worldwide, and has been successfully used by previous Inquiry websites.

Onboarding

Our onboarding process will be determined together based on the needs of your project. It is likely to include some kind of discovery, and then a period of configuration, customisation, training and support to go live.

Termination Terms and Offboarding

We offer termination on 30 days' notice, with no financial penalties. To assist with offboarding we offer up to 3 person/days free of charge. This can help with knowledge transfer, transition to a new supplier, and so on. We never want clients to feel tied to us because it is difficult to leave, only because they think we provide great service.

Additionally, we include an end-of-life service within packages for the Independent Inquiry Website, including assistance with transferring to the National Archives, ensuring the safe retention of the domain name, and providing a suitable web presence to redirect to the National Archives.

Service Management

We believe that the key work with any service is once it is live. It is important to provide a solid approach to Service Management to constantly review performance and plan continuous development. We will work with you to develop a service management plan, and implement it. This will ensure the continued patching and configuration of the site to maintain security.

We are currently aligned with ISO27001 and we expect to gain accreditation by the time G-Cloud 10 is live.

Ordering and Invoice Process

We would work with you to develop a Call Off Agreement under the G-Cloud process. Once we receive a signed copy of this from you we will schedule the initiation and launch work with you and our team. This will be invoiced monthly in arrears.

Once launched the fees for the Service and any support will be charged annually in advance with 30 day terms. Options are available for billing quarterly in advance and monthly in advance. Alternatively, a 'whole life' plan is available at a discount, to secure future service during the lifetime of the Inquiry.

Contacts

Please contact Steve Parks for more information or to set up a call or meeting, on hello@weareconvivio.com