

2026

**REQUEST FOR
TENDER: Website
Hosting, Support
and Content
Management
Services**

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Disclaimer

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1. Context and Overview

The Irish Auditing and Accounting Supervisory Authority ("IAASA") is the independent body responsible for a range of supervisory, enforcement and oversight functions under the Companies Act 2014 and related legislation. IAASA is committed to maintaining an accessible, secure and user-focused online presence that supports transparency, stakeholder engagement and the delivery of information to the public.

IAASA invites tenders from suitably qualified service providers for the provision of website hosting, support, maintenance and content management services for its corporate website.

The Authority requires a reliable, secure and accessible website platform which can be effectively managed by non-technical staff and which supports statutory accessibility obligations, user engagement and future development requirements.

The successful tenderer will provide website hosting, technical support, maintenance, content management functionality, security management, training, performance monitoring and associated services in accordance with the requirements set out in this Request for Tender.

2. Nature of Engagement

The successful tenderer shall provide:

- Website hosting services;
- Website maintenance and technical support services;
- Content management system (CMS) provision and support;
- Security monitoring and vulnerability management;
- Business continuity, backup and disaster recovery services;
- Accessibility support and compliance assistance;
- Analytics and reporting services;
- User training and documentation;
- Ongoing service management and account management support; and
- Migration services where a change of platform is proposed.

The successful tenderer shall work collaboratively with IAASA personnel to ensure the website continues to meet operational, security, accessibility and organisational requirements throughout the term of the contract.

3. Essential Criteria

Tenderers must demonstrate that they:

Organisational Capability

- Have been providing website hosting and support services for a minimum of three years.
- Have relevant experience delivering similar services.
- Have sufficient personnel and resources available to support the contract.

Relevant Experience

Tenderers shall demonstrate:

- Experience providing website hosting, support and maintenance services to public sector organisations.

- Experience supporting websites subject to statutory accessibility requirements.
- Experience providing training and support to non-technical website users.
- Experience providing secure hosting services within the European Union.
- Experience delivering CMS migration projects where applicable.

Technical Capability

Tenderers shall demonstrate their ability to:

- Host website infrastructure and data within the European Union.
- Deliver the security, hosting, support, content management, analytics, training and accessibility requirements specified in Appendix A.
- Provide suitable disaster recovery and business continuity arrangements.
- Provide service desk and support services during agreed operational hours.

Data Protection

Tenderers shall:

- Comply with GDPR and all applicable Irish and European data protection legislation.
- Be willing to enter into a Data Processing Agreement where required.

Failure to satisfy the Essential Criteria may result in exclusion from further consideration.

4. Information Requested

Tenderers are invited to submit a proposal containing the following information:

4.1 Organisational Information

- Company name and registered address.
- Company registration number.
- VAT registration number.
- Primary contact details.
- Organisation structure and ownership.

4.2 Relevant Experience

Details of:

- Comparable contracts completed within the previous five years.
- Public sector experience.
- Regulatory or government agency experience.
- Accessibility-related experience.
- Client references.

4.3 Technical Proposal

A detailed description of the proposed solution including:

- Hosting environment.
- CMS platform and content management functionality.
- Content approval workflows and publishing controls
- Document management and search functionality

- Subscriber management and email notification functionality
- Security architecture.
- Backup arrangements.
- Business continuity arrangements.
- Monitoring tools.
- Accessibility support.
- Analytics functionality and reporting.
- Service delivery model.

4.4 Service Delivery Proposal

Details of:

- Support arrangements.
- Escalation procedures.
- Service level commitments.
- Training approach including delivery of initial, refresher and onboarding training
- Arrangements for analytics reporting and periodic service reviews.
- Account management arrangements.
- Proposed implementation timetable.

4.5 Sustainability Statement

Tenderers should provide:

- Details of sustainability policies.
- Environmental initiatives relevant to digital service provision.
- Green hosting arrangements.
- Environmental accreditations or certifications.
- Measures taken to minimise environmental impact.

4.6 Cost Proposal

Tenderers shall submit a detailed pricing schedule including:

- Hosting charges.
- Support and maintenance charges.
- Licensing costs.
- Training costs.
- Migration costs (if applicable).
- Professional services costs.
- Optional service costs.
- VAT.

The recurring support and maintenance charge shall include all routine maintenance, security updates, software updates, monitoring, issue resolution, incident response, technical support and website administration required to maintain the website in accordance with this specification.

Tenderers shall clearly identify any additional charges not included within the above categories and specify whether such charges are mandatory or optional.

Tenderers shall also submit:

- Hourly and daily rates for additional training services
- Hourly and daily rates for website development and design services

Further detailed requirements are included in Appendix A. All prices must be quoted in Euro.

5. Selection Criteria

5.1 Conflicts of Interest

Tenderers for whom an actual, potential or perceived conflict of interest exists may be excluded from consideration.

Tenderers shall disclose any matter that could reasonably give rise to a conflict of interest in relation to this procurement process or contract.

5.2 Evaluation Methodology

Tenders will be evaluated on the basis of the Most Economically Advantageous Tender (MEAT).

Evaluation Criteria

Criterion	Marks
Understanding of Requirements	10
Quality of Technical Solution, including: - Hosting, Security and Business Continuity Arrangements - Support, Service Management and Training	35
Relevant Experience and References	20
Sustainability	5
Cost	30
Total	100

The tender receiving the highest overall score will generally be recommended for contract award.

6. Assessment Process

An Evaluation Team will assess all responses received.

IAASA reserves the right to:

- Seek clarifications;
- Request supplementary information;
- Verify information submitted;
- Conduct reference checks;
- Invite tenderers to presentations or interviews; and

- Exclude incomplete or non-compliant tenders.

The Evaluation Team's recommendation will be submitted for approval in accordance with IAASA procurement procedures.

7. Respondents' Costs and Expenses

IAASA shall not be responsible for any costs or expenses incurred by tenderers in preparing or submitting responses to this Request for Tender.

8. Confidentiality

Tenderers shall treat all information provided by IAASA as confidential and shall not disclose such information except where required by law.

The successful tenderer may be required to enter into a confidentiality undertaking and comply with all statutory confidentiality obligations applicable to information obtained during the performance of the contract.

9. Data Protection

IAASA will process personal data supplied as part of this procurement process in accordance with:

- The General Data Protection Regulation;
- The Data Protection Act 2018; and
- Applicable Irish and European data protection law.

Tenderers shall describe the measures they employ to ensure data protection compliance.

10. Contract Term

The contract shall be awarded for an initial period of three years.

IAASA reserves the right, at its sole discretion, to extend the contract for up to two additional periods of one year each, subject to satisfactory performance and ongoing business requirements.

Maximum contract duration shall not exceed five years.

11. Other Information

The successful tenderer shall acknowledge that:

- All website content, data, documents and metadata remain the property of IAASA.
- IAASA shall retain ownership of all intellectual property rights in content created for the website.
- Exit arrangements must facilitate migration to an alternative supplier.
- Tender responses may be subject to Freedom of Information legislation.
- The contract shall be governed by Irish law.
- The successful tenderer shall maintain appropriate insurance cover.
- The successful tenderer shall maintain valid tax clearance throughout the contract period.

12. Submission of Tenders

Tenders shall be submitted electronically through eTenders (or other mechanism specified in the Contract Notice).

The Contract Notice shall specify:

- Reference number.
- Clarification deadline.
- Tender deadline.
- Evaluation timetable.
- Proposed commencement date.

This competition closes at 12:00 (noon), **Monday, 19 October 2026**. Late submissions will not be accepted.

APPENDIX A – TECHNICAL REQUIREMENTS

A1. Hosting and Infrastructure

The successful tenderer shall:

- Provide secure website hosting services.
- Ensure hosting, backup and disaster recovery data remains within the European Union.
- Maintain website availability of at least 99.9% excluding agreed maintenance windows.
- Provide automated backup and recovery arrangements.
- Maintain disaster recovery and business continuity arrangements.
- Provide SSL/TLS certificates.
- Monitor website performance and capacity.
- Maintain separate production and staging environments.
- Notify IAASA of planned maintenance activities.
- Apply software and infrastructure updates.
- Provide sufficient infrastructure capacity.

A2. Website Performance

The successful tenderer shall:

- Monitor website performance.
- Identify and resolve performance issues.
- Undertake optimisation where necessary.
- Include performance reporting within service reviews.

A3. Security and Data Protection

The successful tenderer shall:

- Implement appropriate technical and organisational security measures.
- Maintain protection against malware and cyber threats.
- Implement appropriate safeguards around public input to website databases.
- Maintain patching and update processes.
- Undertake vulnerability monitoring and remediation.
- Support multi-factor authentication for CMS access.
- Restrict administrative access.
- Maintain audit logs.
- Notify IAASA promptly of security incidents.
- Undertake periodic security reviews.

A4. Business Continuity and Exit Management

The successful tenderer shall:

- Maintain appropriate exit arrangements.

- Support migration to an alternative supplier.
- Provide content exports in standard formats.
- Avoid vendor lock-in where possible.
- Provide complete handover documentation at contract end.

A5. Content Management System

The successful tenderer shall ensure the CMS:

- Is suitable for non-technical users.
- Supports role-based permissions.
- Supports content approval workflows.
- Maintains version history and rollback functionality.
- Supports content scheduling.
- Supports subscriber management and email notification functionality (either natively or through integration with a third-party platform).
- Supports review and testing of content and page changes in a staging environment prior to publication.
- Supports search engine indexing and discoverability of public content.
- Supports document management, indexing, categorisation and search.
- Supports accessibility checking.
- Supports content export in standard formats.
- Is actively maintained and supported.
- Supports bilingual publication in line with Official Languages Act requirements.

A6. Training

The successful tenderer shall provide:

- initial training for up to six content editors and two system administrators.
- user guides and administrator documentation sufficient to support the day-to-day operation of the CMS.
- up to four hours of refresher and onboarding training per contract year.

Tenders shall separately quote hourly and daily rates for additional training requirements.

A7. Analytics

The successful tenderer shall:

- implement and maintain website analytics tools.
- provide IAASA with direct access to analytics dashboards and underlying analytics data.
- provide quarterly reporting including:
 - Traffic statistics
 - Most viewed content
 - User search behaviour
 - Download statistics

- Device usage
- Accessibility and performance metrics where available
- Website performance metrics
- Commentary on key trends and user behaviour insights
- provide an annual content and analytics summary.

A8. Accessibility

The successful tenderer shall:

- ensure the platform supports compliance with the European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020.
- ensure website templates and core functionality comply with EN 301 549 and WCAG 2.2 AA standards.
- support IAASA in maintaining accessibility compliance and accessibility statements.

A9. Sustainability

Tenderers should demonstrate relevant sustainability accreditations, certifications or independently verified environmental management practices (e.g. ISO 14001 or equivalent). Where formal certification is not held, tenderers should provide evidence of equivalent environmental management measures:

- Alignment with Green Public Procurement objectives.
- Measures implemented to reduce the environmental impact of the services provided.
- The environmental characteristics of the hosting infrastructure.
- Environmental sustainability policies, including renewable energy arrangements.

A10: Support and Service Management

The successful tenderer shall provide:

- Clearly defined service levels and response times.
- Technical support relating to CMS and website functionality.
- A named account manager or primary point of contact.
- Periodic service review meetings.



**Irish Auditing & Accounting
Supervisory Authority**

Willow House
Millennium Park
Naas, Co. Kildare
W91 C6KT
Ireland

Phone: +353 (0) 45 983 600
Email: info@iaasa.ie

www.iaasa.ie