



Plumpton College Group
Clarifying Questions

Website Design, Development, Deployment and Maintenance - Publication reference: 2025/S 000-065296

Summary submitted questions	Plumpton College Response
Integrations	
For OneAdvanced, Hubspot, Shopify and Simple Events, do you envisage these being embedded (e.g. via widgets/forms), linking out to existing platforms, or full API-based two-way integrations? For e-commerce, you mention Stripe, Shopify and OneAdvanced – is the expectation that all three are used, or do you have a preferred solution depending on the product/service being sold?	Full API based two-way options integrated into the website would be our preferred solution for as many of our systems as possible, and examples of this would be of benefit. The preferred bidder will need to be comfortable working closely with One Advanced products and development will be needed for a seamless approach from both organisations. The college recently ceased its contract with education e-commerce provider WPM/Flywire. We have been exploring other options, moving our portfolio in the interim to Shopify which has had benefits for UX and applying different pricing structures. We have also been looking into World Pay with One Advanced and could perhaps still explore this option, Stripe there is no One Advanced direct integration if we utilise the One Advanced toolkit but could work if we bespoke this product. Stripe could offer a more seamless payment option. No preferred solution, looking for a recommended approach that still provides as much integration as possible We currently use 'Web Enrolment: applications.plumpton.ac.uk a part of the Web Toolkit product. It links to their MIS product - Pro Solution.
Could you please provide details on your current OneAdvanced package and the specific modules you use? This will help us understand the integration requirements and API capabilities. Provide more details onto the integrations we currently and wish to have with One Advanced, documentation or examples?	All part of web toolkit product from One Advanced. We have no preferred route here, other organisations have opted to build a bespoke site that utilises the One Advanced API and push data into that database, others have fully integrated the web toolkit. Ultimately the approach should hit our objectives of a seamless, well designed website that offers this information in a consistent way without duplication of effort and human error for inconsistencies in the course information.
How does the current applications.plumpton.ac.uk subdomain function? Is this part of the OneAdvanced system, or is it a separate platform? What specific functionality does the Shopify integration need to cover?	Applications are pulled in every hour. Database on our server which pulls the information from Pro Solution, and the web toolkit pages use the data to enable students to make applications. Any e-commerce solution needs to be able to work for our internal payments (trips, rooms) but also for our externally facing products - courses, gift cards, vouchers, food and drink items and other product opportunities that may arise. We have no intended use for either, these are examples of systems we have explored, we need to be able to take and manage payments and ensure this information is then captured in One Advanced and our finance system (currently Agresso). We are happy to explore how well the systems we have been working and options for solutions.
Shopify and Stripe integration - could you clarify the intended use case for each? (e.g., is Stripe for specific payments not handled by Shopify?)	See above re: systems background, looking for a recommendation as to why a separate front end shop page should exist, an integrated cart and then separate sites for products such as Plumpton Estate could be a solution to this, and hidden pages for internal product sales.
What is the background to why a separate shop platform exists	College is looking into an AI/chatbot solution for the college to be used internally by students and staff, and could then be utilised externally so its one system. We have been exploring bespoke building our own system in a secure server so student/college data can be uploaded and protected. We are open to third-party solutions but it would be helpful to see examples for where similar products have been implemented.
Regarding the chatbot/AI functionality, are you open to using a third-party SaaS solution, or do you want a bespoke implementation? We assume a third-party solution, but want to confirm.	
User portal/secure login	
Does this functionality currently exist on your website? What is the primary purpose of this portal? (e.g., student access, staff resources, course materials)	No, and not a deal breaker This is in the tender as we are still exploring if this could be of value, either for Pro Portal log in (another One Advanced product) our future VLE, or purely as a secure account/log in area where prospective students can hold their details and auto-populate when logged in, this can also be offered through the One Advanced suite. As much connectivity into college systems as possible is a bonus. This is not currently a priority area of the bid, but helpful to see experience in this area and possibilities of the CMS recommended.
Migrations	
Are course details currently held within OneAdvanced, or are they stored/edited directly on the website? What is the intended approach for ongoing course content management post-migration? Approx. 1000 pages are listed for migration. Do you expect a like-for-like migration, or should we also plan for content restructuring/clean-up as part of the project?	Currently on the website, as part of this project our internal teams are preparing course information to migrate over to Pro Solution - this will be the source of information for this project related to course information. We are looking to integrate this into the One Advanced product - Pro Solution. Content will be driven by what is in Pro Solution and auto updated when changes are requested by academic teams. Clean-up and content restructure on some sections of the site. Other areas such as course information will be pulled through from OneAdvanced product - ProSolution.
Sub-sites	
For Plumpton Estate, Charitable Foundation, LandPro etc, do you see these as branded microsites within a common CMS and design framework, or as more standalone websites with their own look and feel, domains, and analytics?	We are happy to explore options and recommended approach here, ultimately the group doesn't want to end up with many different platforms, partners and logins to service its sub-group brands. Therefore a common CMS with their own look and feel seems the most sensible approach.
Does the scope of the ITT cover only the main www.plumpton.ac.uk website or if it also includes subdomain sites such as store.plumpton.ac.uk (the Shopify store) and applications.plumpton.ac.uk (the application form linked from courses).	Yes it covers consolidation of sub-domains or further integration.
Functional requirements	
The “sophisticated search functionality” is a key feature. Do you have a preferred search technology in mind (e.g., a system such as Algolia), or would you like us to recommend an approach?	No preferred solution and happy with a recommended approach. As above with AI, this could be integrated to provide users with an intelligent approach to course exploration. If users could use an algorithm to provide information, advice and guidance this could help navigate a complex list of courses, for example, particularly for adults where age, earnings, full or part time qualifications and prior qualifications will all impact level of qualification available and at what cost.
Content Management Systems (CMS) and Hosting	
Are we happy working with WordPress Agencies Are we happy working with WPENGINE for Hosting https://wpengine.com/gb/ Do you have preferred hosting partners or environments (e.g. AWS, Azure, WP Engine), or should hosting recommendations be part of our proposal?	Yes As long as UK/EU compliant and it integrates into One Advanced As long as UK/EU compliant and it integrates into One Advanced
Other	
Would we be open to working with a US based company with a London Office	Don't want time delays, would like OOO support, as long as it meets EU/UK compliance and is able to integrate into One Advanced products.
Budget	
Are we happy with the project being broken into phases to hit target value? Is our budget exclusive of VAT	Yes We have given a budget range and happy that is is exclusive of VAT. Please indicate VAT.
About Us	

Reasons for tendering for our website and context (Background info)	Wanting to improve efficiencies of back end system by further integrating with One Advanced products, providing accurate and up to date information to users on course information. Improve UX for different study types and flow - this is a key challenge as a large college group with multiple user profiles looking for very different courses. This is why having a search functionality that could work from a defined set of parameters/filters to bring up defined set of courses could help users navigate the website more efficiently, and provide them with sound advice and guidance Work with a more flexible system We have been with our current provider for 10 years, wanting to ensure our website is still market-leading, fit for our next strategic period after 10 years of growth
Breakdown of student numbers by study type	We currently have 4700 students, roughly 400 are Higher Education, 500 for Apprenticeships, 1500 for Further Education students, 250 14-16 and the rest are adult courses, and a turnover of £26m.
Closest competitors	Geographically GFE East Sussex College Group, Land Based - Hadlow College, Brinsbury College, Capel Manor College, Sparsholt College
Current CMS	Typo 3
Support & Previous Development	
What level of maintenance and support contract do you currently have in place and is there a fixed number of hours per month?	Retainer agreement with 16hrs p/m. Any unused time rolls into next month allocation. This is for technical issues, fixes, developments
Can you share some recent examples of support requests in particular including some examples of out of hours requests.	Downtime, mission critical technical issues to pages over holiday periods (OOH) - we don't currently have OOH support/coverage. Linking meta pixel to website Development of new pages with new styling/functionality Bulk uploading course button changes Bug fixing Improvement on SEO, page load speed
There is reference within the ITT to an internal survey and some work on user personas, do you have any outputs from this work you would be happy to share?	To be fair to our current supplier, nothing at this stage that we feel is relevant to share as this is a new project and wouldn't want it to impact this process. The most important learning from this project was to ensure our text guides users through the website to make actions and engage in the content.
Will the ongoing support/maintenance focus mainly on technical upkeep, or would you also like ongoing analytics and optimisation included?	Analytics, optimisation and a close working relationship to identify improvements, recommendations based on performance would be preferable as well as the maintenance and technical upkeep.
The final delivery deadline is September 2026. Are there any key milestones or phased deliverables (e.g. design approval, beta launch, soft launch) you'd like suppliers to plan for within this timeframe?	Happy to be guided by your experience of time required in different stages of the project for wireframes, design, migration etc. We would like the website to be launched by the start of our next academic year, and most course content will be ready around Easter 26 to be uploaded.