

Committee(s)	Dated:
IT Sub Committee	02/11/2018
Subject: Design, build, support and hosting for new website	Public
Report of: Town Clerk (Director of Communications)	For Information
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Summary

The purpose of this report is to keep Members updated on the progress of the website project, specifically to establish progress to date of the tender process.

The current website does not meet our needs and does not reflect well on the City of London Corporation. The content management system of the current website will also be redundant after October 2020

Therefore, we wish to replace the current website with one with the ability to display well on mobile devices, to provide comprehensive search results and to provide information in a task-based and user-focused manner.

The project was approved at Gateway 3/4 by Projects Sub Committee, Resource Allocation Sub Committee and at Policy and Resources committee, both on 3 May 2018.

Our suppliers will be in place by the end of this year.

Main Report

Background

1. The current website was launched in 2012 and, inevitably, is showing its age and no longer reflects well on the City of London Corporation.
2. All support for SharePoint 2010 [the current website platform] will cease in October 2020 (regular support stopped in 2015). SharePoint will not be providing a platform for external sites in future, so it cannot simply be updated. Leaving our website an unsupported platform poses a major risk.
3. Our current website does not display well on mobile devices, is not task structured (ie lacking user focus) and the out of the box search engine cannot provide the results from across the full range of corporate information (ie

Member, Jobs and Media sites are separate) that users would expect.

Current Position

4. Because of the above problems the Communications Team began examining the process of replacing the website in July 2017. A supplier open day was held to test the market and gain feedback on likely costs and timescales for the project. This has provided the estimated figures included in this report. Subsequently, the IT Category Board agreed the Procurement process and the project was agreed at Gateway 1/2 by Projects Sub Committee. A digital consultant was employed to consult with Members and officers, gather the business requirements and to draft the invitation to tender. On 20 February an Options paper was taken to the IT category board and approved. The Gateway 3/4 paper went to Projects Sub on 14 March and was also approved. The project has been included in the Chamberlain's consolidated Project Funding Update report to Resource Allocation Sub Committee and, also, approved at Policy and Resources committee, both on 3 May 2018.
5. It went out to tender in August with evaluations in September 2018. The results of these evaluations went to the IT Category Board on 9 October. The award will be made to the supplier following the Gateway 5 report. This will let the project commence and release the funding and is imminent at the time of writing.
6. The contract will be let under the Crown Commercial Services framework, G-Cloud 10. The call off contract will be agreed with the successful supplier following the approval of the Gateway 5 report. It is anticipated that the new supplier will commence the initial phases of the project during December 2018/January 2019 in line with the outline project plan.
7. A dedicated Project Manager will be recruited once the funding is released.
8. This will allow an early discovery phase (suppliers liaising in order to make informed recommendations about how to meet required outcomes), enabling work to start properly in early 2019. Based on previous experience, this will allow a realistic amount of time for building, consultation and testing to ensure the new site is ready before summer 2020.

Proposal

9. The following was proposed and agreed:
 - To scope and procure services to deliver a new City of London Corporation website
 - To move to a cloud-based hosting and external support model
 - To address known issues, eg Information Architecture (IA - how the site is built and structured), responsiveness (how it displays on mobile devices) and search functionality through the new website design.

10. The initial one-off capital and supplementary revenue estimated cost of £513,000 be funded via a bid to the Policy and Resources Committee for allocations from the 2018/19 City Fund and City's Cash provisions for new schemes and from the general reserves of Bridge House Estates, broadly on a 50/45/5% basis respectively. The Town Clerk's local risk budget be increased by £40,000 to meet the additional ongoing annual revenue costs for support and maintenance, to be funded in the first year via a request for allocations from the Finance Committee contingencies of the three funds on a 50/45/5% basis, together with a base budget adjustment of £40,000 per annum for the following three financial years.

Conclusion

11. The IT Category Board approved the tender on 9 October 2018 and the Gateway 5 report is imminent. This will allow an early discovery phase (suppliers liaising in order to make informed recommendations about how to meet required outcomes), enabling work to start properly in early 2019. Based on previous experience, this will allow a realistic amount of time for building and testing to ensure the new site is ready before October 2020.

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