

<b>Committee(s)</b>	<b>Dated:</b>
IT Sub Committee	26/03/2018
<b>Subject:</b> Design, build, support and hosting for new website	<b>Public</b>
<b>Report of:</b> Town Clerk (Director of Communications)	<b>For Information</b>
<b>Report author:</b> Melissa Richardson, Communications, Town Clerks	

## Summary

The purpose of this report is to keep Members updated on the progress of the website project.

On 20 February an Options paper for procurement was taken to the IT category board and approved.

The Gateway 3/4 paper is going to Projects Sub on 14 March and Policy & Resources on 12 April.

This paper outlines the options and explains the costing requests.

- Options overview:
  - 1. New website hosted in the cloud, plus support and maintenance
  - 2. Do nothing. No website as will be taken down as a security risk
  - 3. Retain an internally hosted website which would be reliant on the robustness of our servers and the need to buy in skills to build and subsequently support it. [This option is susceptible to single point of failure in terms of in-house skills and is unlikely to be cost effective.]

Option 1 is the proposed way forward. With agreement we would go out to tender this summer and have suppliers in place by the end of this year.

## Main Report

### Background

The current website was launched in 2012 and, inevitably, is showing its age. The prime reason for starting this project is that all support for SharePoint 2010 [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 and leaving it on the unsupported platform, whilst potentially possible, is clearly a risk.

Additionally, it 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

In July 2017 the project started with the weekly IT project review to agree soft market testing which would inform the specification.

[A supplier open day was held to test the market and gain feedback on likely costs and timescales for the project. This has provided an estimated capital figure of £360,000 and ongoing revenue costs for support, hosting and capital cost and a licence for a better search engine (£313,000). There are plans for a contribution from IT towards revenue costs (representing their previous internal investment), but this will not be sufficient to cover our ambitions to provide a world-class search engine or to fully support cloud hosting.]

Subsequently, the IT Category Board agreed the Procurement and the project was agreed at Gateway 1/2 by Projects Sub Committee. A digital consultant was employed to gather the business requirements and to draft the invitation to tender.

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### Options

	<b><i>Option 1</i></b>	<b><i>Option 2</i></b>	<b><i>Option 3</i></b>
<b>Brief description</b>	New website hosted in the cloud, plus support and maintenance	Do nothing. No website as will be taken down as a security risk	Retain an internally hosted website which would be reliant on the robustness of our servers and the need to buy in skills to build and subsequently support it.
<b>Total Estimated cost</b>	Capital Costs - £375,000 (including proposed £15,000 capital for federated search),  Revenue Costs - ongoing revenue costs for support and hosting (£80k),	N/A	Either look to existing Agilisys Team to nominate replacement CMS or bring new team in-house. Support for the Corporation Website is just one of the

	<p>plus cost and licence for a better search engine (£40k), project manager costs (£130k), pre-launch assessment (£8k) and ongoing user testing (£40k), spend to date (£7,286); total revenue= £305,286</p> <p>Estimated Total - £680,286</p>		<p>functions provided by the Agilisys SharePoint Team, therefore it is not envisaged that there would be any savings in this area from moving to an external support model.</p>
<b>Benefits</b>	<p>More flexible and resilient as a platform, i.e. cloud hosted.</p> <p>Appropriate expertise available and broader experience</p> <p>Able to access knowledge/expertise (agile supply) when required through support options.</p> <p>Meets IT Strategy to use SaaS solutions, where possible.</p>	<p>No demands on finances or resources</p>	<p>Able to design and build at City's pace.</p>
<b>Risk implications</b>	<p>Reliance on third party may introduce risk of non-performance.</p>	<p>Site becomes a security risk and has to be taken down leaving us with no web presence</p>	<ul style="list-style-type: none"> <li>• Unable to find necessary skillset at an affordable price</li> <li>• Not part of IT strategy.</li> </ul> <p><b>No funding agreed for hiring permanent staff.</b></p>

## Proposals

Option 1 is the proposed way forward. With agreement we would go out to tender this summer and have suppliers in place by the end of this year.

The project officer has liaised with City procurement and PT 3 (options) has been agreed. Procurement have recommended option 1, with the proposed route to market of competitive tender via the digital marketplace (G Cloud)

## **Conclusion**

Pending approvals at Projects Sub and Policy & Resources committees, this will go out to tender in the Summer with Gateway 5 and IT Category Boards to follow in the Autumn. 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.

## **Melissa Richardson**

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