

Committee(s)	Dated:
Public Relations and Economic Development Sub Committee	29 May 2018
IT Sub Committee	31 May 2018
Subject: Design, build, support and hosting for new website	Public
Report of: 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. We now have the business requirements (attached as an appendix) which have been produced by an independent digital consultant.

The business requirements will be supplied as part of the tender process. and be submitted alongside a standard Procurement specification.

The project has been approved at Gateway 3/4 by Projects Sub Committee and 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.

Recommendation

Members are asked to:

- Note the report and feedback any comments on the business requirements document at this stage.

Main Report

Background

The current website was launched in 2012 and, inevitably, is showing its age and no longer reflects well on the City of London Corporation.

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.

Our current website does not display well on mobile devices, is not task structured (i.e. lacking user focus) and the out of the box search engine cannot provide the results from across the full range of corporate information (i.e. Member, Jobs and Media sites are separate) that users would expect.

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.

It will go out to tender in the summer 2018 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, consultation and testing to ensure the new site is ready before summer 2020.

We hope:

- 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, e.g. 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

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, 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.

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

Conclusion

The business requirements will form an essential part of the tender process due to start in the Summer and Members comments on it at this stage would be welcome.

Appendices

- Appendix A: Creative Brief for website design and build

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