

**RECORD OF DECISION TAKEN UNDER SCHEME
OF DELEGATION BY MEMBER OF SENIOR
MANAGEMENT TEAM IN CONSULTATION WITH
PORTFOLIO HOLDER/COMMITTEE CHAIRMAN**



SMT Member:	Paul Hussey
Service Group:	ICT/Communications
Portfolio Holder / Chairman:	Councillor Matthew Tomlinson
Portfolio / Committee:	Finance, Property and Assets

Subject:	<p>Re-refresh of the South Ribble Borough Council corporate website www.southribble.gov.uk.</p> <p>Supply, Delivery and Implementation of a Content Management System (CMS) in a joint procurement exercise with Chorley BC.</p>
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Decision:	<p>1. To award the contract for the Supply, Delivery and Implementation of a Content Management System to Goss Interactive Ltd.</p>
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Details and Reasoning:	<p>Description, scope and aims of project</p> <p>This project aims to establish a completely refreshed, simple, modern and engaging website and self-serve experience for our stakeholders.</p> <p>The current website is not user-friendly and it is difficult for users to navigate and access self-service portals. There are limitations within the CMS meaning that our website allows for limited flexibility by way of navigation and design.</p> <p>The new website will be built on principles of accessibility and ease of use, ensuring that digital services are available for as many residents as possible.</p> <p>Key outcomes from this project are listed below:</p> <ul style="list-style-type: none"> • Increased engagement with the website and all digitally delivered services • Increased awareness of the services available to customers digitally • Significant improvements in channel-shift towards digital self-service based interaction, thereby reducing the number or more expensive phone and face-to-face transactions • Improved perception of the Council and its innovation/excellence, especially to the younger demographic who will typically measure against well-established digital service providers
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- Established insight into digital performance and channel shift success via regular proactive monitoring of customer engagement with digital services.

The proposed project scope will see the:

- Replacement of the CMS
- Retention of current forms and workflows solution (Firmstep)
- Web content refreshed/re-written Compliance achieved with the new WCAG 2.1 Accessibility which come into force from 23rd September 2020.

Outside the scope of this procurement is the following;

- Resolution of issues with single sign on for Capita (e-Citizen - Council Tax and Benefits citizen access);
- Resolution of issues with single sign on for IDOX (planning online citizen access);
- Resolution of issues for single sign on for MODGOV (citizens access);
- A review of service forms end to end.

As per paragraph 49 of the Cabinet report of 16th October 2019 both Councils are looking to resolve single-sign on issues however each Council will seek to implement and procure this separately.

Joint Procurement

In order to take advantage of efficient collaborative working and sharing costs it was proposed to carry out a joint procurement with CBC with SRBC acting as lead authority in accordance with paragraph 32 of Contract Procedure Rules.

Both CBC and SRBC had collectively developed a statement of requirements / specification and carried out soft market testing with five providers and identified indicative costs and it was found that around 50% savings could be achieved by procuring jointly.

Each Council will have its own website, however both would be using a similar template (design).

Each Council will not be able to access the back end of the other Council's site. They would be separate with each Council responsible for their own sites.

So far, in procuring the project we have found that the joint method has provided time and cost saving efficiencies for both councils and we have found that the collaborate process has been beneficial by way for sharing expertise and ideas for the new project.

Procurement method

In view of the extensive market research carried out by both councils, Cabinet agreed to waive all relevant Contract Procedure Rules (in particular paragraph 11 (High Value Procurement)) to allow Council to award the contract to one of the shortlisted providers rather than go through a procurement exercise through the Chest and to allow officers to negotiate and award directly following soft market testing.

The point of reliance in Contract Procedure Rules was as follows: 39.1 “the nature of the market for the works to be carried out or the goods or services to be provided has been investigated and is demonstrated to be such that a departure from the requirements of the Rules is justifiable;”.

Also Cabinet granted delegated authority to the Director of Customer and Digital in consultation with the Portfolio Holder for Finance, Property and Assets to allow a direct award to the provider offering the most advantageous solution following completion of market engagement.

Wider Implications (including Financial, Legal, Equality and Risk):

Financial

The contract value is £142,840 over 3 years. This will be shared 50/50 by SRBC and Chorley BC. Therefore the cost for SRBC's portion of the contract is £71,420. There is an upfront cost of £17,420 and annual revenue costs of £18,000.

The upfront costs are earmarked to be funded by the underspent 'Place Promotion' budget in 19/20. The underspend will be carried forward into 2020/21. The IT revenue budget includes a provision of £15,000 and so it will need to be reviewed and realigned in the next budget setting process.

The website development project is part of the Council's Digital Strategy and working in partnership with Chorley Council provides economic benefits to both authorities. Going forward, any budget savings secured from the digital programme will be reflected in the Council's medium-term financial strategy.

Legal

Contract has been drawn up with input from SRBC and Chorley BC legal teams.

Equality

The website will be created to comply with relevant Local Authority Accessibility Legislation.

Risk

A full risk register for the project has been completed.

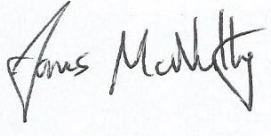
Report attached?

No


**Exempt from publication?
If exempt, give reason(s):**

No

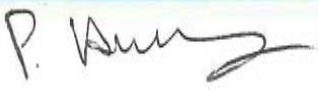
Signed:


Date: 25/06/20

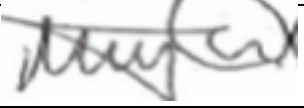
Financial Management


Date: 25/6/20

Legal Services


Date: 25/06/20

Leadership Member


Date: 25/06/2020

Portfolio Holder/
Chairman

Publication Date (DST use):

CA 25/06/2020

Decision template revised June 2013

THIS DECISION WILL COME INTO FORCE AND MAY BE IMPLEMENTED FIVE WORKING DAYS AFTER ITS PUBLICATION DATE, SUBJECT TO BEING CALLED IN IN ACCORDANCE WITH THE COUNCIL'S CONSTITUTION