



**Corporate Policy and
Resources Committee**

13 December 2018

Subject: Content Management System (Website) Replacement

Report by:

Executive Director of Resources

Contact Officer:

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Purpose / Summary:

The purpose of the report is to request approval to spend the Capital Budget of £75,000 to procure and implement a new Content Management System (CMS) - (Website) System.

RECOMMENDATION(S):

- 1. Approval to spend capital budget of £75,000 for the procurement and implementation of a new website.**

IMPLICATIONS

Legal: None.

Financial : FIN/153/19/TJB

There is a £75,000 budget approved as part of the 2018/19 Capital Programme, with funding from the IT Reserve.

This report requests approval to spend this budget for the procurement and implementation of a new website.

Any annual ongoing costs will be contained within existing budgets.

Staffing costs for this project will be shared between the relevant parties.

Staffing : None.

Equality and Diversity including Human Rights :

None.

Risk Assessment : None.

Climate Related Risks and Opportunities: None

Title and Location of any Background Papers used in the preparation of this report:

N/A.

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

x

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

x

Executive Summary

The current contract for CMS System (Website) comes to an end March 2020. The current vendor will no longer support this software after that date, therefore a new system must be procured.

In order to meet the deadlines to go live before the expiration of the current contract, the procurement and implementation process must be started now.

This report is to gain approval to spend up to £75,000 for this purpose (for comparison the existing website was budgeted at £75,000 and was delivered for just under £40,000).

1 Introduction

- 1.1 The report is requesting approval to spend £75,000 to cover the cost of the procurement and implementation of a new CMS System, with the funding being sourced from the IT Earmarked Reserve. The report also details the project outcomes, milestones, resources, risks etc. associated with the project.

2.0 Details

- 2.1 The current website was procured in 2015 in partnership with North Kesteven District Council and City of Lincoln; Rutland County Council have since joined the partnership. Whilst we are all hosted on the suppliers servers, each council has a separate site and separate contract.
- 2.2 The current CMS (Website) will be unsupported from April 2020, and to ensure continuation of the West Lindsey website we must procure and implement a new CMS system by March 2020. The current supplier has informed West Lindsey District Council (WLDC) that from April 2020, the product will no longer be supported, and therefore all partners now need to seek an alternative supplier and CMS System.
- 2.3 To meet these timescales a project has been initiated to deliver a new website by this date.

3.0 CMS Replacement Project

- 3.1 There is a project to procure, implement, develop, and migrate to the new website. West Lindsey will be the lead on this project and work closely with the other 3 partners.
- 3.2 Consultation across the 3 partners derived the common outcome of “A resilient, fully functional, device responsive website”. This will enable WLDC to continue our channel shift initiative and provide a platform in order to meet Customer First Strategy.
- 3.3 A specification is being drawn up based current and future requirements.
- 3.4 The solution must:
- Be professional, fit for purpose and value for money;
 - Be flexible, intuitive and scalable to enable the partnership to better adapt to the ever changing online arena and related technologies;
 - Adhere to current and future accessibility and legal requirements relating to local government and their web offerings.

4.0 High Level Plan

Milestone	Approx date	Who and when delivered
Survey stakeholders	Oct-Dec 2018	Project managers at each authority
Agree specification	January 2019	Joint project team
Tender / procurement	Feb/March	Joint project team
Evaluation	March/April	Joint project team
Decision	April	Joint project team
Installation	July / August	Joint project team
Implementation	Sept 2019 – Jan 2020	District Project teams
Delivery	March 2020	District Project teams
Review and monitoring	Feb – April 2020	District Project teams

5.0 Project Delivery

- 5.1 The project manager will be expected to continue to maintain and deliver the current website whilst undertaking the necessary project work. It is envisaged that current resources will be able to deliver this implementation.
- 5.2 The current CMS was implemented by the Digital team who also continued with their existing workload.

6.0 Next Steps – Future Development

- 6.1 In order to maximise the benefits of the new CMS we need to ensure the full range of modules are implemented across a number of our existing systems. This will ensure our new website is fully integrated to our service processes.
- 6.2 There has been a lot of emphasis being put on the need to ‘channel shift’ and to meet the Customer First Strategy. Over the last 18 months there has been significant activity to deliver ‘channel shift’ and to meet the customer access strategy.

7.0 Conclusion

- 7.1 The organisation does not have a choice but to do this work and find an alternative supplier for the CMS (Website) System. The current supplier will no longer be able to support, host or upgrade the system after March 2020.

- 7.2 The reason for wanting to start the project early and obtain approval to draw down the funds required is so that WLDC have plenty of time to design, develop and implement a new website, whilst still maintaining a normal workload and without stretching the existing team.