Inverclyde council

Report To:	**Policy & Resources Committee**	**Date: 12 August 2014**
Report By:	**Acting Corporate Director Environment, Regeneration and Resources**	**Report No: ICT 12-8-14 Web CMS Renewal**
Contact Officer:	**Robert Stoakes**	**Contact No: 2765**
Subject:	**Use of Emergency Powers Procedure- Website Content Management Software and Hosting Arrangements**	

1.0   PURPOSE

1.1   The purpose of this report is to advise the Committee of the use of the emergency powers procedure to negotiate a new contract with the existing supplier pursuant to Standing Order 11.1 of the Council's Standing Orders relating to Contracts, rather than tendering for a replacement solution. The use of emergency powers was sought in order to secure staff resources at Web Labs and to allow the development project to progress without delay.

2.0   SUMMARY

2.1   The Council procured the Web-Labs CMS in 2007 and the solution has proven to be reliable and cost effective.

2.2   The CMS allows designated Council employees to directly manage and update web content for each service, rather than having to have all content published via the ICT Service. This results in the efficient and timely publication of information via the Council's web site and minimises the size of the ICT web team.

2.3   As well as the Council's main web site (http://www.Inverclyde.gov.uk) the Web-Labs CMS is also used to maintain approximately 50 other Council-related sites, including ICON (Council intranet), schools' websites and the Inverclyde Child Protection Committee website. The existing system [updated to the latest version of software] continues to meet functionality. On-going service requirements for the existing system are limited to software maintenance and hosting services which would cost approximately £12,000 per annum.

2.4   There will be substantial cost and time implications in migrating the content from the existing Council web sites to new ones if a new CMS has to be procured.

2.5   The anticipated cost of installing a new CMS and migrating all existing Web-Labs powered sites to new solution will be in the region of £100,000. This does not include the cost of running the procurement process.

2.6   It is estimated that it would take around 12-18 months to migrate all web sites to a new solution.

2.7   Substantial retraining would be required for a large number of staff who have been trained in the use of the existing web CMS.

2.8   In order to maintain the current web presence during this transition, both old and new solution support costs would apply.

2.9   Web site hosting arrangements have been in place with Web-Labs via a hosting company, Selcom, since 2007 and the Council has experienced no service provision issues in this period. Websites hosted under these arrangements have always been available.

2.10   Inverclyde Council-owned servers located at Selcom are now 7 years old and are running old versions of operating system and database software. This prevents the Council taking advantage of a free upgrade to the latest version of Web-Labs CMS and as part of this work, it is proposed that the hosting of the Council's web sites moves to the Selcom virtual server environment at no additional cost.

3.0   RECOMMENDATIONS

3.1   That the Committee notes the use of the emergency powers procedure as outlined above.

Robert Stoakes
Transitional Head of ICT

4.0   BACKGROUND

4.1   The Council procured the Web-Labs Content Management System (CMS) in 2007 and the solution has proven to be reliable and cost effective.

4.2   The CMS allows designated Council employees to directly manage and update the web content for each service, rather than having to have all content published via the ICT Service. This results in the efficient and timely publication of information via the Council's web site and minimises the size of the ICT web team.

4.3   As well as the Council's main web site (http://www.Inverclyde.gov.uk) the Web-Labs CMS is also used to maintain approximately 50 other Council-related websites, including ICON (Council intranet), schools' websites and the Inverclyde Child Protection Committee website. The existing system [updated to the latest version of software] continues to meet functionality. On-going service requirements for the existing system are limited to software maintenance and hosting services which would cost approximately £12,000 per annum.

4.4   The Council's Digital Access Strategy will require the Council's existing website to be redesigned and relaunched during 2014. This work involves an upgrade to the supplier's CMS which will enable services to maintain the website content in a convenient and timely manner.

4.5   New requirements for additional websites have also been identified recently.

Website	Description
Heritage	Promotional site to provide source of information for Coastal Pathways initiative.
Inverclyde Living	Information and promotion site to enhance Inverclyde Living brand around repopulation.

4.6   There will be substantial cost and time implications in migrating the content from the existing Council web sites to new ones if a new CMS had to be procured.

4.7   The anticipated cost of installing a new CMS and migrating all existing Web-Labs powered sites to new solution will be in the region of £100,000. This does not include the cost of running the procurement process.

4.8   It is estimated that it would take around 12-18 months to migrate all Council web sites to a new solution.

4.9   In order to maintain the current web presence during this transition, both old and new solution support costs would apply.

4.10   Multiple users within Council services have been trained to use the Web-Labs solution and the introduction of a new CMS would require substantial retraining of staff.

4.11   Web site hosting arrangements have been in place with Web-Labs via a hosting company, Selcom, since 2007 and the Council has experienced no service provision issues in this period. Websites hosted under these arrangements have always been available.

4.12   Inverclyde Council-owned servers located at Selcom are now 7 years old and are running old versions of operating system and database software. This prevents the Council taking

advantage of a free upgrade to the latest version of Web-Labs CMS and as part of this work, it is proposed that the hosting of the Council's web sites moves to the Selcom virtual server environment at no additional cost.

5.0   IMPLICATIONS

Finance

5.1   <u>Financial Implications</u>:

There are no additional costs associated with this work. However, costs for redevelopment of the new web site, including the upgrade of CMS and template redesign, have been agreed via Committee approval of report ICT 25-3-14 Modernisation Update.

One Off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A	N/A	N/A	N/A	N/A	

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect From	Annual Net Impact	Virement From (if applicable)	Other Comments
N/A	N/A	N/A	N/A	N/A	Existing £12,000 annual software maintenance and hosting charges will continue to be met from within the existing ICT software maintenance budget

Legal

5.2   Based on the information provided in this report, in particular that (i) the existing system continues to have useful life and on-going service requirements are limited to software support and maintenance services and (ii) for technical reasons/reasons connected with the incumbent's intellectual property rights only the incumbent can provide such services, it is appropriate to enter into a new agreement or seek an extension to the existing agreement with the incumbent supplier and that on terms acceptable to the Head of Legal and Property Services.

Human Resources

5.3   There are no HR implications.

Equalities

5.4   There are no Equalities implications - Web-Labs site templates meet all DDA guidelines.

Repopulation

5.5   A content management-driven website enables service staff to maintain content within new Inverclyde Living website. The present site (under development) is hand coded by ICT and this is a time consuming, resource intensive method. Moving to a new CMS will

enable more timely content changes to be made, resulting in the site being more useful and informative for visitors.

6.0   USE OF EMERGENCY POWERS

6.1   In order to ensure that these developments related to the Council's Modernisation Programme are not delayed and to ensure that technical development resources at WebLabs can be secured in a timely fashion, Councillors McCabe, Clocherty, McEleny and the Chief Executive, using the emergency powers procedure, granted permission to negotiate a new contract with the existing supplier in accordance with Standing Order 11.1 of the Council's Standing Orders relating to Contracts, rather than tendering for a replacement solution.