

REQUEST FOR DIRECTOR DECISION – DD1310

GLA Website Support for 2015-16

Executive Summary:

The GLA Technology Group (TG) has responsibility for technical support and development of the GLA websites since 2013, as approved in DD1119. The current contract will expire on 31 March 2015.

This approval seeks permission to procure and commission technical support and web development services for one year with the option of extending for a further year.

Decision:

The Executive Director to approve;

1. The procurement and commissioning of technical support and web development services for one year with the option to extend for a further year.
2. Expenditure of up to £60,000 to 31 March 2016 on the following services;
 - Technical support, monitoring and maintenance services to key GLA websites on a day-to-day basis
 - Small scale development and undertaking of other technical changes to the websites
 - Technical advice to the GLA on best practice measures to manage websites, particularly during the transition of the current London.gov.uk website into the new one.

AUTHORISING DIRECTOR

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.
It has my approval.

Name: Martin Clarke

Position: Executive Director – Resources

Signature:

Date:

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1 From 2013, the GLA Technology Group (TG) has been responsible for the technical support and development of the GLA websites. The budget equivalent of the Web Development Team Leader and two Web Developer posts was transferred to TG (Programme Delivery budget) to fund the external supplier.
- 1.2 The first contract will have run for two years (at 31 March 2015) and has been highly successful in enabling the GLA to stabilise the London.gov.uk website by carrying out planned and controlled developments and changes on all websites that the contract covered.
- 1.3 “GLA websites” encompasses the main London.gov.uk site plus a range of associated microsites (Recycle for London, London Datastore, Healthy Schools, Destination London, Rape Crisis, London Elects and the GLA Intranet).
- 1.4 The selected supplier will provide technical services to the GLA in 3 areas:
 - Day-to-day support of the GLA websites (referred to as Business As Usual or BAU support). This includes monitoring and alerting; proactive maintenance; reactive fixes for failures; deployment of routine maintenance software;
 - Small-scale changes and enhancements; and
 - Technical advice to the GLA. In particular, this will be used to plan the transition from the current London.gov.uk to the new one, including the absorption of a number of subsidiary websites (microsites), some of which will be part of the support contract.
- 1.5 Procurement
 - 1.5.1 The procurement will be carried out in accordance with the GLA’s Code of Contracts and officers will work with TfL Procurement to identify the most appropriate procurement route.
- 1.6 The new London.gov.uk
 - 1.6.1 A major programme of work is currently under way to develop and implement a new London.gov.uk website. It is expected that the new website will become the primary London.gov.uk around December 2015. However, given the volume of content that needs to be migrated to the new website and microsites, it is anticipated that the existing sites will require support until March 2016. If there was a need for support beyond March 2016, the contract will allow for a year extension, but the expenditure will need approval.
 - 1.6.2 During 2015, plans will be produced to ensure that the new London.gov.uk website is technically supported and maintained.

2. Objectives and expected outcomes

- 2.1 The objectives of the procurement exercise are;
 - To procure a skilled and experienced supplier to provide a full range of website support and maintenance services.

- To implement a planned and controlled transition of the support service from current to the new supplier.

3. Equality comments

- 3.1 The websites for which support will be procured are public facing (with the exception of the Intranet). The main equalities implication for websites is accessibility (particularly for users with visual limitations such as colour blindness). The standard criteria for website accessibility is the Worldwide Web Consortium's Web Accessibility Initiative. The GLA has mandated standard of AA (the highest category being AAA) for its websites.

4. Other considerations

- 4.1 www.london.gov.uk is and will remain the GLA's primary digital presence on the internet. As such, this sites as well as subsidiary websites (microsites) are required to be fully supported and maintained.

5. Financial comments

- 5.1 The cost of the annual contract is estimated at up to £60,000 and will be met from the existing 2015/16 Technology Group Programme Delivery Budget. This is an increase over the 2014/15 amount of £50,000 for the following reasons:
- It is anticipated that a greater number of (small scale) changes will be required to the London.gov.uk website in particular than carried out during the previous year,
 - To have available a greater amount of supplier technical resources to transition content and functionality from the current London.gov.uk to the new website and
 - To provide additional technical support during the anticipated move of the Destination London and Recycle for London websites to external organisations.
- 5.2 The contract is being put in place with the flexibility to extend for a further year, however, should the contract require an extension after March 2016, approval for expenditure in 2016-17 will be required through a further Director's Decision.

6. Legal comments

- 6.1 The foregoing sections of this report indicate that:
- 6.1.1 the decisions requested of the director fall within the powers of the Authority, to do anything which maybe considered to be facilitative of or conducive or incidental to the promotion of the improvement of the environment and economic development and wealth creation in Greater London; and
- 6.1.2 in formulating the proposals in respect of which a decision is sought officers have complied with the Authority's related statutory duties to:
- (a) pay due regard to the principle that there should be equality of opportunity for all people;
 - (b) consider how the proposals will promote the improvement of health of persons, health inequalities between persons and to contribute towards the achievement of sustainable development in the United Kingdom; and
 - (c) consult with appropriate bodies.

- 6.2 Officers must ensure that the services required are procured by Transport for London Procurement who will determine the detail of the procurement strategy to be adopted in accordance with the Authority's Contracts and Funding Code and appropriate contract documentation is put in place and executed by the successful bidder(s) and the Authority before the commencement of such services.

7 Planned delivery approach and next steps

| Activity | Timeline |
|---|--|
| Procurement [for externally delivered projects] | February 2015 |
| Announcement [if applicable] | n/a |
| Delivery Start Date [for project proposals] | 1 April 2015 |
| Final evaluation start and finish (self/external) [delete as applicable]: | n/a |
| Delivery End Date [for project proposals] | 31 March 2016 (with option to extend to 31 March 2017) |
| Project Closure: [for project proposals] | n/a |

Appendices and supporting papers:

1. Draft Website Support Specification

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Note: This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:**Is the publication of Part 1 of this approval to be deferred? YES**

If YES, for what reason:

The approval includes commercial information that could adversely impact a competitive procurement if it was known by the suppliers who are bidding.

Until what date: (a date is required if deferring) 30 April 2015.

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to confirm the following (✓)

Drafting officer:

Duminda Baddevithana has drafted this report in accordance with GLA procedures and confirms that:

✓

Assistant Director/Head of Service:

David Munn has reviewed the documentation and is satisfied for it to be referred to the Sponsoring Director for approval.

✓

Financial and Legal advice:

The Finance and Legal teams have commented on this proposal, and this decision reflects their comments.

✓

EXECUTIVE DIRECTOR, RESOURCES:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature

Date