

REQUEST FOR DIRECTOR DECISION – DD1341

GLA Website Support for 2015/16

Executive Summary:

The GLA Technology Group (TG) has responsibility for the technical support and development of the GLA websites since 2013, as approved in DD1119.

This approval seeks permission to award, contract and commission technical support and web development services for one year from April 2015 to March 2016, as the current contract has expired on 31 March 2015.

Decision:

The Executive Director approves expenditure of £75,000 from 1 April 2015 to 31 March 2016 on website technical support and web development services from Sirius.

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 has been carried out in accordance with the GLA’s Code of Contracts using the CCS G-Cloud framework. Three responses were received and Sirius was selected as the preferred supplier.

Officers have worked with TfL Procurement to ensure appropriate contract documentation is put in place between and executed by the GLA and Sirius before the commencement of the services.
 - 1.5.2 DD119 for website support for 2014-15, requested approval for a maximum two year cost at £95,000 with a maximum one-year cost of £65,000. As TG had not previously had a website support contract in place, and no previous costings were available, the approval requested was based on estimates.
 - 1.5.3 Similarly, for 2015-16, DD1310 sought approval before the procurement to award contract at an estimated value of £65,000. During the procurement process, as the winning bid has come in higher, this decision now requests approval for expenditure of £75,000 for one year.
- 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. During 2015, plans will be produced to ensure that the new London.gov.uk website is technically supported and maintained.

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 £75,000 and will be met from the existing 2015/16 and 2016/17 Technology Group Programme Delivery Budget.

5.2 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.

5.3 The contract provides the option to extend the services 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 Executive Director fall within the powers of the Authority, to do anything which may be 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 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
Project Closure: [for project proposals]	n/a

Appendices and supporting papers:

1. 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? NO**

If YES, for what reason:

Until what date: (a date is required if deferring)

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