**LTC Website Tender**

**Questions and Answers**

**Q. Can the proposal be emailed?**

A. In order to comply with the Council’s procurement policy all proposals must be sent via POST. Tender must be submitted in a plain sealed envelope which shall bear the word “TENDER” followed by the subject to which it relates, but shall not bear any name or mark indicating the sender and such envelopes shall envelopes shall remain in the custody of the Clerk until the time appointed for their opening.

The address is the one listed on the tender notice.

**Q. Can companies from outside of the UK apply?**

A. The tender is open to all.

**Q. The document states that you want ‘control of the layout’. Could you please elaborate a little further over how much depth of control you require eg are you looking to change the sizes of images and fonts or do you want to be able to change the overall design of each page?**

A. We want to be able to hide or show a placeholder/box as when we need to as well as move them around. Currently the system we have allows us to position the placeholder where we want on each page, so that different pages have different side placeholders. See these links

<http://www.littlehampton-tc.gov.uk/main.cfm?type=MONEYMATTERS>

<http://www.littlehampton-tc.gov.uk/main.cfm?type=WHATSON&objectid=3340&searchtermredirect=what%27s%20on>

**Q. Are you looking to manually move content to an archive folder which is hidden from the public facing website when the content becomes obsolete? Does this need archiving automatically, perhaps with time based parameters or a custom ruleset?**

A. Our current system shows a number of news items on the homepage and the remaining ones are archived but would appear if you searched for a specific topic. Something similar would be good. We’re not so worried about auto-archiving events as we no longer list them individually on the Town Council’s website, we use Visit Littlehampton instead.

**Q. Survey creation: Do you want the ability to embed these surveys or the functionality so that they appear in a pop-up presentation during certain points of the user’s journey through the website?**

A. The ability to embed from survey monkey forms and being able to have a pop up (created in survey monkey) on the homepage. Our current system does not allows us to have pop up surveys on our homepage.

**Q. The document states that ‘published pages must show when content was last updated but not the username’. Are you referring to the public facing website or the administration?**

A. We’re referring to the public facing part.

**Q. Concerning the ‘Online Payments’ will this system just deal with events or are you planning to use it for material goods/services or bill payments in the future?**

A. This is the payment of bills not products.

**Q. Is there any budget set aside for website hosting and ongoing costs? How long is the agreement going to last or what is the expectation?**

A. For the first year we expect the set budget to cover the hosting and support costs. We want companies to shows us a breakdown of costs for ongoing support etc beyond the first year and we would then look to enter into a contract for up to 3 years at the end of the first year.

**Q. Is there any scope to go above the £25k budget?**

A. Only if there was a very valid reason for doing so i.e. the product being offered would exceed the essential requirements and would offer value for money long term.

**Q. The ideal launch is 1st April but this is a very short timeline from an early Jan 18 start. Is this set?**

A. Due to tender procedures we cannot begin earlier than January and Arun District Council (who host our current system) will cease the service from June 2018. We cannot be without a website for any period of time.

**Q. Could you please provide more information regarding the maintenance of the new website – would you require the updating of the website, technical support, security for the website etc?**

A. Yes, we would require the services mentioned. We would expect this for the first year and for details of the ongoing costs associated with these services beyond the first year to be included in the proposal so that we can budget accordingly.

**Q. Under the Must-Have CMS Features section you mention “the ability to update a document without having to find the page it’s displayed in”. Could you provide a little bit more information about this request?**

A. Our current system has a section where the media is saved and we are able to find the file and upload a replacement without having to find the page. This is particularly useful when the same file is displayed in several pages and it would be too time consuming if we had to update the file in each and every page.

**Q. There is no guideline for design per se, although you mention four websites’ ‘styles’ that you like regarding functionality. Shall we assume that you would also like the design style to be similar to these websites, should we give you ideas for design or is the design not part of the website ‘build’ tender?**

A. The design is to be included in the tender and we would like the proposal to offer ideas that work with the functionality in the requirements.

**Q. Could you confirm what should make up the tender? Do you want timing and project plans?**

A. Proposal as relevant to the specification in the brief, additional services that can supplied, insurance certificates, case studies except timing and project plans, these would be needed if your company was shortlisted for a presentation.

**Q. Do you have Mailchimp already?**

A. We have an account which we use for our Visit Littlehampton newsletter. We are going to carry out a resident survey next year to establish whether electronic newsletters is something people would like. We currently do a printed newsletter four times a year which is delivered door to door.

**Q. Would you like / expect us to design you a template or assets for a consistent template for mail shots in Mailchimp?**

A. If it is something you can do within the budget then yes please if not then it would be good if you could itemise the cost of such service as part of the added services you can offer.

**Q. Would you like a detailed visual for the visitor section rather than just a link out to** [**www.visitlittlehampton.co.uk**](http://www.visitlittlehampton.co.uk)

A. Yes, most certainly. Perhaps the same for the Museum? The Museum is one of our cultural services which currently is just a redirect like visit Littlehampton.

**Q. Do have some examples on survey monkey of what you might need so that we can propose the best solution?**

A. We currently use the free subscription but would be open to suggestions if an upgrade would offer value. We carry out surveys sporadically. Here’s one you can view <https://www.surveymonkey.co.uk/r/PYLQGRV>

**Q. Would you like custom managed ad banners or are you looking for adverts like google adsense embedded?**

A. We are looking for custom adverts as we’d be working with our small independent businesses.

**Q. The current site includes a username / password login, does that need replicating in the new website and if so, what functionality do logged-in users get access to?**

It is not a functionality that we need with the new system.

**Q. The current site has details of planning applications, but it looks like they come from a third party website - is that likely to continue?**

A. We have to maintain a link to the planning applications section of the District Council but as they are changing their platform too, I would imagine that it would stop being compatible with ours. Therefore this is something that is likely to be a link to their page rather than embedded.

**Q. Do you have a fixed budget for the project - it would help indicate the level of complexity / functionality and approach we could offer.**

A. The maximum budget is £25,000. We would only go over if there was a very valid reason for doing so i.e. the product being offered would exceed the essential requirements and would offer value for money long term.

**Q. The current site includes a link to Job Vacancies of which there’s no reference to in the project brief, does the new website need a specific ‘Job’ section or would managing jobs through the content management system suffice?**

A. Managing adverts and applications via the CMS would be sufficient.

**Q. Some of the pages on the current site are based around four ‘zones’ - Town Council, Museum, Living and Visiting - has this been successful and do you envisage this continuing with the new site?**

A. It is difficult to say if it is successful but seemed like the best way to categorise things. We are open to suggestions.

**Q. Is there anything else you’d like to see in a tender response - background, experience on other projects etc.**

A. You can include case studies, background etc. You won’t be penalised for too much information but we just need to get an idea of what you can offer to assist in the shortlisting process. If invited to a presentation then we’d need more details.

**Q. Is there any preference for the tech used to build the site?**

A. No preference, we just need a system that meets the requirements in the brief and that is easy to manage and maintain.

**Q. We see online payments might be planned for year 2 / 3, are there any more details available on that at this stage (e.g. what would payments be taken for).**

A. Payments of bills such as allotment rents, not the sale of products.