SSRO

Single Source
Regulations Office

SSRO-C-149 Website re-design, development and maintenance contract

Appendix 1: Specification document

1.   Introduction

1.1   This document sets out the SSRO's service requirements for a redesign of their website on a new platform along with ongoing hosting and support for it. The SSRO requires an initial new website design delivered by 31 March 2025 (phase 1) but with further development to take place in the early part of 2025/26 (phase 2), before the new website goes live. Hosting and support will be provided from when the website has gone live (phase 3). The contract awarded will cover all three phases, but with a break option at the end of phase 2.

1.2   The SSRO also want to use its website re-design as an opportunity to ensure that the SSRO's digital presence and public facing information is as accessible and engaging as possible. The supplier will be required to advise in relation to this as part of the overall services being provided.

2.   The SSRO

2.1   The SSRO was established by the Defence Reform Act 2014 which also created a regulatory framework for single source defence contracts, placing controls on the pricing of qualifying contracts and requiring greater transparency on the part of defence contractors.

2.2   The SSRO's purpose is to support and improve the operation of the regulatory framework through the delivery of our statutory functions. In carrying out these statutory functions, we aim to ensure that good value for money is obtained in government expenditure on qualifying defence contracts, and that contractors are paid a fair and reasonable price under those contracts.

2.3   The SSRO's website is one of its key communication tools. The Ministry of Defence (the MOD) and defence contractors interact with our website as a source of information as well as to access guidance documents. It also provides them with news stories, examples of which are when we launch consultations or issue new publications.

3.   The SSRO's current website

3.1   The SSRO's current website is part of the UK government website www.gov.uk. The site is maintained by the Government Digital Service (GDS). The site is designed to be user-friendly, allowing public sector organisations to build and manage online services without needing extensive technical knowledge. It is designed to be low cost and is built with accessibility in mind. www.gov.uk is designed to ensure consistency across all government departments and we have access to a helpdesk for both technical and content related queries.

3.2   The current site is administered through an admin portal which includes set templates and a style guide. Volume of traffic is around 800-1,000 page views per month, less than 10,000 in total per year. The supplier will be provided with all the data the SSRO holds about its current website use to their delivery of the services.

3.3   The current SSRO website has the following structure:

- Quick links at the top of the home page
- Top six featured news stories
- Latest news stories and document publications from the SSRO
- What we do
- Documents section – split by Services, Guidance and regulation, News and communications, Research and statistics, Policy and consultations, Transparency and freedom of information releases
- Our management
- Contact SSRO
- Corporate information including jobs and contacts
- Make a Freedom of Information request

4. Service requirements

4.1 The SSRO requires the supplier to re-design and develop the SSRO's website on a new platform in accordance with its website specifications detailed in section 5 and in line with the following objectives:

a) To provide the flexibility to enable the SSRO to adapt content easily and tailor it for specific audiences;

b) To improve stakeholder experience, including news, guidance, research, and policy papers and consultations; and

c) To be able to host video content on our website.

4.2 As part of the re-design and development, the supplier is required to:

(i) migrate existing web content to the new website or provide an archive for content which no longer needs to be on the website;

(ii) consider improvements to the SSRO's existing logo and document templates; and

(iii) train SSRO staff to be able to make website changes.

4.3 The supplier will also provide ongoing hosting and support services for:

a) any queries relating to the new website from the SSRO's Senior Governance and Publishing Manager (support required Monday to Friday 9am – 5pm);

b) website availability (website restored same working day where it has become unavailable); and

c) website maintenance and update as agreed with the SSRO.

5. Website specification

5.1 The SSRO's requirements for its website are described in the table below.

Ref	Requirement	Description
General requirements		
1.1	Content audit	The supplier needs to undertake an audit of existing content so that there is a record of what has been transferred across to the new website.
1.2	Migration/archive of existing content	Some content needs to be in place on the new website at the go live date and some may need to be archived.
1.3	Domain name	The new website needs to continue to use the www.ssro.gov.uk address which the SSRO owns the domain for.
1.4	Must meet Web Content Accessibility Guidance (WCAG) 2.2	The website must meet these accessibility standards. This must include a cookie mechanism in line with Web Content Accessibility Guidelines (WCAG) 2.2 criteria.
1.5	Administration	Administration of the website must be simple and require little to no specialist technical knowledge. There must be a minimum of two Administration accounts and these people need to be trained in the administration of the website.
1.6	Managing content	Content must be easy to edit, delete and archive. It must be simple to add new content to the website especially as we are likely to start with a Minimum Viable Product which we then add to.
1.7	Automated publication	There must be functionality that allows pages to be scheduled for publication in advance at defined times.
1.8	Share draft content	It must be possible to share draft content internally for comment in advance of publication.
1.9	Html content	The website needs to be able to deal with html content and attachments.
1.10	Graphics	The website must be able to display charts and images on pages.
1.11	Categorisation	There must be functionality which allows the categorisation or grouping of content types.
1.12	News stories	There must be the ability to publish news stories.
1.13	Featured stories	There must be the ability to feature and prioritise stories on the home page.
1.14	Embedded attachments	It must be possible to embed attachments on pages.
1.15	Analytics	It must be possible to get some basic analytics of page views, downloads etc. Ability to exclude SSRO IP addresses from analytics would be helpful.
1.16	Searchability	It must be possible to search the website by key word or content. There must also be Search Engine Optimisation (search engines must be able to pick up relevant content from searches).
1.17	User experience	Users must be able to navigate the website easily with easy to use filters and accessibility features. The SSRO's information presented through the website should be as engaging and accessible as possible. It must also be possible to gather user feedback from the website.

Ref	Requirement	Description
1.18	Training	SSRO staff must be trained in how to make changes to the content on the website.
Technical requirements		
1.19	Server location	The server for the website and the data associated with it must be located within the United Kingdom.
1.20	Supplier security accreditation	The supplier must hold and maintain Cyber Essentials Plus accreditation and ISO27001 accreditation (or equivalent) throughout the duration of the contract.
1.21	Must work on mobile services	The website must be capable of being viewed and navigated on a mobile device and different browsers.
1.22	Penetration testing	The SSRO undertakes an annual ITHC which will include the website within its scope.
1.23	Video and images	The website must be able to host video content and images.
1.24	Intellectual Property	The SSRO must own all Intellectual Property to its website.
1.25	Maintenance and support	The SSRO must have access to a support service in accordance with paragraph 4.3 above for the period of the contract should there be queries relating to making changes to the new website. The website must be continually available and any issues relating to this would need to be addressed in a responsive way and in accordance with paragraph 4.3 above.
1.26	Security	The SSRO IT environment, policies and procedures are based on the following policies and procedures, and the supplier must ensure that the solution will be consistent with the relevant wider HMG digital service and security policy framework, including: 1. HMG Security Policy Framework (SPF). 2. NCSC Published Guidance, Cloud Security Principles and Security Design Principles. 3. ISO/IEC 27001:2013 or 2022 – Information technology – Security techniques – Information security management systems – Requirements. 4. Cyber Essentials Scheme: Requirement for Technical Protection from Cyber Attacks.

6. The SSRO's target audience

6.1 The target audience for the SSRO is:

b) MOD staff;

c) staff of individual contracting companies who do business with the MOD;

d) trade associations;

e) overseas organisations similar to the SSRO;

f) academics; and

g) interested members of the public.

7. Minimum Viable Product to be delivered by 31 March 2025

7.1 The supplier is required to provide a prototype of the SSRO's re-designed website by 31 March 2025 with the following elements of the existing SSRO website incorporated within the new design.

- Guidance provided by the SSRO
- Price, costs and profit
- Referrals
- Non-referral advice
- SSRO Support
- Reporting guidance and DefCARS
- I would like to find out about the SSRO and the regulatory framework
- I want to agree the price of a QDC and understand allowable costs and profit rates
- I need to submit a report and need to know if it will be compliant
- How to make a Freedom of Information request
- Contact the SSRO

7.2 As the SSRO requires the website work to be completed in the early stages of 2025/26, the Minimum Viable Product will need to be suitably developed to provide confidence that the work can be completed in a short period of time. A Minimum Viable Product will allow the SSRO to gather input from internal and external stakeholders on the look and feel of the new site before work is completed.

8. Stages of the SSRO's website re-design and development

8.1 The following table sets out the key phases (and within those, the stages) of website development:

Phases and stages of the project	Timing
Phase 1 – Stage 1 (Plan the project)	February 2025
Phase 1 – Stage 2 (Planning the website with the supplier)	February 2025

Phases and stages of the project	Timing
Phase 1 – Stage 3 (Design and Layout)	Delivered by 31 March 2025
Phase 2 – Stage 4 (Content Creation)	Quarter 1 2025/26
Phase 2 – Stage 5 (Development and Training)	Quarter 1 2025/26
Phase 2 – Stage 6 (Testing, Review and Launch)	Website go live when accepted by the customer (ideally in Quarter 1 2025/26)
Break point option in the contract	
Phase 3 – Stage 7 (Support, Maintenance and Update)	Remainder of 2025/26 to end of contract term.

8.2   The SSRO will lead on Stages one and seven, but will be guided by the supplier's team through stages two – six.

9.   Other website examples

9.1   The following websites are examples of what the SSRO considers good looks like:

- Financial Conduct Authority
- UK Regulator's Network
- Financial Reporting Council
- Ofgem
- Care Quality Commission
- The Takeover Panel

9.2   The SSRO will be guided by the supplier on work they have previously completed.