Tender for Redevelopment

Of Newton Abbot Town Council Websites

Overview

**Tender Return Date:** 07/06/2019

**Return Tender to:**  Newton Abbot Town Council

The Town Hall, 9 Devon Square

NEWTON ABBOT, Devon

TQ12 2HN

**Email:** info@newtonabbot-tc.gov.uk

All Queries regarding this tender should be directed to the contact details above:

**General Instructions**

Competed tender submissions should be returned by email and post to be received no later than 12 noon on the 7th of June 2019.

Applicants are asked to read and understand the needs of the tender fully before responding and that any queries be directed ASAP to Mr Philip Rowe, Town Clerk, Newton Abbot Town Council, The Town Hall, 9 Devon Square, NEWTON ABBOT TQ12 2HN.

1. Intention of web strategy
   * Reposition the Council’s two existing websites - <https://www.newtonabbot-tc.gov.uk/>

and <https://www.museum-newtonabbot.org.uk/> to current open source software and the government’s accessibility requirements.

* + Provide a community-based website that is inclusive for all entities needing to access the Council’s services.
  + Allow customers to view availability of community facilities and to receive information on how to book.
  + To allow potential visitors to the town’s Museum to view information about the Museum and its exhibitions, along with bite sized information on the Museum collection for those unable to visit in person.
  + Have a website that can be administered by the Town Council and Museum staff themselves, utilising open source software (preference will be WordPress) and conforming to the Government’s guidelines on accessibility.

1. About the Council

Newton Abbot Town Council delivers various services for the people of Newton Abbot, including the Newton Abbot Town and Great Western Railway Museum. Currently operating from premises in Devon Square, Newton Abbot, the Council and Museum will be moving to new premises in Wolborough Street, Newton Abbot which has been named Newton’s Place. This new building will host the Museum, community rooms for hire and the Town Council. The Council wishes to update it website(s) to coincide with this move, and at the same time move from a Joomla administered system to one using WordPress. Currently the Town Council’s content and the Museum’s are held on separate servers, this is to be maintained. However, we wish the landing page to be about Newton’s Place; information on the project to create it; ability to access details to be able to book the rooms; navigate to the Town Council content, or the Museum content:-

**NEWTON’S PLACE**

**(Landing page only)**

**Hierarchy -**

**TOWN COUNCIL**

**(Main site)**

**MUSEUM**

1. Functionality Requirement
   * Ability to view and navigate content regardless of access channel and quality of browser
   * View details of all services provided by the Council
   * View booking availability
   * Ability to view each room layout available before booking (on-line bookings will not be required initially)
   * Allow customers to visually see when a room is available with some sort of colour to indicate booked out and available
   * Allow staff to easily amend availability
   * Events Calendar
   * Allow staff to update and maintain the site through a WYSIWYG type editing (Wordpress)
   * Content Management System must be open source
   * Image Carousel
   * Contact Us
   * Site Map
   * Gallery of Images
   * Integration with Social Media
   * Mobile Friendly/Responsive Design
2. Search Engine Optimisation
   * Friendly URLs
   * Automated breadcrumbs
   * Editable metadata on each page
   * Generate XML site map for Google Webmaster
   * Google Analytics
3. Technical Requirements

* Development best practices must be observed at all times.  For example OWASP Top 10 (<https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project>)
* Security headers must be utilised. CSP, SRI, HSTS, XSS Protection. Content served by a third party, must use SRI, for example.
* The site must be hosted in the EU/EEA, preferably in the UK.
* The site(s) will utilise a Web Application Firewall provided by Cloudflare and managed by our IT Service Provider, (access can be provided)
* The web server must only accept connections from Cloudflare (assistance provided)
* The site(s) must run in a dedicated server instance, VPS or container for example. Shared hosting is not an option.
* The necessary Cloudflare modules to allow the source IP to be logged on the server will need to be installed (assistance provided)
* The web server will need to send the logs to a central SIEM such as Azure Sentinel (assistance provided)
* Server logs must be retained for six months.
* Critical and high vulnerabilities must be patched with 14 days of patch release.
* The web server should otherwise be kept up to date with a supported operating system and web stack as part of ongoing maintenance.
* Any payment collection (via credit/debit card) must be handled entirely by the third-party payment provider.  Card data must never be processed directly.
* The website will be vulnerability tested at least once per year by a qualified vulnerability assessor.
* As a public sector web site, it will be monitored by NCSC Web Check (managed by our IT Service Provider)
* Management areas must be restricted with strong passwords and a second factor of authentication.

1. Objective of the website
   * Provide a site that is functional and easy to use for all age groups
   * Viewing of availability of Rooms
   * Events Calendar
   * Ability to get an overview of what the Museum and Council has to offer
   * Gallery of Images/video to showcase Newton’s Place
   * Allow people to contact Newton’s Place easily
   * Showcase the services of the Council
2. Graphic Design
   * The site must comply with existing identity/branding and colour schemes where possible
   * We are happy to take advice and suggestion on how this might differ or be changed to improve the site and back up the other criteria specified.
3. Maintenance, Training & Support
   * Please include in your quote the price for training our staff in using the CMS, on the customer’s site.
   * Please include in your quote the price for CMS/Website user manuals, including the SEO and eCommerce elements.
   * The administration format must be WORDPRESS
   * Regarding security, it must conform to the requirements set out in the Appendix to this document.
4. Copyright Issues
   * Ownership of assets including the content and imagery is in sole ownership of Newton Abbot Town Council and Museum.
   * The system must be on an open source system
5. Hosting and Domain Requirements
   * Details of hosting and renewals
   * Location of hosting servers and company providing the service
   * It must conform to the Govt’s latest access requirements along with Data Protection, GDPR, the current ePD and the forthcoming ePR.
6. Reference Sites
   * Please include reference sites of similar work
7. Time Frame
   * We envisage a period of 6 to 8 weeks from signing of project agreement to completion.
8. Company Information
   * Name of company, contact person, phone number, email
   * Place of business and postal address
9. Proposed Team
   * Provide details of each person who will work on this project – name, role, qualification and relevant experience.
10. Fee Structure

* + Design Costs
  + Commissioning or Start-up Costs
  + 3rd Party Costs Incurred
  + Ongoing support and maintenance cost per annum, applicable after the FIRST year

1. Decision Process
   * Decision of awarding tender will be announced to the successful company on the 14/06/2019

N.B. The Council reserves the right not to accept the lowest or any tender.