

SPECIFICATION OF REQUIREMENTS

Background

The Council is facing a demanding financial challenge whereby it needs to reduce costs by £58m in its revenue budget of £190m, approximately a third of its net revenue budget. All services are expected to contribute to these savings while protecting services as much as is possible in this context.

The Customer Access Programme (CAP) has been initiated to introduce process changes across a number of the Council's services to facilitate channel shift away from Face to Face meetings and telephone calls and encourage citizens to perform transactions online by providing improved online services. By doing this it is estimated that potential savings of £2.3m per annum could be achieved.

In addition to the implementation of new online services to support the process changes and channel shift, CAP will also deliver a new design for the Redbridge.gov.uk website that provides the Redbridge i functionality developed by the Council's ICT team.

Two key components that are required to support the implementation of the new online services and the website refresh are a new Content Management System (CMS) and an eForms package.

Given that the ICT team's core development skills are .NET and we would be looking for 1st Line support to be provided in house following a handover and training by the supplier, our preferred CMS is Umbraco. If the supplier feels that it is not possible to deliver all of the requirements documented in the tender documents using Umbraco then please provide an indication of which requirements are not supported and why so that we can assess the impact to CAP.

If a reasoned argument can be presented for why an alternative .NET CMS is a better option then that can be presented in the suppliers proposal along with the associated licensing costs.

Please note that whilst Redbridge's website integrates to a number of different third party systems via a combination of REST and Web APIs, at this point in time it is suggested that the proposals should be submitted on the basis that the Redbridge ICT team will perform the integration work; if any integrations are identified once the project starts that require the supplier to perform specific work then they will be addressed via the agreed change control process.

Based on the above, the Supplier shall be required to provide the following services:

- Confirm Umbraco meets the requirements documented in the attached CMS Requirements Specification and identify any gaps.
- Implement Umbraco as the new CMS.
- Recommend and implement an eForms package that is compatible with Umbraco and meets the requirements documented in the attached eForms Requirements Specification.
- Provide training for the new CMS to Redbridge's ICT team and content editors.

The Supplier shall allow for a number of milestone meetings, including but not limited too:-

- Presentation of initial findings to the CAP management team to confirm that Umbraco is fit for purpose or recommend alternative CMS solutions.
- Present recommendations for the eForms package.
- Review of the new website design to confirm that it can be implemented using the new CMS and eForms package.
- Presentation of the final plan for implementing the selected CMS and eForms.
- Presentation of the plan for transitioning 1st line support to the Redbridge ICT team and providing appropriate training to support this.