

OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

ORIGINATOR: Chief Executive

DECISION NO. 2014/30

REASON FOR SUBMISSION: For Decision

SUBMITTED TO: Police and Crime Commissioner

SUBJECT:

Website Development Contract – Rehabilitation Website

SUMMARY:

A Countywide Strategic Partnership Board has been set up to focus on the Rehabilitation of Offenders, bringing partner agencies together to explore opportunities to improve offender management and reduce reoffending.

A key action from the Board is the development and implementation of a rehabilitation website to signpost ex-offenders to sources of help to change the things in their lives which might make them vulnerable to re-offending (i.e. lack of employment, homelessness, drug and alcohol use)

This report seeks approval to undertake a Single Tender Action process to secure the services of a software developer. This work would be undertaken over an eight week period, commencing on 19 May 2014, at a cost of £7,500 plus expenses.

RECOMMENDATION:

It is recommended the PCC agrees to the development and implementation of a Rehabilitation Website by a software developer at a cost of £7,500 plus expenses.

OUTCOME/APPROVAL BY: PCC

The recommendations as outlined above are approved.

Signature

A. W. Bell

Date 26/8/14

DETAIL OF THE SUBMISSION

1. INTRODUCTION:

- 1.1 A Countywide Strategic Partnership Board has been set up to focus on the Rehabilitation of Offenders, bringing partner agencies together to explore opportunities to improve offender management and reduce reoffending.
- 1.2 A key action from the Board is the development and implementation of a rehabilitation website to signpost ex-offenders to sources of help to change the things in their lives which might make them vulnerable to re-offending (i.e. lack of employment, homelessness, drug and alcohol use)

2. BACKGROUND:

- 2.1 Initially, the PCC's office advertised a contract and invited tenders to develop and implement a rehabilitation website, working closely with partner agencies to maximise opportunity to share resources and improve capacity to support ex-offenders.
- 2.2 A procurement process resulted in only 1 tender being received. This tender, however failed to meet specified criteria, and significantly exceeded the £9,000 budget allocated by the PCC to the progress this work. Therefore the procurement process was aborted.
- 2.3 The PCC, working in conjunction with the Norfolk Constabulary Procurement unit, therefore decided to take a different approach through a Single Tender Action process, to secure the services of a software developer.
- 2.4 This work would be undertaken over an eight week period, commencing on 19 May 2014, at a cost of £7,500 plus expenses.
- 2.5 A copy of the final agreement, which outlines the delivery timetable and expected outcomes from the website, is attached at Appendix 1.

3. FINANCIAL IMPLICATIONS:

- 3.1 As outlined within the Agreement.

4. OTHER IMPLICATIONS AND RISKS:

- 4.1 None.

PUBLIC ACCESS TO INFORMATION: *Information contained within this submission is subject to the Freedom of Information Act 2000 and wherever possible will be made available on the OPCC website. Submissions should be labelled as 'Not Protectively Marked' unless any of the material is 'restricted' or 'confidential'. Where information contained within the submission is 'restricted' or 'confidential' it should be highlighted, along with the reason why.*

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	Yes
Has the PCC's Chief Finance Officer been consulted?	Yes
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes
Have human resource implications been considered?	Yes
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes
Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes

APPROVAL TO SUBMIT TO THE DECISION-MAKER (this approval is required only for submissions to PCC and DPCC).

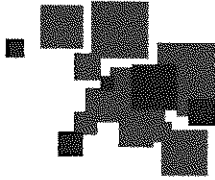
Chief Executive

I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the PCC.

Signature:



Date 26.8.14



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

AGREEMENT

This agreement made on between:

Office of the Police and Crime Commissioner for Norfolk (hereinafter called 'the Employer') at:

OPCCN
Building 8
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW

and

Michael Oglesby (herein after called 'the Contractor') at:

14 Southwell Road
Norwich
Norfolk
NR1 3HS

For the development and delivery of a Rehabilitation Website over a period eight weeks in accordance with the roles and responsibilities as set out in Appendix 1, the Employer's Terms and Conditions for the Supply of Services and in accordance with the provision contained therein.

Now this Agreement Witnesseth as follows:

- (i) In this Agreement, words and expressions shall have the same meaning as are respectively assigned to them in the Condition of Contract and tender offer hereinafter referred to.
- (ii) The following documents shall be deemed to form and to be read and construed as part of this Agreement:
 - Employers Term's and Condition's for the Supply of Services
- (iii) In consideration of the payments to be made by the Employer to the Contractor, as hereinafter mentioned the Contractor hereby covenants with the Employer to provide, execute and complete the Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

- (iv) The Employer hereby covenants to pay the Contractor in consideration of the provision, execution and completion of the Services and the remedying of omissions therein the Contract, or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

SIGNED BY:  NAME: M. STOKES,
12.5.2014

for and on behalf of Office of the Police and Crime Commissioner for Norfolk

DATE: 12.5.2014

SIGNED BY:  TITLE: MR

DATE: 12th May 2014

PRICE SCHEDULE & TERMS OF REFERENCE

Contract: Website Development Contract

Contractor: Michael Oglesby

Contract Ref: MB/WDC

Terms of Reference:

Key skills / experience required

- Experience in website design and construction
- Evidence of successful delivery of a similar website design and construction.
- Experience of building technical/functional websites
- Able to demonstrate successful delivery of design and construction of website including key functionality
- Appropriate level of vetting/clearance

Key tasks (*not exhaustive*)

The website will be built using:

- WordPress Content Management System (CMS)
- third party theme and plugins
- HTML 5 with xHTML fallback for non compatible browsers
- CSS 2.0 and 3.0
- PHP 5
- MySQL

The website will be built upon the WordPress architecture and use plug-ins that already exist, either built in or via a third party supplier. No proprietary plug-ins will be created for this project.

A third-party theme framework and plugins will be used to deliver the final functionality of the website. Heavy customisation will be carried out on the theme.

The website will be developed to be 'responsive', that is, the layout of the website adapts itself according to the device the website is being viewed on making the website more device accessible.

The website will be configured with free Google custom search engine.

Google Analytics will be used for web usage tracking.

The Rehabilitation website will be hosted on the same hosting platform that is serving the Norfolk PCC website. A subdomain entry and new MySQL database will be created.

The website will consist of a range of different content types which will be entered in the CMS by assigned users. The following content types will be present on the site:

- **Static content** – content entered on pages of the website by editors that is fixed and appears only on the page it is entered on e.g. About us.
- **User generated content** - content entered by users of the website, the website passes this content back to the database and is dynamically displayed e.g. User comments
- **Plug-in / dynamic content** – entered by CMS editors and passed to the database and is dynamically displayed. e.g News releases, agencies entries

The website will comply with UK Law and best practice web standards:

- W3C accessibility
- Equalities Act
- EU Cookie Directive
- Cabinet Office UK Guidelines for Government websites

Cost: •

Eight weeks staff costs - £7500

- Theme £50 - £100 (Total not more than £100)
- Plugins £50 - £500 (Total not more than £500)
- Hosting Additional costs may occur (Total not more than £100 per year)

Invoices to be submitted by the contractor at the stages of completion set out in the contract.

As the project would be using the existing Norfolk PCC hosting platform, the cost of hosting the project will be absorbed into the main running costs.

The project will be using premium themes and plugins, so there will be an annual licensing and support cost associated with these.

Where the contractor selects plug-ins which involve additional costs, those costs should be presented to the employer for authorisation.

If contractor makes purchases with employer's agreement the contractor will supply receipts/invoices to employer.

Delivery timetable:

Specification Analysis - Interviews with major stakeholders to determine the functional specification of the project and website. **1 week**

Directory Plugin Research - research various 'business directory' plugins to determine which one meets the needs of the project. **1 week**

Theme Sourcing - research various themes to determine which one meets the needs of the project. Employer to agree theme the contractor is proposing to use including previewing the site to the employer. Presentation by contractor to employer of proposed design and functionality of website **1 day**

Website Design - design the interface for the website to meet the functional specification. **Approx 2 weeks**

Website Build - installation of WordPress, theme and plugins. Configuration of platform to meet security. Creation of sub-domain. **1 day**

Theme Configuring - depending on the specification, the theme will need to be configured (with dummy content) to meet specification and branding. Also includes adding 'real' content which will be supplied by the employer within this period. **Approx 2 weeks**

Testing - technical and user testing, fix bugs. To include the provision of a 'test' site for the employer. **1 week**

Documentation and Training - Documentation creation and training of operators. **1 week**

Total: 8 weeks (May 19 to July 14 – allowing for Bank Holiday)

Payment:

Payment will be in FOUR parts. The first payment (£1,875) will be made at the end of the Directory Plugin Research phase, the second payment (£1,875) will be made at the end of the Website Build phase, the third payment (£1,875) will be made at the end of the Theme Configuring and the fourth and final payment (£1,875) will be made at the conclusion of the Documentation and Training phase.

All payments are dependent on satisfactory delivery against the timetable and agreed specifications (see Appendix 2) with the Employer.

Rehabilitation website specifications

The Office of the Police and Crime Commissioner for Norfolk (with partners) needs a website to enable ex-offenders to access key practical information. The website needs to meet the following specifications:

General

- Be interactive, easy to use, non-complex, pictorial in style and with the facility to link to other partners websites
- Must use simple language and plain English.
- Must provide registered user logins to allow partner agencies to add/manage their own content in designated service sections (see below).
- Integration of social media channels into the website
- Meets legislative and best practice standards
- Includes information in 9 different 'sections/areas' with tabs from the home page linking to each section/pathway
- Each 'section/area' should contain information from various agencies and for each agency to have their own editorial rights and access
- Has ability for feedback to be posted
- Has calendars for individual partner sections and a central calendar capturing all events.
- Has a contact detail sections on each partner section/page.
- Will allow links from partner sections to their own websites/social media channels
- Map function to allow user to access providers and see their locations
- Send reminder emails to agencies if no update made in last 3 months
- Automatic back-ups to prevent loss of data
- All Event and Services data displayed in a mobile friendly layout.
- Service providers can add streaming videos, audio clips that talk about and promote local Events and Services.
- Analytics and Management reports
- Ability to record positive and negative searches to help identify gaps in service provision
- Unlimited posts by partner agencies
- Search function.
- Mobile friendly display compatible with Tablets, iPhone, Android and Blackberry phones

Service Sections List:

Accommodation
Alcohol
Attitudes, thinking and behaviour
Children and Families
Domestic Abuse
Drugs
Education, training and employment
Finance, benefit and debt
Health (Physical and Mental Health)

Service Providers (Partner agencies):

Will be able to upload details of the event, activity or service they provide. This will include who their event, activity or service is aimed at i.e. age, gender, map location, address, contact details including email, website address if they have one, opening times or when the event, activity or service is available. They will have a page to describe the event, activity or service.

Member of the public (Service User):

- Have the option to create a profile. By building a profile they will be able to get alerts and targeted information based upon gender, age, interests etc and their geographical location.
- Ability to 'like' an event/activity or service.
- No personal details displayed to other users
- Users will not be able to communicate to other users.
- Will be able to get information based upon their geographical location. The example given is if a person with a drug and alcohol problem decided to address their addiction they should be able to find out where their nearest drug and alcohol service is based (PIN HEADS)

ENDS>

