

PROCUREMENT NOTICE

Website Design, Development and Hosting Services

Contracting Authority: Horley Town Council

Contract Type: Services

Closing Date for Quotes: Friday 27th February 2026

Contract Duration: Initial period of 2 years

1. INTRODUCTION

Horley Town Council invites quotes from suitably qualified and experienced suppliers for the provision of a new website design, development, hosting and maintenance service.

The Council requires a comprehensive website solution that meets all statutory requirements for local government bodies, including full compliance with Web Content Accessibility Guidelines (WCAG) 2.2 AA standards and the Local Government Transparency Code 2015.

2. BACKGROUND

Horley Town Council serves the community of Horley, Surrey. The Council requires a new website provider with proven expertise in delivering websites specifically for town and parish councils in England.

The new procurement is driven by:

- Introduction of the Assertion 10 audit requirement for the 2025-2026 financial year, requiring demonstration of digital and data compliance via annual governance statements
- Mandatory compliance with WCAG 2.2 AA accessibility standards
- Requirements under the Local Government Transparency Code 2015
- Need for a provider with specialist knowledge of town and parish council statutory obligations and reporting requirements
- Desire to enhance resident engagement through improved functionality, including the ability for residents to easily report issues with local services (such as highways matters) directly to the appropriate reporting authorities

3. SCOPE OF REQUIREMENTS

3.1 Website Design and Development

The supplier shall provide:

- A modern, professional, mobile-responsive website design appropriate for a town council
- Full compliance with WCAG 2.2 Level AA accessibility standards from the point of launch
- Intuitive content management system (CMS) enabling Council staff to update content easily with multiple user licenses
- Secure hosting with appropriate backup and disaster recovery procedures
- SSL certificate and HTTPS encryption
- Search engine optimisation (SEO) best practices
- Integration with social media platforms
- Contact forms with appropriate security measures that adhere to GDPR best practice
- Newsletter/email subscription functionality
- Events calendar and management system
- News and announcements section
- Photo galleries and media libraries
- Document library with version control
- Committee and councillor information pages
- Online consultation and engagement tools
- Mapping functionality for local amenities and facilities
- Accessibility statement and accessibility feedback mechanism

3.2 Statutory and Regulatory Compliance

The website must facilitate compliance with **Local Government Transparency Code 2015** including publication of:

- Appropriate Finance Pages that will also display statutory requirements including members interests.
- Policies & procedures
- Council and committee meeting agendas, papers and minutes plus a launching page for Webex online meetings.
- A page for Committee membership and a general consultation responses
- Register of members' interests

3.3 Content and Functionality Requirements

- **Community Information:** Local amenities, facilities, parks, recreation grounds, allotments
- **Community Events:** Calendar of community events with booking/registration capabilities where appropriate
- **Planning and Development:** Information on local planning matters and Council consultations plus portal to the Planning Authority
- **Local Democracy:** Details of Members and contact information
- **Services:** Details of services provided by the Council
- **Business Directory:** Optional local business directory

- **Reporting Tools:** Capability for residents to report issues (e.g., graffiti, fly-tipping, street lighting)
- **Forms:** Online forms for various council services and applications
- **Venue Hire:** Information and booking system for Council-owned facilities
- **Notice Board:** Virtual notice board for community announcements

3.4 Ongoing Maintenance and Support

The supplier shall provide:

- Regular software updates and security patches
- Continuous monitoring of website performance and uptime
- Technical support during business hours (minimum requirement)
- Content management training for Council staff
- Annual accessibility compliance review included in core service
- Maintenance of WCAG 2.2 AA compliance through platform updates
- Regular backups with documented recovery procedures
- Analytics and reporting on website usage
- Advice on best practice for local government websites
- Proactive notification of any legislative or regulatory changes affecting website compliance

3.5 Migration from Existing Website

The supplier shall:

- Conduct a full audit of existing website content
- Migrate all relevant content, documents and media to the new platform
- Ensure all URLs are redirected appropriately to maintain SEO
- Provide a migration plan with minimal disruption to service
- Test all migrated content for accuracy and functionality

3.6 Training and Documentation

The supplier shall provide:

- Comprehensive training for Council staff on the CMS
- User manuals and documentation
- Video tutorials where appropriate
- Ongoing support and guidance as needed

4. ESSENTIAL SELECTION CRITERIA

Suppliers must demonstrate:

- **Proven Experience:** Minimum of 3 years' experience providing website services specifically to town and parish councils in England
- **Portfolio:** Evidence of at least 5 current websites, all meeting WCAG 2.2 AA standards
- **Specialist Knowledge:** Detailed understanding of Local Government websites including compliance with Transparency Code 2015, Assertion 10 requirements, and town/parish council statutory obligations
- **Technical Capability:** Proven ability to deliver and maintain WCAG 2.2 AA compliant websites
- **Support Infrastructure:** Adequate resources and support mechanisms to service the contract
- **Financial Stability:** Evidence of financial standing and insurance coverage

5. CONTRACT TERMS

- Initial contract period: 2 years
- Payment terms: [To be specified in final contract]
- Termination provisions: [To be specified in final contract]
- Performance monitoring through quarterly reviews

6. SUBMISSION INSTRUCTIONS

Quotes must be submitted by email to info@horleysurrey-tc.gov.uk

7. CONTACT INFORMATION

Contracting Authority: Horley Town Council

Contact Person: Helen Maan, Leisure & Compliance Officer

Email: info@horleysurrey-tc.gov.uk

Telephone: 01293 784765