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Planning

Pre-Procurement market engagement questionnaire for the provision of a Content Management System (CMS) for Websites

Isle of Wight Council

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-005984

Procurement identifier (OCID): ocds-h6vhtk-04e465

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Section I: Contracting authority

I.1) Name and addresses

Isle of Wight Council

County Hall, High Street

Newport

PO30 1UD

Contact

Mrs Lucy Chandler

Email

lucy.chandler@iow.gov.uk

Telephone

+44 1983821000

Country

United Kingdom

Region code

UKJ34 - Isle of Wight

Internet address(es)

Main address

<http://www.iow.gov.uk>

Buyer's address

<http://www.iow.gov.uk>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Pre-Procurement market engagement questionnaire for the provision of a Content Management System (CMS) for Websites

Reference number

DN764372

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority is engaging with potential Suppliers to seek views and feedback to the information provided and questionnaire. This is intended to be used to assist the Authority on deciding the next steps for the procurement of a Content Management System (CMS) for Websites

The Authority website serves as a vital digital gateway, providing residents and the public with access to all local authority services and information.

Currently, the website is managed using a CMS developed by the Authorities Software Development Team.

MyAccount, forms, and CRM are additional in-house developments that form an integral part of the Authorities digital customer services platform. This integration was aimed to benefit customers and reduce service delivery costs. However, some parts of the digital customer service platform were coded many years ago using older technologies that have since evolved. These integrations impact on the local authority's ability to develop the public website, respond to service changes, meet customer requirements and accessibility requirements. Provision of a CMS that effectively supports the Authority's website functionality, security, and growth. The CMS will have a user-friendly interface that the team can easily manage and navigate.

We are looking for a CMS that allows for customisation to match our brand and business

processes. This includes themes, templates, and the ability to add custom features where needed.

The ideal CMS will offer have a strong support system, comprehensive documentation, customer support, and an active user community.

It is important to note that this is not an invitation to tender, it is strictly a pre-procurement Market Engagement Questionnaire, intended to capture market information via a Prior Information Notice (PIN).

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKJ34 - Isle of Wight

Main site or place of performance

Isle of Wight

II.2.4) Description of the procurement

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customer service platform were coded many years ago using older technologies that have since evolved. These integrations impact on the local authority's ability to develop the public website, respond to service changes, meet customer requirements and accessibility requirements.

Need -

1. Complex requirements: Local authorities have complex and diverse needs, including managing large volumes of data, ensuring accessibility, and integrating with various other systems.
2. Security concerns: Local authorities handle sensitive information, including personal data of residents. The local authority requires a CMS with advanced security features to protect this data. A supplier must make rectifying vulnerabilities to cyber-attacks a priority.
3. Scalability: The local authority needs a CMS that can scale accordingly. The local authority needs a CMS built with scalability in mind.
4. Compliance and regulations: Local authorities must adhere to strict regulations and standards, such as GDPR for data protection, WCAG 2.2 for accessibility and the National Cyber Security Centre (NCSC) Cyber Assessment Framework (CAF) for Cyber Security. The Authority needs a CMS with a system architecture that provides for our business need whilst delivering compliance against a complex range of regulatory requirements.
5. Microsites: The Authority needs a CMS that enables the Authority to create microsites. The creation must be a simple and fast using a template with the ability to tailor the site's appearance and functionality.
6. User experience: Local authorities serve a wide range of users, including residents, businesses, and the public. The Authority needs a CMS to provide the optimal user experience needed to meet the diverse needs of users, ensuring customer satisfaction and efficiency of processes.
7. Long-term viability: Local authorities require a CMS that can support our operations for the long term. The CMS provider should have a track record of public sector provision and have good engagement with their customer base on future enhancements and improvements for both maintenance of compliance and regulations but also to ensure that future developments and trends in web presence can be accommodated.
8. Financial viability: Consideration will be made of the total cost of ownership, including licensing fees, hosting, maintenance, and any additional costs for plugins or extensions.

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There are a number of questions within the Market Engagement Questionnaire for you to answer but it is not compulsory to answer all of them. We are happy to receive any feedback you wish to offer.

Responses to the Market Engagement Questionnaire imply no commitment on Suppliers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for Suppliers who do respond.

The Authority reserves the right to withdraw this Market Engagement Questionnaire at any time and is not liable for any costs incurred as a result of Suppliers engaging with this process.

Potential Suppliers are asked to answer the questions set out in the questionnaire (pp9-11 of "Pre-Procurement market engagement questionnaire for the provision of a Content Management System (CMS) for Websites"). This can be found on the Council's eTendering Portal Pro Contact. The link to the eTendering portal is <https://procontract.due-north.com/> and the reference number is DN764372. Please log in (or register if you do not have a log in) and the questionnaire will be available to download.

Please upload your completed questionnaire to the portal by 12 March 2025, 14.00Hrs.

II.2.14) Additional information

Completed questionnaires must be uploaded to the portal by 12 March 2025, 14.00Hrs. Please leave sufficient time to do this, as uploading times can vary depending on the file size.

Documents must be uploaded in an Open Document format, and all attachments will ideally be Zipped in to one file. (Tip: Use PDF documents where possible to reduce file sizes).

Please note: Organisations can upload / amend their response via the ProContract e-Tendering Portal at any time prior to the submission deadline. The response is secure and only visible to the organisation up until the closing deadline date / time at which point the system is locked to the organisation and contents become visible to the Council.

PLEASE REMEMBER: This is not an Invitation to Tender (ITT) exercise. The Authority is intending to initiate a procurement process for the provision of a Content Management System (CMS) for Websites in the future, but this pre-procurement Market Engagement Questionnaire is a call for information only.

The Authority will consider the responses received and then consider its options.

Please note that the date set out in II.3 is not certain and could be changed.

Please note that the 'Type of Contract' as set out in II.1.3 says 'Services' but in fact it could be any combination/hybrid of goods/systems and/or services.

II.3) Estimated date of publication of contract notice

31 March 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes