



YOUR ULTIMATE WEB 'PACKAGE'

FEATURE PACKED AND FUTURE PROOFED

V1.3c

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THE 'PACKAGE'

CONTENT MANAGEMENT SYSTEM

Our websites are powered by a powerful, intuitive web based content management system (CMS) designed by clerks for clerks. This enables you to have full control of the creation, management and publishing of your content using simple, straightforward tools. Built-in functionality ensures that your website is accessible and aids your compliance with the requirements of regulators including the information commissioner. Your site will be optimised for search engines to get a high ranking. Our CMS is continually evolving, as we add new features these become available to you, 'future proofing' your investment.

HOSTING

State of the art, 24/7/365 hosting with Rackspace for optimum security. Your website is simultaneously hosted in two geo-redundant data centres, with super-fast connectivity and high-end servers, monitored 24/7 with alerts if anything goes wrong.

SUPPORT

We have been working with local councils for around 15 years and fully appreciate the need for high quality and timely support.

IMPLEMENTATION

Your website is set up and configured during this phase, once complete your site will be ready for you to log in and start managing your content.

TRAINING

Training is conducted online. You can attend as many sessions as you like and there is no extra charge.

MEMBERSHIP OF UK LOCAL COUNCILS

UK Local Councils provides a platform for sharing knowledge, information and best practise. As more and more councils across the UK use our technology it will become much easier for a clerk to move from council to council. Growing volumes of 'cross-border' data will add value to all tiers of local government and to the customers that we all serve.

Our websites are powered by a powerful, intuitive web based content management system (CMS) designed by clerks for clerks. This enables you to have full control of the creation, management and publishing of your content using simple, straightforward tools. Built-in functionality ensures that your website is accessible and aids your compliance with the requirements of regulators including the information commissioner. Your site will be optimised for search engines to get a high ranking. Our CMS is continually evolving, as we add new features these become available to you, 'future proofing' your investment.

Feature	Description
Menu builder	Flexible creation of menus and sub-menus (useful on busier sites), with either vertical or horizontal styles.
Page builder	The powerful page building functionality, with a 'what you see is what you get' (WYSIWYG) view of pages before publishing, offers no limit to the number of pages you can have. You can hide pages (whilst you are working on them), grant page permissions (so that they are only visible to certain audiences), produce 'sticky pages' and undelete pages accidentally deleted. Pages can be worked on and the changes only published when you are ready. Pages can be set to be available between certain dates.
Content tools	We have a range of tools to assist you with adding and managing content to your pages. These tools will help you meet accessibility guidelines and include: headings, text, images, documents, links, forms, tables, polls, multimedia, rules etc....
Content modules	Our content module editor enables you to select from a library of modules and choose where they are displayed on your site. These include: A-Z quick picker, Upcoming meetings, Tweets, UKLC link, Polls, Latest news, Statistics, Custom – plain text (Mini page / Advert image/ links etc.), latest images, banners and a home page ticker.
Document management system (DMS)	Powerful document management system (DMS), to display, categorise and tag all your documents and restrict some to specific audiences (public , restricted or private). These documents will be available to insert anywhere on your site. All document descriptions and content will be searchable. Document formats can include: Word, Excel, PowerPoint, RTF, TXT and PDF documents.
Document picker	The document picker is available in the news and calendar forms to attach documents (agenda and minutes) from the DMS to individual stories or meetings. The picker is also available as a tool to add documents from the DMS to pages.
Images	With the picture tool images can be uploaded from a computer to be placed and aligned on any page of the site. When images are uploaded the system will resize large images for fast loading on the website. An advanced feature allows the creation of image maps.
Gallery	You can enter any number of images into the Gallery, where they can be described, categorised and tagged. A subset of the gallery can be selected and displayed on a particular page. This could be used for example to include all photos of a parish walk on a parish walks page. The latest images module can be added to your template.
Slide show	The slide show tool brings movement to the home page of your website and provides quick links to content.

Advert	Promotional messages (text and or images) can be inserted in a custom module for your site template.
Multimedia	Video and audio clips can be inserted using the multimedia tool and YouTube videos can be inserted using the text tool.
Table builder	Our table creation tool makes it easy for you build a table to structure your content in a tabular format. Content can be imported from a spreadsheet to automatically format a table. We have a library of ready built tables that includes: councillor details, parish walks and budgets.
Form builder	Our powerful form builder allows you to create new forms and add: text fields, drop-down menu items, radio buttons and checkboxes. This enables you to interact with your visitors and collect responses, either in email or database format, for further analysis. We have a library of standard forms for you to select from including: subscribing to online publications, hall booking form, fault reporting, contact and enquiries.
Questionnaire builder	Our sophisticated questionnaire builder allows you to construct questionnaires using the form builder functionality and adds routing (e.g. if you say no to a question it doesn't ask the next one).
Contacts tool	Our preformatted contacts tool allows you to add, edit and delete contact details. Lists of contacts can be built and linked to user profiles. So, when a user adds a news item it can be automatically linked to their contact information. This tool can also be used to store councillor details.
A-Z Services	The A-Z of services automatically integrates service information from higher levels of local government with your local council information. You will need to add all your services information to the template pages created in the Local Council Services section (see below). This powerful feature can also be used by your district and county council to make your services available on their website.
News page	This database driven page enables inputting of news items (text, image, links and documents from the DMS). An RSS (really simple syndication) feed makes it easy for your customers to keep up with your news. News items can also be automatically tweeted and linked to your user profile. The three most recent news items can be fed to the bottom of your home page.
Planning applications page	If your district council is providing a feed of planning data it will automatically appear on your website. Each application will be marked on a Google Map along with a listing of all applications. Each application will have a link to the application data on the district council website. The system allows a parishioner to make a comment on the application to your council. Applications just 'over the border' from your parish will also be shown, often an application just outside your parish can be more important than one inside it. If the district council isn't providing the data this page will contain a map showing the area which your local council has an interest in commenting upon. If there's no feed and you'd like one please contact us.
About section	The About section provides links to several pages: Publication scheme, Financial Information; Policies and Procedures; Lists and Registers, Reports, and (for those larger councils who need to report their affairs in more detail) Open Data template. This section makes simple work of complying with various regulatory requirements.

Meetings Calendar	Use this database driven page to enter all council meeting information and attach relevant agenda and minute documents from the DMS for site visitors to download. It provides a view of local council business, meetings can be public or private.
Community Events Calendar	Use this database driven page to enter all community events and attach relevant posters and informational documents from the DMS.
Members Area	This is a secure area, for councillors (registered users) only. Ideal for confidential information and all meeting documentation. Using the area for the latter saves the clerk's time and ensures councillors have access to all items required prior to a meeting.
Other sections / pages	Your imagination is your only limit. You could create sections for public footpaths, sporting activities, youth activities etc.
Site Map	This automatically generated and structured feature displays links to all pages on your website. It is ideal for quick access to nested pages. A second 'technical' site map is available in the control panel for site editors.
Resources	This is a system page only viewable to site administrators. It provides resources such as the latest version of the User Manual.
Local Council Services section	This is a hidden section which contains empty template pages for over 50 different services your council or others may provide locally. All you need to do is add content to the pages and then link them in to the A-Z of services.
Share content	Clickable icons below content allow you to share the item with friends by a number of means including email, Twitter and Facebook.
Social media integration	As well as sharing content out to Twitter and Facebook you can input a Twitter feed in a module in your template.
Content alerts	Site visitors can subscribe to email alerts about new or changes to existing topics of interest on your site.
RSS feeds	Visitors can click on the RSS icon to subscribe to feeds of information to view in their browser.
Input RSS data feeds	You can insert data from external suppliers (such as news, travel and weather information) through modules in your template and a tool on individual pages.
Undelete	This tool allows you to undelete pages and items that have been accidentally deleted.
Link editor	You can add, edit and delete links to internal pages or external websites. Links can be tested before saving and there is a browse feature to make it easy for you to select internal pages, documents and images.
Link Checker	Our powerful automated 'link checker' produces a simple, easy to follow report detailing any links on your website that are broken. This tool makes it easy for you to quickly locate broken links on your site and to test and fix them.
Mapping	A built in mapping tool makes it easy to place a Google map on a page.

Site search function	Your site is equipped with a Google search facility, the worlds most advanced site search function, which will report on all web pages and even content in uploaded documents.
Blogs	A database driven page can be created to display content in a blog form. Comments on the blog can be moderated.
Annual reports	A database driven page can be created to display annual reports in date order.
Forum	The council can create a forum to interact with local residents. Comments to the forum can be moderated.
FAQ / Knowledgebase area	A database driven page can be created to display content in a 'frequently asked question' (FAQ) or knowledgebase form.
Newsletter	A database driven newsletter page can be created to display newsletters in date order.
Village hall booking	You can create a customised booking form and room availability calendar for your village hall.
Surveys	You can interact with your community through the questionnaire tool.
Polls	Use the poll tool for simple interactions with your community around a single question.
Competition	Run competitions on your site and compile a list of entrants.
Local directory (find my nearest)	Entries for community groups and local businesses can be entered by the public for moderation. They will be shown on a Google map and can be searched by category and distance.
Online payments	Sell tickets and take payments
Printable page	Print page option.
Parish Boundary Map	Your parish boundary shown on a Google map.
Rich text editor	Powerful text creation tool with word processing functionality.
Spell checker	Built in spell check functionality.
Accessibility	Standard government access keys make it easy for disabled users to access your site. Your site will automatically meet W3C standard AA compliance and if you create accessible content AAA compliance.
Help	Flexible creation of help text.
Legal	Flexible creation of disclaimer, privacy and cookie policies.
Cookies	Compliance with ICO guidelines.

Languages	Simple mechanism to insert text in an alternative language.
User management	This is a powerful feature which allows granular control over user and group permissions. Add an unlimited number of registered users (including councillors) and allocate them differing permissions enabling them to view or work on specific pages and content within the site. The site administrator can retain control of moderating and publishing content on the site. You could for example create someone as a community pages editor who manages specific pages on the site but is not granted permission to publish them. Allow users to register to your site to for example gain access to your online newsletter.
Website statistics	Powerful statistics reporting (server side - no cookie implications) available 24/7. There is also an option to have a running number of page views visible in your site template. Google Analytics can be set up if required.

HOSTING

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Feature	Description
Standard domain name	e.g. www.keyworthpc.org.uk
Email accounts & forwarding	This enables you to have a professional looking email address.
Website space	Unlimited web space (subject to fair use policy).
Automated site monitoring	We get notifications of any unusual activity and will take immediate corrective action if necessary.
.gov.uk domain names	e.g. www.keyworthpc.gov.uk This option is strongly recommended as it provides the council with a more professional and authoritative domain name.

SUPPORT

We have been working with local councils for around 15 years and fully appreciate the need for high quality and timely support.

Feature	Description
Online 7 days per week	Our online support tool (ticket system) is available 24/7/365 and allows you to ask questions, get support and request changes. Most will be resolved the same day on working days and all within 5 working days. In the event of an emergency you can call our special hotline.
Telephone support	Available for urgent problems seven days a week (after an incident has been logged in the ticket system).
Troubleshooting	In the event of a difficult problem we can take control of your machine (with your permission) to resolve complex issues.
Email	Support for POP3, IMAP and email forwarding.

Optional Features	Description
Content administration at £25 per hour.	In the event of temporary illness or lack of availability of the clerk we can assist with administering your site content. We would only recommend use of this service in an emergency as our CMS is very easy to use and by the time you have explained to us what changes you want making to the site you could have done it yourself.

IMPLEMENTATION

Your website is set up and configured during this phase, once complete your site will be ready for you to log in and start managing your content.

Feature	Description
Domain name	We register your choice of domain name and point it to your website. If your council already has a domain name we can leave that pointing to the old site and then point it to the new site once your content is ready.
Email advice	We have learnt over the years that one size does not fit all local councils and that there are many and various email requirements. We will discuss your requirements with you and recommend the best solution for your council.

Template set-up	Template set-up to your requirements. We have a choice of template layouts and will discuss and recommend the most appropriate for your council. Modules include: Upcoming meetings, Events, Links, Tweets, A-Z, Page Views, Most recent images and Banner.
Site configuration	Your site will be configured to meet your councils requirements, this will include setting up the menu system and site structure.
User set-up	We create the main user account for you to log in and control your site. You can then add or remove accounts and edit permissions for users.
Documentation	You will be sent a comprehensive user manual.

Optional Feature	Description
Content migration at £25 per hour	We can assist with moving content from your old site if you wish. This is a good time to review your content and to ensure that it meets your parishioners needs by providing them with a comfortable 'customer journey,' ensuring that they find what they want with the minimum number of clicks.

TRAINING

Training is conducted online. You can attend as many sessions as you like and there is no extra charge.

Features	Description
Introduction to Local Council websites	This course provides you with the 'key to the door', after attending you will have a good basic understanding of how to use the CMS and be confident with use of the online ticket system which will enable you to quickly get answers to any questions you have.
Local Council 'top-up' training	This course is aimed at clerks who have been using our website for some time and are interested in learning some 'tips and tricks' to further exploit the powerful features available in our CMS.
Drop in surgery	Clerks are invited to attend any of our online 'surgeries' where they can discuss any feature or issue that they may have. Even if you don't have any specific point to discuss you may benefit from attending and listening to other issues being discussed.

Optional Feature	Description
On-site-training at £300 per day plus expenses.	Face to face training at your office or other location of your choice.

MEMBERSHIP OF UK LOCAL COUNCILS

Customers taking the 'Package' automatically become a member of UK Local Councils (UKLC).

UKLC is a community of users working together to provide a platform for sharing knowledge, information and best practise. As more and more councils across the UK use our technology it will become much easier for a clerk to move from council to council. Growing volumes of 'cross-border' data will add value to all tiers of local government and to the customers that we all serve.

Feature	Description
Discounted tickets to the UKLC 'Annual User Group' event.	We hold an annual event to share best practice and provide a networking platform for clerks to share views on their websites and to capture new requirements. A series of workshops is held at each event to look at and to discuss topics of interest.

TERMS AND CONDITIONS

The following terms and conditions apply to all services offered by 2commune Ltd. By accepting a quote either verbally or in writing or ordering a product from 2commune Ltd you are agreeing to the following terms and conditions.

By agreeing to these terms and conditions your statutory rights are not affected.

GENERAL

1. All prices are exclusive of vat.
2. Quotes are valid for 28 days unless stated otherwise.
3. It is the customer's responsibility to ensure that any web site does not infringe copyright or any other laws.
4. The acceptance of a quote either verbally or in writing shall be deemed as a contractual agreement between the client and 2commune Ltd.
5. At project acceptance 2commune Ltd can provide an estimated completion date, however we cannot guarantee this date as a final completion date.
6. Payment must be provided before project commencement.
7. Once a commission has commenced it will be completed using the information, data, text and images provided at project commencement or during the implementation phase. Once this has been completed the project will be presented to the client.
8. The client will be granted a non-transferable annual license to use the UKLC node.
9. 2commune Ltd produce projects where every effort is made to display pages acceptably on recent versions of popular browsers, however we cannot accept responsibility for pages which do not display properly on versions of browsers released after the project is completed.
10. All material supplied by the client and used in construction of the client's web site will remain the client's property. All such material will be assumed to be the property of the client and free to use without fear of breach of copyright laws.
11. The client is ultimately responsible for checking the correctness of the site before they give 2commune Ltd the go ahead to make the site publicly available.
12. When a client agrees that a site can be made publicly available they are agreeing that the design and development of the site has satisfied all their requirements.

PAYMENT

1. The first year payment for all UKLC websites should be submitted with the order.
2. Payment terms for other 2commune products and services are thirty days.
3. We reserve the right to charge interest on late payments at a pro-rata annual interest rate of 8.5%.

HOSTING, SUPPORT AND UPDATING SERVICE AGREEMENTS

1. Provision of web hosting space and bandwidth are subject to a fair use policy.
2. Our content update service refers to any content provided by the client.
3. Hosting support and updating packages are renewed annually, invoices are provided approximately one month before the renewal date, however our usual payment terms apply from the invoice date.
4. Customers wishing to cancel a hosting, support or updating package can do so by giving no less than three month's notice.
5. No partial refunds will be given for hosting, servicing or updating packages cancelled during the current agreement's time period.

2commune Ltd reserves the right to alter any of the above terms and conditions at any time.