



TECPLICITY
IT Simplified

11)

Attleborough Town Council

IT Services & Support Proposal

▪ **CREATED BY:**

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▪ **PREPARED FOR:**

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Attleborough Town Council

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Summary

Attleborough Town Council are reviewing their current IT Support & Services provision. Attleborough Town Council would like to build a partnership with an IT Services & Support provider who understands their bespoke support requirements and can provide IT Support and Services to their existing technology provision.

Currently IT hardware, Software and Website Hosting services are all provided by different third parties.

The business is located at: Town Hall, Queen's Square, Attleborough NR17 2AF

Requirements

On-going IT Support, Pro-Active Maintenance

Provide remote, telephone and on-site support for all IT issues when required, to cover all Windows endpoints at Attleborough Town Council. Provide support for Internet Access and Network devices.

Support will be delivered by the TECPLICITY service desk during the hours of Monday - Friday 8:00am - 6:00pm. An on-call service is available outside of these hours.

TECPLICITY will install a monitoring agent to enable remote support and management of each endpoint covered under the service. This will provide the ability to manage AV, install recommended updates and security fixes when required. We have created a custom support package for you, our standard packages can be viewed [here](#).

Your custom package is an all-inclusive support offering, giving unlimited remote support per month and reduced hourly rates (£40 +VAT) for anything not covered under support. AV & Endpoint is Included. Any onsite work in-hours not covered under support will be charged at £60+VAT for the first hour and the normal discounted rate of £40+VAT thereafter. Out of Hours support rates are as follows: Onsite £120 +VAT / Remote £80+VAT, minimum 1hr charge.

Service Desk Contacts

<https://sd.tecplicity.co.uk> - 01603 828 800

support@tecplicity.co.uk

Email, Software Applications & Collaboration

Attleborough Town Council currently use a Citrix environment to access emails, file services and software applications. TECPLICITY are recommending a migration to Microsoft's 365 platform. TECPLICITY will build a new SharePoint Site for files services and ingest email data to the platform as provided by Attleborough Town Council's current supplier, Microshade Business Consultants Ltd. This new platform would also be complemented with Rialtas Cloud services to facilitate remote access to the Rialtas cloud accounting platform. Costs in this proposal were provided by Rialtas and are subject to change by them. TECPLICITY will become your new supplier for the licensing and management of the Microsoft 365 platform going forward. We will also assist with any 3rd party software application issues as required, liaising with appropriate supplier support functions where necessary.

Internet Access & Wi-Fi

Attleborough Town Council currently utilise an Upp internet connection. TECPLICITY will provide remote support and maintenance on this access device and additional network switches as required.

Network Attached Storage

Attleborough Town Council currently utilise a small NAS device. TECPLICITY will provide support for this device on an ad-hoc basis.

AV & Endpoint Security

Our AV and Endpoint protection is included with this custom support package.

Domain & Web Server Hosting

TECPLICITY will manage all domain and hosting requirements as part of our service offering to Attleborough Town Council. Our premium Website hosting would be included free of charge as part of this service offering.

Please note that domain renewal & migration charges are subject to additional charges.

Cost comparison below:

Domain Extension	TECPLICITY	GoDaddy	
.co.uk	£7.99	£11.99	Per Year
.com	£12.49	£17.12	Per Year
.net	£9.99	£9.99	Per Year

Website Backup & Recovery

TECPLICITY offer advanced backup and recovery options for all hosting packages. We will ensure all websites hosted on the solution are backed up and those remain accessible for up to 30 days. This will also be included in our offering at no additional cost.

IT Strategy / Virtual IT Director

SME's can struggle to create and maintain a vision of the IT future for their businesses, and this can have a negative effect on the growth and productivity of that business. TECPLICITY can help create a roadmap aligned to future plans of the company to ensure it has the right technology in place to gain competitive advantage.

We will also act as a virtual IT Director, helping to fill the knowledge void often found in SME's without an established IT offering.

Additional Services – Not in Scope

Telephony

Telephony is out-of-scope for this proposal. If Attleborough Town Council would like to explore a replacement VoIP telephony solution and the benefits this can bring over and above their existing system, we would be happy to discuss in more detail.

WP Vulnerability Scanning

WordPress is the number one website platform on the internet. Unfortunately, this attracts more unwanted attention from hackers looking to exploit vulnerabilities in plugins, themes and core files.

Our WP Scanning solution provides a monthly website scan which is able to identify and report on any new or existing vulnerabilities on your sites, ensuring your sites are kept secure and up-to-date.

Cost Summary - Attleborough Town Council

All costs are exclusive of VAT.

One Off Costs	Qty	Cost	Total
Onboarding - Professional Services	1	£480.00	£480.00
TOTAL			£480.00
Monthly Costs			
Pro IT Support Plan	6	£25.86	£155.16
NAS Support	1	£19.00	£19.00
Network Support	1	£29.00	£29.00
Endpoint & AV	INC	£0.00	£0.00
MS 365 Business Standard*	6	£10.30	£61.80
MS 365 Exchange Online Plan 1 (Mailboxes)	24	£3.30	£79.20
Rialtas Cloud Hosting*	2	£25.00	£50.00
DNS Management (Per Domain)	1	£0.00	£0.00
Performance Web Hosting - Included FOC	0	INC	Inc
TOTAL			£394.16

* Service provided by and billed by Rialtas



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Facebook: SpiderIT.uk X: SpiderIT.uk Instagram: SpiderIT.uk Threads: SpiderIT.uk
Trading Address: Lomond Road, Attleborough, Norfolk, NR17 2SB
Registered Office: SpiderIT Ltd (Company Number 14913228) 15 Palace Street, Norwich, Norfolk, NR3 1RT

Introduction

SpiderIT, a local web design and IT company, based in Attleborough has over 24 years experience that provides innovative and effective web solutions and IT support to local businesses of all sizes.

At SpiderIT we understand that a strong online presence is essential for businesses to succeed in today's digital age. That's why we offer a range of services, including website design and development, IT support, e-commerce solutions, search engine optimisation (SEO), digital marketing, website maintenance and Anti-Virus protection.

We take pride in delivering high-quality work, and our clients have been thrilled with the results we've achieved for them. We believe that our approach to web design and IT support can help businesses stand out in a crowded market and achieve their online goals.

Our vast experience and knowledge enables us to discern what works and what doesn't, and our utmost goal is to ensure your business succeeds with our unparalleled help and expertise.

As your trusted partner, our primary objective is to help your business thrive. We are committed to leveraging our expertise, knowledge, and resources to ensure your success. By implementing our recommendations, you can confidently embrace strategies that have a proven track record of generating positive outcomes.

We are excited about the opportunity to work together and assist you in achieving your business goals. Should you have any questions or require further clarification, please do not hesitate to reach out to us. We are eager to discuss our recommendations and how they align with your vision for success.



IT Support

Computer IT Support:

In today's fast-paced and technology-driven business environment, having a reliable IT infrastructure is paramount. Whether it's ensuring the security of sensitive data, maintaining the functionality of critical systems, or providing support for day-to-day technology issues, IT support is the backbone of our operations.

Here are some key reasons why IT support is indispensable:

Downtime Prevention:

IT issues can bring your operations to a standstill, leading to lost productivity and revenue. SpiderIT's proactive monitoring and maintenance can help prevent downtime and keep your systems running smoothly.

Data Security:

With the increasing prevalence of cyber threats, safeguarding your data is non-negotiable. SpiderIT's expertise in cybersecurity ensures that your sensitive information remains protected against threats like malware, ransomware, and data breaches.

Efficient Problem Resolution:

From minor software glitches to complex hardware failures, IT problems can arise at any time. Having SpiderIT as your local IT support partner means quick and efficient problem resolution, minimising disruptions to your workflow.

Scalability:

As your organisation grows, so do your IT needs. SpiderIT can help you scale your IT infrastructure and support services accordingly, ensuring that technology remains an enabler rather than a bottleneck.

Cost-Effective Solutions:

Outsourcing IT support to a local company like SpiderIT can often be more cost-effective than maintaining an in-house IT department. This allows us to allocate resources more efficiently while still receiving a first-class service.

Tailored Support:

SpiderIT understands your specific business needs and can provide customised solutions that align with your goals and objectives. This personalised approach ensures that your IT infrastructure supports your unique requirements.

Local Community Support:

By choosing SpiderIT, you are also supporting a local business that is invested in your community. This can foster a strong and mutually beneficial partnership, creating a win-win scenario.



In conclusion, IT support is not just a service; it's an essential component of your business strategy. SpiderIT, as a local IT support company, offers the expertise, reliability, and personalised service that you need to thrive in today's digital landscape.

SpiderIT offers support packages tailored to your specific needs, be it our 'Pay as you Go' service or our 'Monthly Support Programme'.

We will ensure you are back up and running as quickly as possible either via a visit to your property, or via remote access.

To give a full estimate of the hours required to fully support your business we will need to conduct a full audit to establish your current infrastructure, number of PC's, email accounts and network, however as a guide our hourly rates are. . .

Computer IT Support:

£ 45.00 (per hour)

Estimate hours required for ATC per month: 3 hours.

Priority Level: Immediate/High

Response Time: Priority

(Un-used time rolls over to next month if not used).

Otherwise Pay as you go at £65.00 per hour

Priority Level: ASAP

Response Time: within 24 to 48 hours

Email Hosting via Microsoft 365 Plans

Having the correct email address is as important as having the correct Web Domain name to show professionalism for your business.

Depending on your requirements we can set up Microsoft 365 plans as detailed below.

Business Standard

Rate: £10.00 per Licence per month

Includes: **Desktop versions** of Office apps including Outlook, Word, Excel, PowerPoint and OneNote Plus, Access and Publisher for PC only.

Emails with a 50GB mailbox using your chosen Domain Name

Create a hub for teamwork to connect people using Microsoft Teams

Store and share files with 1 TB of OneDrive cloud storage per user

Use one license to cover fully installed Office apps on five mobile devices, tablets, and computers per user.

Business Basic

Rate: £5.00 per Licence per month

Includes: **Online Browser** versions of Office apps including Outlook, Word, Excel, PowerPoint.

Emails with a 50GB mailbox using your chosen Domain Name

Create a hub for teamwork to connect people using Microsoft Teams

Store and share files with 1 TB of OneDrive cloud storage per user.

Email only

Rate: £3.25 per Licence per month

50 GB mailbox and messages up to 150 MB

Outlook on the web provides a premium browser-based experience. Outlook app is also supported

Focused Inbox makes it easy to track email that matters most.



Anti-Virus - ESET

SpiderIT highly recommends you Safeguard your company's computers, laptops, and mobile devices with the powerful ESET Anti-Virus solution.

Ensure comprehensive data protection by preventing zero-day threats and utilising full disk encryption capabilities, thus enabling compliance with data regulations. Benefit from features like Ransomware Protection, Mail Security and Cloud App Protection, which include spam filtering, anti-malware scanning, and anti-phishing measures. These features work together to shield your company from email-based attacks and malware-related disruptions.

Take advantage of ESET Dynamic Threat Defence, a proactive security measure against emerging threats. It achieves this by subjecting suspicious samples to thorough analysis within an isolated and robust cloud sandbox environment. The behaviour of these samples is evaluated using threat intelligence feeds, ESET's internal tools for static and dynamic analysis, as well as reputation data.

This will give full device protection, anti-malware, anti-phishing, real-time protection, full disk encryption, advanced threat defence, cloud app protection, mail security and vulnerability and patch management.

Improved Ransomware Protection And Zero-Day Attacks Solution With Cloud Sandboxing:

ESET Dynamic Threat Defence provides proactive protection against zero-day threats, by executing all submitted suspicious samples in an isolated and powerful cloud sandbox environment. It evaluates their behaviour using threat intelligence feeds, ESET's multiple internal tools for static and dynamic analysis, and reputation data.

- Behaviour-based detection
- Machine learning
- Zero-day threats detection

Multilayered Endpoint Protection Technology:

ESET Endpoint Security provides multiple layers of protection and can detect malware before, during and after execution. Machine learning, advanced behavioural analytics, big data and human expertise work in dynamic equilibrium to balance performance, detection and false positives.

- Protect against ransomware
- Block targeted attacks
- Prevent data breaches
- Stop fileless attacks
- Detect advanced persistent threats



Advanced Preventive Protection For Cloud Email And Storage:

ESET Cloud Office Security provides advanced preventive protection for Microsoft 365 applications. The combination of spam filtering, anti-malware scanning and anti-phishing helps to protect your company communication and cloud storage. Our easy-to-use cloud console gives you an overview of quarantined items and immediately notifies you when detection occurs.

- An additional layer of protection of Microsoft Office 365 cloud email and storage
- Visibility in detections and quarantine via anytime-accessible console
- Automatic protection of new user mailboxes
- Immediate notification when detection of malware occurs

Powerful Encryption Managed Natively By ESET Protect:

ESET Full Disk Encryption is a feature native to the ESET PROTECT management console. It allows one-click deployment and encryption of data on connected Windows and Mac endpoints. ESET Full Disk Encryption significantly increases your organisation's data security and helps you comply with data protection regulations.

- Manage encryption on Windows and macOS machines
- Encrypt system disks, partitions or entire drives
- Deploy, activate and encrypt devices in a single action

Cloud-Based Remote Management Console:

ESET Protect is a cloud-based, multifunctional remote network security management tool for ESET business security products across all operating systems. It enables one-click security deployment and gives you network visibility without the need to buy or maintain additional hardware, reducing the total cost of ownership.

- Setup and deployment within minutes
- No need for additional hardware or software
- Single point of network security management
- Accessible safely via web browser from anywhere

Anti-Virus via ESET:

£ 3.75 *(per month per device)*



Data Backup

Dropsuite simplifies data protection and effortlessly backs up Microsoft 365, Microsoft 365 GovCloud, Google Workspace, PC files and websites. Adhere to compliance regulations with email archiving, eDiscovery and GDPR Responder. Safeguard your critical business data with the easiest to use suite of SaaS backup and archiving solutions.

Dropsuite's GovCloud Backup allows government agencies and other regulated industries to easily and securely back up and restore M365 data in the cloud. GovCloud Backup possesses heightened security while leveraging easy-to-use features such as automated incremental backup, one-click data restore, and regulatory-compliant email archiving features.

PC File Backup (OneDrive)

Included for free with 365 licences Business Basic and Business Standard.

PC File Backup (OneDrive) includes 1TB per user, automatic instant backups. Backs up Desktop Files, Documents and Pictures.

365 Backup (DropSuite)

Backs up everything 365 including backup of the OneDrive (double peace of mind), SharePoint Sites (Cloud File Storage), All emails, contacts and calendars, all teams and groups data.

Full Dropsuite Backup: £ 3.15 *(Per Licence Per Month)*

Web

We offer a variety of options catered to your specific needs, and among them, we have identified our recommended solution for your immediate requirements. Each option is designed to address different aspects of your business, providing unique benefits to support your goals.

Option 1 | Move your existing website to SpiderIT *(Recommended for your Requirements)*

Moving your existing website to SpiderIT is a decision that promises numerous benefits for your online presence.

With SpiderIT's reliable hosting services, you can ensure your website enjoys optimal uptime and fast loading speeds, enhancing the overall user experience. Our team of skilled professionals will move (Files allowing) and update your site, keeping it fresh, relevant, and in line with the latest industry trends. Moreover, our vigilant security measures will regularly check for any potential malware issues, safeguarding your website and your visitors from cyber threats.

Move your existing site to SpiderIT: £ 155.00 *(one off fee)*
Hosting Fee: £ 15.00 *(per month)*

(Optional Extras but Highly Recommended)

Website Upkeep and Maintenance x 2 hours: £ 90.00 *(per month)*
(See Information Section for full details)

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VISUALISE

a creative studio

Visualise is all about creative thinking combined with contemporary design and functionality. With over 20 years experience in bespoke web and graphic design, **Visualise** is your complete marketing solution, offering everything you need to give your business that creative edge to stand out from the crowd. So if you're looking for anything from a brand creation to a fully bespoke responsive website with on and offline marketing to make your business galactic, then we are the guys for you.

Our mission is to create meaningful brands and creative responsive websites that not only look great but work efficiently too. Brought to you at realistic prices by an ever evolving talented team with a passion for what they do.

Everything we do is individually designed, created and tailored to your budget, helping you to achieve the image you want for your company whether your project is small, medium or large, and work closely with you every step of the way.

With our unparalleled customer service we get a lot of our work from referrals.

think **BIG**
become **AWESOME**



for more examples of our work visit visualisecreative.com

Attleborough Town Council October 2023

Dear Anne

Website brief | Website quotation | Ongoing Updates

Following on from our meeting at your offices, we have outlined what we think is the best structure for the website project to move forward. Our proposal is to bespoke design and develop for you a unique website that will provide users with a customer friendly interface, easy to use and update, using www.pocklington.gov.uk as a reference guide to your preferred structure. Our proposal includes launch SEO carried out on the website on being made live and we also provide a follow on non-contractual SEO service to continue to raise the profile of the website should you require it.

The below is an overview of the main content, but not a full and final list, therefore if there is anything you wish to add, remove or change we can finalise this on approval of the quotation.

Website creation cost for responsive bespoke design and development

£4,750 (full breakdown outlined below)

I hope that this quotation meets with your requirements and thank you once again for allowing **Visualise** to quote for you and I look forward to hearing back. If you would like to discuss the proposal, please feel free to contact me on 07376 805410 or simply email me at joanne@visualisecreative.com

Kind Regards



Joanne keeble



Website creative brief: Attleborough Town Council

Date: 23.10.2023

Deadline: TBC

The brief

To design and develop a bespoke fully responsive website for the Attleborough Town Council allowing for increased functionality within the site, streamlining the vast content and information to make it easier to find and navigate around the site for the end user. The finished website will be a content managed system allowing for admin login and being able to populate certain areas with text such as Agendas and Minutes etc. Part of the service Visualise offers is an on going maintenance contract, allowing us to be on hand should you have any issues, questions or problems relating to the website. Details of the two options discussed are detailed at the bottom of this quotation.

Target audience

Appealing to a local audience to the area and a national audience looking to visit the area.

Tone of voice

- Informative, stylish, interactive, easy to use and relating to the area
- Progressive, enhancing awareness and creating high visibility
- Focusing on the Attleborough area, news, businesses and attractions
- To provide easy to find and read information about Attleborough
- Responsive website design, to function on all mobile devices effectively.

Style

The overall style needs to be professional, simple navigation, interactive and aesthetically pleasing for the end user. Colours and font usage will be based around a colour palette of your choosing and easy to read fonts. The site will be easy to navigate and encourage user interaction within the site and focusing on the website being a resource to both businesses and the public. The main colours used around the site design will be variants of your chosen colour.

Website creation for responsive design - £4,750

Home - Giving the viewer a visual introduction to Attleborough. The home page needs to capture viewers interest in a very short space of time and be easy to navigate. There will be a slider below the masthead with images of Attleborough followed by overview text to introduce the website and for SEO purposes, including the text, a brief historic overview of the town. Graphical links follow for the major areas of the website, these can be altered according to preference. We initially think 8 main boxes for call to action could be for example: Council Information/Neighbourhood Plan/Town Councillors & Staff/ Meeting Calender/Whats on/Latest News/Responsibilities of the council/Contact us. These would then allow easy and visible access to the end user to the relevant information, taking them straight to the relevant page. We will also feature a "quick links" tab as per Pocklington town council page but we suggest putting this in the footer of every page, to keep the design neat and balanced.

From the home page top level navigation will show 8 main boxes keeping it neat and user friendly, but will then lead to their own pages with further menus on each page for easier navigation around the site.

These main sections will be:

Council information - This page will display further call to action buttons that will go to their own individual pages, cutting down the need for a long list in the navigation tab and will display all of the content that is currently in these sections.

Business Directory

Councillors and staff

Town hall facilities

Cemetery (with downloadable forms)

Play areas

Allotments

Grants for individuals in need

Vacancies

Tenders

Finance

Archives

Policy downloads

And/or any other pages you feel need to be in this main section.

Neighbourhood plan - This page will feature further sections and all of the current information you have including your downloadable documents.

Town Councillors and Staff - This page will display photos of current Councillors and staff with their position and contact information

Meeting Calender - This page will feature the calender which can be updated by staff to show when the council meetings are and also when bookings are made for the meeting rooms etc.

Whats On - This page will feature further sections with information about local attractions, tourist information and events with a link back to the calender page.

Latest News - This page will be a blog so staff can easily add the latest events and traffic news amongst other items and will be kept as a list style format (similar to Pocklington website news page) rather than featuring image boxes as you have currently making it hard to scroll through and find an item. The newest news post will always feature at the top.

Responsibilities of the Council - This page will have a graphical display of "who does what" in the the local government services. The " report a problem" form will be on this page which will allow people to get in touch to report a specific issue, the form will contain mandatory boxes containing options for issues relating only to Attleborough council and links to the relevant county and distict councils for other issues as per the guide sheet you provided.

Contact us - This page will feature a general enquiry form and a map of the location of the town hall in Attleborough.

Any additional pages, content or functionality to add or subtract can be further discussed should this proposal be accepted and a firm page structure can then be finalised.

Additional Requests

Live feed for meetings - You have asked for the possibility of a YouTube live link for meetings to be visible on the site which can be updated and switched on or off, making it viewable only when there is a

meeting coming up - this can be done but will need to be updated by us as the feed will have to be imbedded into the code of the website (covered if you choose a monthly retainer option).

Latest News feed directly to your Facebook page can only be achieved by copying the link from the website and putting it directly into the Facebook page. (We could also do this under the monthly retainer).

Ongoing Updates - For website maintenance, updates and ongoing support for your admin staff, we have 2 options*

1. On a monthly contract of up to 15 hours work a month - **£175 per month**
2. On an hourly rate as and when required - **£48 per hour**

*These prices are on the premise that you will be hosting with Tecplicity for the new website, as they are also our provider and we will have full access to the FTP and therefore will be able to do updates without hinderance, if however you host the new site elsewhere we reserve the right to change the above prices.

Optional Extra SEO

We offer 3 levels of SEO work depending on how aggressive you want to be. Adjustments are made to the meta description, title tags, headers, alt tags, keyword insertion and the pages optimised for keyword density. Offsite SEO includes social media management, bespoke social media animations created and link building with other sites. A report is presented upon startup and then again after 3 months to discuss the effectiveness of the campaign and whether it needs adjustments. Our proposal includes launch SEO within the intitial quoted figure. Our ongoing SEO work is to keep the site ranking well.

bronze: 10hrs work per month **£150**

silver: 20hrs work per month **£250**

gold: 30hrs work per month **£350**

Our SEO terms are **non contractual** and run on a month by month basis and can be halted at any time. We recommend at least 3 months work to see any real progression up the rankings. Work is paid at the beginning of each month for the month ahead.



VISUALISE

CREATIVE STUDIO

Our terms and conditions for web design & development is 30% of the agreed quoted figure required after signing of the proposal and before commencement of project. 30% of the agreed quoted figure is due 30 days after. Upon completion of the site and final sign off has been reached the balance of 40% will need to be paid prior to the website being uploaded to the supplied web space.

Alternatively we can offer you an interest free payment plan for the total proposal of website design & development to be paid in equal installments over 6 months to be set up as a standing order, from the date quotation is accepted and continue monthly until paid in full. This offer is only applicable to quotations in excess of £4,000. With this option however although we aim to create and finish the work as quickly as possible, clients who are on option 1 will take priority therefore meaning that your website build could take slightly longer to produce.

Please sign below if you wish to proceed

name _____ signed _____

position _____ company _____

Upon signing this agreement you agree to our full terms and conditions shown on our website <https://visualisecreative.com/privacy-policy/>

I hope this all meets your requirements and please feel free to phone contact me with any questions you need answering.

TERMS AND CONDITIONS

In order to help us to offer you the best possible service here are the Terms and Conditions for "visualise" (hereinafter called 'we' or 'us') which apply to each assignment undertaken by us for the provision of graphic and web design services for our clients (hereinafter called 'you').

We promise to act fairly and reasonably in all our dealings with you.

We will always endeavour to meet the details of your brief to the agreed time and budget.

If you require a fixed price on work, you must provide us with a full brief detailing your requirements, on the understanding that subsequent additions or amendments may cost you more.

If you do not provide us with a clear, full brief, and provide required materials/information in a timely fashion you will be charged at our regular hourly rate.

We will invoice you on completion of the job clearly showing any monies paid in advance.

If you require a detailed breakdown of any amendments, adjustments or additional work to the original quote, this can be provided for you on your final bill.

Payment of invoices: You will pay us within the agreed timescale which is no less than 10 days after final invoice, unless by prior arrangement with us.

Customers' will be asked for part-payment up front and on completion of each stage for work. This is to protect you to make sure we are delivering to your requirements, and to protect us to make sure we get paid for work completed.

Our payment terms are:

For brand design, 50% deposit and balance on completion.

For web design, 30% deposit is required prior to commencement of project, a second stage payment of 30% on base approval ('base approval' is structure and overall look of the site with masthead and navigation in place and the home page complete). The balance including any agreed extras being due on completion of project and prior to the website being uploaded to the supplied web space.

All design work, concepts and derivatives produced by us, remain our sole property until full payment is received.

Any invoices not paid within the agreed time period will be pursued to the fullest extent of the law.

We will treat all your personal information as private and confidential.

Copyright for website coding belongs to us. This will not affect the use of your site.

Copyright for final design work originated by us, passes to you on full payment of your invoice. Other concepts and derivatives produced by us during this process remain our copyright.

CUSTOMER SERVICE

In the unlikely event of a complaint about our service we promise to respond to your concerns promptly and courteously.

Please contact joanne@visualisecreative.com (office manager/accounts) who will endeavour to find a satisfactory resolution taking into account your rights as provided by the Supply of Goods and Services Act 1982.

If within one month of receipt of a complaint we have not been able to resolve the issue we will write to you with an explanation, and, if you wish, we will refer the issue to the local Trading Standards service or other mutually agreed body for arbitration. We agree to abide by their decision.



Town Council Website Quotation

Prepared for:

Attleborough Town Council

Created by:

James Lungley
Parish Council Websites

Dear Tristan,

Thank you for the request to quote on a new website for Attleborough Town Council; we would be thrilled to work with the council on this project. Please see below for our quotation and a bit more info on what we do.

I've looked over the current website in some detail and I'm happy to say that I believe the content I have found is manageable to move over to a new website framework. The current website is built in the same platform we use (WordPress) which will be helpful when it comes to the migration, providing we can obtain administrator login details. We use WordPress for all of our websites (the world's most popular website software!).

Our focus is on parish and town councils and we have built our sites to suit the administrator better than a standard WordPress website does. We often see sites that have been developed by local design agencies, or those who have not worked with parish council needs, not being fit for purpose in the long run; they look great but are difficult to use.

The sites we build are then managed by each council - this is very cost effective for the council of course, we are then on hand for any technical support needed (support costs built into our monthly cost, below).

To expand on this; we have invested our time into making WordPress work for us and for you, as it gives all the flexibility required for a fully functional website (it can be moved over easily, it's always supported, WordPress developers can pick up the system quickly etc.), with that said; a standard version of WordPress may not be perfectly suited to the needs of a council. We have identified some of the pain-points that come from trying to use WordPress in a way that a council would want, the limitations we found were:

- Poor flexibility for document upload
- Poor formatting for document display
- Difficult to use page layout editing
- The need to know some basic HTML
- Illogical methods for displaying information (Councillor details/Documents etc)
- Convoluted user experience with poor site navigation
- Updates taking a long time to achieve

We set out to address the above points and create a better option for local council websites, we're very proud of the products we provide. Our system is still wholly WordPress, but the extra software we have developed take the core WordPress functionality and build on that to create a working system for councils.

At Parish Council Websites, we have what we believe is the most flexible, easy to use yet comprehensive meeting document software available, which includes:

- Easy meeting management, with different views for calendar, financial and fiscal years
- Integration into a meeting calendar to promote upcoming meeting dates
- Integration into content areas to ensure your latest meeting dates are always easily viewable
- Multiple committee/meeting categories
- Display of the next meeting date wherever you are on the website
- Software for other documents/policies/financial documents
- Easy listing of Councillor information including contact details and Register of Interests

- Functionality for email subscriptions with automatic email updates
- A newly launched planning applications database (available at an additional monthly cost)

If you have a moment, please take a look at the following [video](#), this shows in some detail how we upload agendas and minutes to easily create a list of meeting documents. We have the same functionality for other documents, too. Full training (via Zoom) is given on how to use the website once built. You will also be given access to our support website which contains a plethora of information about navigating the admin side of your website, alongside training videos.

Portfolio

You can see our systems in use on the following websites:

- <https://astonrowantparishcouncil.gov.uk>
- <https://burwashparish.org.uk>
- <https://whitehilltowncouncil.gov.uk>
- <https://studleyparishcouncil.gov.uk>
- <https://codicote-pc.org.uk>
- <https://pocklington.gov.uk>
- <https://bartonvillage.org>
- <https://looetowncouncil.gov.uk>
- <https://lindfordpc.org.uk>
- <https://selborneparishcouncil.gov.uk>
- <https://abingdon.gov.uk>
- <https://sedgeberrowpc.org.uk>
- <https://stroud-pc.gov.uk>
- <https://abpc.org.uk>
- <https://steep-pc.gov.uk>
- <https://wraxallandfailand-pc.gov.uk>
- <https://dobwallspc.org.uk>
- <https://abberleyparish.org.uk>
- <https://stowonthewold-tc.gov.uk>
- <https://mambleparishcouncil.gov.uk>

The above sites are all WordPress based, using our own theme designs. The designs themselves are something we are always happy to work with a council on to ensure the site looks as they would prefer and we are in the process of creating a few more design options.

Pricing

Based on your current websites size and the content to copy over I would propose a cost of **£769.00 + VAT** for the design, build and **migration of all required content**. This cost would give a fully 'ready to go' website that features all modern functionality and meets all current website requirements.

We are very focused on accessibility regulations from a website development perspective (ensuring our sites are compliant with **WCAG 2.1 AA criteria**) with **GDPR and Transparency Code compliance as standard**.

Our town council website hosting and support (**£28.00 per month + VAT** (billed annually)) includes regular (daily, weekly) backup, disaster recovery, and SSL certificate. We provide additional WordPress/website security, plugin and core WordPress updates as they become available. Our hosting is UK based has no limits on website storage. Email accounts are included but you may wish to continue with your current arrangement if it's working well, or we can help migrate emails if needed.

This hosting charge and the website cost mentioned above are the only costs required - there are no hidden costs or fees. Second year website costs are for hosting and support only (**£28.00 per month + VAT**).

We are authorised registrars of .gov.uk domains and can register you a .gov.uk domain if you'd like to go that route. The initial costs are £120 + VAT for the first two years of registration, then renewals are every two years at a cost of £88 + VAT. We could also manage your .org.uk domains if needed.

In terms of time to get a new website set up; we look to start and complete a site build within 4 weeks. This is dependent upon how quickly we receive website content and feedback from the council.

Thank you again, Tristan. Please let me know if you have any other questions and I will do my best to help.

Please find our reviews [here](#); which should give some sort of indication of what we do.

Yours Sincerely,

James Lungley

15b)

Dear Parish Council,

My name is Martin Cornhill and, together with Kevin Lemon, we are organizers of Norfolk Metal Detecting, a club based in Norfolk. We are writing to you with a unique fundraising opportunity for your council.

We are a group of responsible detectorists who are passionate about history and the preservation of artefacts. We are members of the National Council for Metal Detecting (NCMD) and adhere to their strict code of conduct, ensuring we always ask permission before detecting and leaving the land as we found it.

We believe a metal detecting event on your land could be a lucrative fundraising opportunity for your parish. Many parishes own fields, hold rights to land, or have connections with landowners willing to support a worthy cause.

We are prepared to offer a payment of £10 per acre for a one-day detecting event. For example, a 50-acre field could generate £500 for your council.

Norfolk boasts a rich history, and your land could hold fascinating and valuable artefacts waiting to be discovered. It would honour us to find these treasures and share our findings with you, highlighting the history of your parish.

We understand you may have concerns about allowing metal detecting on your land. We want to assure you of our responsible approach, taking every precaution to avoid any damage to property or livestock and filling in any holes we dig.

We are happy to discuss a convenient time for the event, ensuring minimal disruption to your activities. Additionally, we are willing to share any finds valued over £500 with the parish.

We encourage you to contact us with questions or concerns.

Thank you for your time and consideration. We look forward to hearing from you soon.

Sincerely,

Martin Cornhill & Kevin Lemon



15c)

Attleborough Town Council
Michelle Baron
The Town Hall
Queens Square
Attleborough
NR17 2AF

WSP UK Limited
Northampton Office
400 Pavilion Drive
Victory House, Northampton Business Park,
Northampton
NN4 7PA
Our ref:70101595
17 November 2023
PUBLIC

BY EMAIL ONLY

Dear Sir / Madam,

PJ1600 Attleborough SUE (Homes England)

WSP have been retained by Norfolk County Council to carry out the initial statutory consultation related to a required Traffic Regulation Order (TRO) for the proposed development west of Buckenham Road, Attleborough. To this end we are contacting you, as part of the statutory consultation process, for this proposed Traffic Regulation Order.

As part of Reserved Matters application (3PL2023/0278/D) relating to sub phase 1a (Infrastructure) of the consented Attleborough Sustainable Urban Extension, which seeks approval of details regarding the northern roundabout junction with Buckenham Road, the High Street and the section of link Road. The developer is seeking ;

- Approval to extend the existing 30mph restriction on Buckenham Road 205 meters in a southerly direction to cover the new roundabout and 248 meters of the new high street.
- The remain 360 meters of the new High Street is to be 20mph speed limit.
- 232 meters of Link Road to be 30mph speed limit.

These proposals are shown on the enclosed drawing 30275-TTE-00-XX-DR-H-081 Revision P03 Attleborough Phase 1A Traffic Regulation Order

The Road Traffic Regulation Act 1984 provides seven reasons why a TRO can be made. To advertise a TRO it must meet at least one of those reasons, and this must be declared when consulting on the scheme. In accordance with the Act, it is proposed the TRO be granted for the following reasons:

- for avoiding danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising
- for facilitating the passage on the road or any other road of any class of traffic (including pedestrians)
- for preserving or improving the amenities of the area through which the road runs

I would be grateful if you could consider these proposals and return the enclosed reply slip to me by **20th December 2023**. This can be done either via postal return of the reply slip to the address listed above or to this email address: uk.consultationsnorfolkcc@wsp.com using the reference stated above as the subject line of the email.



If you require more time to respond, please do contact me as soon as possible to agree an extension. If I do not hear from you before this date then I will deem that you have no comments at this stage and would advise that you will have the opportunity to comment again during the formal advertisement period.

Yours sincerely,

Brian Smith
Project Manager

Encl – Drawing 30275-TTE-00-XX-DR-H-081 Revision P03 Attleborough Phase 1A Traffic Regulation Order.



Reply Slip

PJ1600 Attleborough SUE (Homes England)

From: Name

Company

Address 1

Address 2

Post Code

I / We have considered the above proposals and:

am/are in favour / do Object (please tick as appropriate)

not object

Comments:

.....

.....

.....

.....

.....

Signed: Dated:

Name (please print):

Please return by 20th December 2023 to:
WSP UK Limited
Northampton Office
400 Pavilion Drive
Victory House Northampton Business Park,
Northampton
NN4 7PA

Or:
Uk.consulationsnorfolkcc@wsp.com

For the attention of Brian Smith