

Report Title

1. Purpose of Report

To consider a monthly website maintenance retainer.

2. Background

The MTC and Discover Malmesbury websites have suffered from minor issues that once reported to the website host, Mindvision, were successfully addressed through the installation of software updates.

Software updates to the core website system and active plugins are released on a regular basis and need to be installed and checked for compatibility to ensure the website is working correctly.

Rather than wait for a problem to occur, it would be more efficient for Mindvision to perform regular maintenance covering the installation of new software releases and compatibility checks to ensure correct operation.

Other requests for minor website updates and changes are sometimes submitted to Mindvision for which quotations must be prepared, which delays implementation.

A more efficient (and common) arrangement for managing software updates and minor requests is to provide payment of a monthly retainer that will allow Mindvision to proactively address update issues and to quickly address minor requests.

3. Financial Implications & Risks

The Mindvision rate for 'call-off' work is £80/hour + VAT.

4. Proposal

- A. Provide retainer fee of £160 per month for Mindvision to cover 2 hours of proactive software updates and fast response to minor change requests and to monitor usage to ensure value for money.

Steve D'Arcy

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