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Quotes are invited from suitably qualified companies for the supply, hosting and support of Llangors Community Council Website and Email system as per this specification. A contract will be awarded for one year to the company best suited to the needs of the Council. The provider must have appropriate public and professional liability insurance. The contract will be reviewed by the Council annually and potentially can be rolled over for up to three years subject to the service provided meeting the criteria within the contract specification and all parties are in agreement to continue.

The Community Council is not a specialist in the provision of websites or email systems. The specification set out below is drawn up to the best of its ability as a basis for quotes to be obtained from service providers. There could be matters omitted or worded incorrectly and there may be the need for inclusion of any additional items in order to make the systems fully functional and capable of providing the level of service essential to the smooth and efficient operation of the Community Council. All those wishing to quote must, as a professional in the field, identify where changes to the specification are needed to ensure that the systems are fully functional and capable. These changes and additions must be identified and costed within the quotation in order that they may be duly considered by the Council.

## Website

Llangors Community Council (LCC) currently have [www.llangors.org.uk](http://www.llangors.org.uk) and [www.llangorse.org.uk](http://www.llangorse.org.uk) domains registered with 123reg. Registration is renewed annually in November.

The primary address used is [www.llangors.org.uk](http://www.llangors.org.uk) (no "e") and any traffic searching either domain name needs to be set up and directed to the primary address.

### **Website requirements as a minimum:**

1. LCC own the website [www.llangors.org.uk](http://www.llangors.org.uk) the content of which needs to remain exactly the same as can be seen throughout the whole site at the current time, as this is subject of the current annual external audit of the Council.
2. Provider is required to supply secure hosting of current website [www.llangors.org.uk](http://www.llangors.org.uk)
3. Full weekly back up of the site, as a minimum. Retrieval of information should the need arise.
4. An SSL Certificate to allow a secure connection from a web server to a browser is required.
5. Website optimisation. The site needs to remain positioned well within search engines.
6. A Translate plugin needs to be available to allow users to translate English text content into Welsh etc. to meet requirements of LCC Welsh Language policy and needs to work effectively.
7. LCC's legal obligations as set out by Welsh Government and the Disability Discrimination Act WCAG 2.2 AA standards must be met and an accessibility report produced for annual review by the Council and displayed on the website. Links below for relevant guidance.  
<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>  
<https://www.gov.wales/accessibility-standards-govwales>
8. GDPR – the site should be GDPR compliant and run in line with the relevant LCC policy (page 19 on the link below). Advice for changes to the policy should be provided should the website change.

It must be able to be viewed on a variety of mobile devices, smart phones, Apple and Android devices etc.

9. Google analytics needs to be linked to the site for LCC to monitor its use and tailor future improvements of the site with needs. Reports to be provided to LCC annually.
10. Social Media. At the current time there is no desire for any link to any social media platform. Provision needs to be in place for a link to any social media platform should there be a need to follow this route in the future if required.
11. The website needs to remain attractive, reliable and adaptable, able to be developed to meet the changing needs of LCC for the duration of the contract and beyond.
12. A Content Management system (CMS), fully updated for security is required. This to be accessed by LCC to easily enable LCC staff to edit all the content, add pictures, files, and links. Designed to enable the addition of pages and related content at any time. Currently this is done via WordPress and some training may be required. If there is to be a different CMS system then training of 2 LCC operatives (Clerk and one member) will be required.
13. Training and/or training support documents for referral to when editing/updating the site by LCC, whatever the CMS, should be provided.
14. Provision of on-going technical support to assist LCC as and when required and be responsible for and deal with any issues that arise in a professional manner. Enabling a permanent resolution or a temporary alternative as a short-term measure if necessary. It is a legal obligation that LCC has an up to date website, therefore being without a website for a period of time is not an option.

## Emails

LCC currently have [www.llangors.org.uk](http://www.llangors.org.uk) and [www.llangorse.org.uk](http://www.llangorse.org.uk) domains registered with 123reg. Registration is renewed annually in November.

The primary address for use is @llangors.org.uk (no “e”) and any traffic emailed to @llangorse.org.uk (with an “e”) addresses needs to be set up as forwarded to the primary addresses.

### **Email requirements as a minimum:**

1. Hosting and email accounts are required for the clerk [clerk@llangors.org.uk](mailto:clerk@llangors.org.uk) and all 10 councillors, for example, [cpreece@llangors.org.uk](mailto:cpreece@llangors.org.uk)
2. Clerk emails need to be set up by the provider on the clerk laptop supplied by LCC.
3. Councillor emails need to be set up on their own devices (so emails sent/received directly to/by them, not through the Clerk). Support through this process is required as members and staff often do not have the technical expertise to do this.
4. As Councillors leave LCC and new members join, existing emails no longer required need to be deleted and new email addresses created by the provider and assistance provided for set up on Councillor’s own device. There will be no requirement for more than 10 Councillor email addresses and one clerk email address at any one time.
5. Email accounts need to have a suitable size data mailbox (perhaps 25GB) with appropriate anti-spam and virus protection. Currently connections are via IMAP as the clerk laptop (as main user of emails) works with Outlook.
6. As a public body control of security of emails is of high importance. Measures need to be in place to ensure security.
7. As a public body and employer, control of Spam emails is of high importance and everything must be done to reduce staff and Councillor exposure to inappropriate emails or any mimicking of emails purporting to be sent from them. Measures need to be in place to ensure this.
8. Full daily back up of the email system as a minimum.
9. Email system and hosting need to be reliable, secure and function with all broadband providers and their platforms to meet the changing needs of the Council for the duration of the contract and beyond. Currently not all broadband is fibre broadband and is supplied in the community by different providers. Providers of the

email system should check email compatibility with all broadband providers in advance of providing a written quotation to LCC.

15. Provision of on-going technical support to assist LCC as and when required and be responsible for and deal with any issues that arise with the email system in a professional manner. Enabling a permanent resolution or a temporary alternative as a short-term measure if necessary. Without a reliable fully functioning and secure email system LCC cannot operate and is therefore an unacceptable position.

**Please email any questions or suggestions to the Clerk at [clerk@llangors.org.uk](mailto:clerk@llangors.org.uk)  
A quote should be supplied to the Clerk no later than 5pm Friday 13<sup>th</sup> March 2026.  
A copy of the valid and appropriate insurance should accompany the quote.**