

Four supplier comparison – procurement information for Council consideration

1. Purpose

This report provides a descriptive comparison of four website proposals for Newton St Cyres Parish Council. It is intended to support a transparent procurement process by setting out quoted costs, accessibility, migration, support, email, hosting, functionality, ownership and cancellation/exit arrangements. It does not score or rank suppliers.

2. Headline comparison

Criterion	Company A	Company B	Company C	Company D
Price	£499 + VAT setup/year 1; £299 + VAT/year from year 2	Standard £499 setup + £275/year; Premium £599 + £330/year; Premium Plus £699 + £440/year	Year 1 £929.99 net / £959.99 quoted incl. VAT; year 2+ £249.99 net / £279.99 quoted incl. VAT	£350 + VAT/year
5-year arithmetic	£1,695 + VAT	£1,599 / £1,919 / £2,459 + VAT	£1,929.95 net	£1,750 + VAT
WCAG / accessibility	WCAG 2.2 AA; optional quarterly scan/report £299/year; Council responsibility for uploaded documents	WCAG 2.2 AA suite + accessibility statement	WCAG 2.1/2.2 requirements addressed; testing and accessibility statement	WCAG 2.2 stated; Public Sector Accessibility Regulations referenced
Migration	2 years agendas/minutes; policies; councillors; finance; 6 years AGAR; 1 year news/events	No equivalent detailed allowance stated in brochure	Up to 3 years minutes and 5 years AGAR, subject to content being current/usable	Key existing website content; quantity not specified
Email	Separate from website package; approx. £60 + VAT/year for 20 addresses for low-cost self-managed option	3 / 5 / 10 FlexMail mailboxes depending package; Premium Plus 10GB each	75 mailboxes, 5GB each, included	Up to 20 council email accounts, 5GB each
Hosting / storage	UK SSL, 2GB; extra 1GB £100 + VAT/year	Managed UK hosting/SSL; 2GB	75GB SSD, UK servers, unlimited	Secure hosting, monitoring, backups and maintenance; storage allowance not stated

		Standard, 5GB Premium	bandwidth, SSL and backups	
Functionality	Council CMS, documents, meetings, councillors, news/events; planning portal optional £100/year	Broad feature set incl. planning, FixMyStreet feed, community directory, newsletter, forms, galleries and social links	Planning/search, mailing list automation, comments, calendar, Hallmaster links, galleries and document management	Council CMS, pages/news, agendas/minutes/documents; website and council-focused features
Support	2 hours support annually, training, learning centre, monthly drop-in Teams training	Same-day support guarantee, tutorials/Zoom, maintenance and software updates	Eyelid technical support; WordPress/security updates; monthly remote backup; CloudNext 24/7 UK support; extra training £50/hour	Online knowledge base plus UK-based support for website, email and domain
Domain / ownership	Council owns graphics/visual elements after final payment; provider retains HTML/CSS/code but licenses it	Ownership terms not detailed in supplied brochure	Full admin access and separate hosting; detailed IP terms not expressly set out	Council retains ownership of GOV.UK domain; other IP not stated
Cancellation / exit	Terms and exit process referenced; detailed costs/process to confirm	Not detailed in supplied brochure	Separate hosting/domain arrangements; detailed cancellation/transfer terms to confirm	Not stated in supplied quote

3. Supplier details

Company A – used by Sandford Parish Council/Cranbrook TC

- £499 + VAT setup/year 1; £299 + VAT/year from year 2, described as £199 platform + £100 .gov.uk renewal/DNS.
- Five-year arithmetic: £1,695 + VAT.
- WCAG 2.2 AA. Optional quarterly accessibility scan/report is £299/year. Uploaded documents remain the Council's responsibility.
- Migration includes 2 years of agendas/minutes, policies, councillors, finance, 6 years of AGAR and 1 year of news/events.
- Support includes 2 hours annually, training, a learning centre and monthly drop-in Teams training.
- Email is separate from the website package; an approximately £60 + VAT/year option for 20 addresses was described as a low-cost self-managed option.
- Hosting includes UK SSL and 2GB storage; additional 1GB is £100 + VAT/year.

- Council CMS and document/meeting functionality included; planning portal is an optional £100/year.
- Council owns graphics/visual elements after final payment; provider retains HTML/CSS/code but licenses it.
- Cancellation/exit terms are referenced but detailed process and costs should be confirmed.

Company B used by Headley PC (in Surrey)

Standard: £499 setup + £275/year. Premium: £599 + £330/year. Premium Plus: £699 + £440/year.

- Five-year arithmetic: £1,599 / £1,919 / £2,459 + VAT respectively.
- .gov.uk charges are listed separately and require clarification.
- WCAG 2.2 AA suite and accessibility statement included.
- The brochure does not state an equivalent detailed content-migration allowance.
- Same-day support guarantee, tutorials/Zoom, maintenance and software updates.
- Email: 3 addresses on Standard, 5 on Premium and 10 FlexMail mailboxes on Premium Plus, with 10GB each; additional FlexMail is £24/year.
- Managed UK hosting/SSL; 2GB storage on Standard and 5GB on Premium.
- Broad feature set including planning applications, FixMyStreet feed, community directory, newsletter, forms, galleries and social links.
- Ownership and cancellation/exit arrangements are not detailed in the supplied brochure.

Company C – used by Bradninch Town Council

- Year 1 quoted total £929.99 net / £959.99 quoted including VAT; year 2 onward £249.99 net / £279.99 quoted including VAT.
- Five-year arithmetic: £1,929.95 net. The year-one quote included a stated CloudNext promotion, so renewal pricing should be confirmed.
- WCAG 2.1/2.2 requirements addressed; site tested and an accessibility statement provided.
- Migration allowance: up to 3 years of minutes and 5 years of AGAR, subject to content being current/usable.
- Eyelid technical support, WordPress/security updates and monthly remote backup; CloudNext provides 24/7 UK support. Extra training £50/hour.
- 75 mailboxes, each with 5GB, included.
- 75GB fast SSD hosting, UK servers, unlimited bandwidth, SSL and backups.
- Functionality includes planning information/search, mailing list automation, comments, calendar, Hallmaster links, galleries and document management.
- Full admin access and separate hosting are stated; detailed ownership of code/design is not expressly set out.
- Detailed cancellation/transfer terms should be confirmed.

Company D used by Georgeham Parish Council

- £350 + VAT per year.
- Includes website, GOV.UK domain management, hosting, security, maintenance, support and council email.
- Accessible, responsive website designed specifically for parish/town councils and based on GOV.UK design principles.
- Up to 20 council email accounts, with 5GB storage each.
- Council retains ownership of the GOV.UK domain; Parish Online manages administration and renewals.
- Secure hosting, monitoring, backups and maintenance included.
- Supplier will manage migration of existing website key content; the quantity of content included is not specified.

- WCAG 2.2 and Public Sector Accessibility Regulations are referenced, with guidance on uploaded content.
- Online knowledge base plus UK-based support for website, email and domain.
- Extra email storage is £24/year per mailbox; enhanced mailbox/cloud storage is £42/year per mailbox.
- Typical implementation is 4–6 weeks.
- Wider website/IP ownership and cancellation/exit arrangements are not stated in the supplied quote.

4. Procurement considerations

The quoted prices are not directly like-for-like in every case. Some suppliers include email, storage, migration or support within their headline price, while other services are separate or optional. A five-year arithmetic comparison is therefore useful as an initial guide, but the Council should obtain written confirmation of all mandatory and likely additional costs before making a procurement decision.

5. Clarification questions for all suppliers

1. Please provide the complete five-year cost, including all setup, annual renewal, .gov.uk domain, hosting, email, support and mandatory charges.
2. Please confirm VAT treatment for every one-off and recurring charge.
3. If promotional pricing applies, please confirm the guaranteed period and the standard renewal price after the promotion.
4. Please specify exactly what content migration is included, including historic agendas, minutes, AGARs, policies, councillor information and PDFs.
5. Please confirm how historical PDFs and other documents are handled where accessibility remediation or conversion is required.
6. Please confirm the WCAG level, testing method, accessibility statement provision and responsibility for accessibility of future uploaded documents.
7. Please specify included support hours, response times, escalation arrangements and charges for additional support/training.
8. Please confirm the number of included email accounts, storage per account, migration of existing mailboxes and what happens to email accounts after termination.
9. Please list all included website functionality and identify any modules/features that carry additional charges.
10. Please confirm ownership and control of the GOV.UK domain, website content, design, code, database and downloadable files.
11. Please provide the full cancellation/termination and exit process, including domain transfer, email transfer, data export and any fees.
12. Please confirm what handover assistance is provided if the Council later moves to another supplier.

6. Suggested procurement record

For the Council's audit trail, retain each supplier quotation, the written answers to the clarification questions above, the final agreed specification, the decision minute and any conflicts-of-interest declarations required by the Council's procurement procedures.

7. Source documents and note

This comparison is based on the supplier information supplied for the Newton St Cyres Parish Council website procurement exercise: Aubergine 262 proposal dated 28 September 2026; NetWise UK Website Brochure 2026; Eyelid Productions + CloudNext proposal dated 12 August 2026; and the Parish Online quotation.

Important: Where a quotation or brochure does not state a detail, this report records it as 'not stated' rather than assuming that the service is included or excluded. The five-year figures are arithmetic based on the quoted recurring prices and should not be treated as binding quotations.