Policy and Resources Committee meeting 11.3.20
Report No.1

Tendering for IT Services

1. Initial approaches have been made with two new IT providers, to compare against our existing provider, and to ascertain a better understanding of how the Council's IT services can or should best be configured and delivered.

2. It is clear that the Council needs an upgrade on its server. Its also clear work to the Wi Fi set up and configuration could be carried out to make the Wi Fi service more user friendly. It is also clear the Council could move to a Cloud based storage system if it wants, and create a domain for Councillor use within this.

3. The costs indicated in quotes obtained thus far vary between £3000- £4000 per annum for running /support costs, and £4000- £9500 for set up and installation work. These cost very much depends on what the Council considers is needed and how best to run the new It systems.

4. Providers offer their services in a variety of ways. Some, as our current provider, offer front of house service support whilst acting as a managing agent for the underlying essential services e.g. broadband supply, telecoms etc. Others offer a more whole in house service, providing both communications and IT services combined.

5. On the 5th February the Policy and Resources Committee considered what IT services or features could or should be included in the tendering specification ([i] please see overleaf), and how to best proceed in the assessing and deciding who or how the required IT services are commissioned.

6. The existing provider, plus two new providers have been asked to come and present succinctly to the Policy and Resources Committee how they would provide out IT services, according to the specification.

Richard Spencer-Williams – Town Clerk   12.2.20

Specification		Comments
1. Telephones x5, including Set up and training?		
2. Wifi – 1. Business, 2. Social, 3. Guest, 4. Payment Devices?		
3. Computers x5 – (Laptops or stations)?		
4. Cloud based/ GDPR compliant storage?		
5. Office 365 – shared file and secure file/s?		
6. Councillor 365 - shared file and email address?		
7. Anti-virus and security management?		
8. Cloud back up / business continuity / disaster recovery?		
9. Helpdesk Support – software and hardware?		
10. Account management?		
11. Router management and maintenance?		
12. Server upgrade (including decommission of old server)?		
13. Monthly fixed costs invoicing?		
14. Broad band or Ethernet?		
15. Minimum Contract duration?		
16. Business model - In House service or partners?		
17. Total set up costs		
18. Total Monthly running Cost		
19. References x2		1. 2.
20. Other?		