



## **Information Technology (IT) Support and Digital Communications Working Group Meeting**

### **Agenda**

Councillors: P Breen, E Csuka, S Mallett and M Moorhouse  
Co-opted Member: G Gray (Town Clerk)

Members are invited to attend an Information Technology (IT) and Digital Communications Working Group meeting in the Council Chamber, Guildhall on Thursday 10<sup>th</sup> August 2023 at 6.30pm to undertake the business on the agenda below.

1. **Apologies for any absences received.**
2. **Declarations of Interest:**  
To receive any declarations of disclosable pecuniary interests from Members in respect of business to be transacted on the agenda.
3. **To agree the minutes of the meeting held on 20<sup>th</sup> July 2023 and review/update actions from the previous meeting. Decision required.** ATTACH 1
4. **Presentation from Cllr. Csuka of a draft IT Support Managed Service Invitation To Tender for the Town Council.** ATTACH 2
5. **Presentation from Cllr. Csuka of a draft Evaluation Criteria for an IT Support Managed Service and Website for the Town Council.** ATTACH 3
6. **Presentation from Cllr. Mallett of an options analysis of solutions for the live streaming of Council meetings.**
7. **Review of ToRs to assess what else the group needs to do.** ATTACH 4
8. **Any other business.**
9. **Date and time of next meeting to be agreed.**

Cllr Emmet Csuka



## **Information Technology (IT) and Digital Communications Working Group Meeting 20<sup>th</sup> July 2023**

### **Minutes of the meeting**

Councillors: E Csuka, S Mallett and P. Breen  
Co-opted Member: G Gray (Interim Town Clerk)

#### **1. Apologies for any absences received:**

Apologies received from M Moorhouse.

#### **2. Declarations of Interest:**

There were no declarations of disclosable pecuniary interests from Members in respect of business transacted on the agenda.

#### **3. To agree the minutes and review/update actions from the previous meeting:**

The minutes from the previous meeting were approved by attendees.

The actions and associated updates are detailed in the action log included with these minutes. P Breen asked if a replacement had been found for P Carter, who has stood down from the working group. G Gray advised the group that she had asked M Pennington who had replied that he was unable to join due to other responsibilities. No other potential candidates to join the working group have been identified.

#### **4. Update from E Csuka on taking the IT Support User Requirements through the next stage of activity with a target date of 9<sup>th</sup> August for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14<sup>th</sup> August.**

#### **5. Update from E Csuka on taking the Town Council website User Requirements through the next stage of activity with a target date of 9<sup>th</sup> August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14<sup>th</sup> August.**



E Csuka covered these two agenda items together by presenting a PowerPoint slide which provided future timelines for taking both the IT User Support Managed Service requirement and the New Website requirement through to an evaluation of bids by the Town Council. *A copy of the slide is included with these minutes.*

P Breen raised the following questions:

- If a potential bidder requests to see details of the evaluation process being followed by the Town Council, are we obliged to provide this information? G Gray advised that no documentation, other than the Tender Document, needed to be shared with bidders during the bid process but, if requested, information could be provided once the Tender exercise was completed.
- Once the invitations to bid have been issued, would the potential bidders be contacted, soon after the bids are issued, to confirm they intended to submit a bid. G Gray agreed to take an action to do this.

**ACTION: G Gray to contact the potential bidders, soon after the invitations to bid have been issued, to confirm if they intend to submit a bid and whether they wanted to take the opportunity to present to the Town Council a view of what they could offer as a new website solution.**

- Once the bids from the website providers are received, how will these be opened? G Gray advised that all bids would be opened at the same time by herself and the Responsible Finance Officer and then brought to the Working Group meeting on 7<sup>th</sup> September.
- If queries are raised during the bidding period, how would these be handled. G Gray advised that herself and the Responsible Finance Officer are the contacts for any queries, and they would either answer them themselves or seek help from the working group eg if the question asked was too technical.
- A schedule of information requirements should be provided from the successful bidder to not delay the implementation period of building a new website. E Csuka agreed but added that much of the implementation period will be dynamic, so, the availability of Council Staff to support the build was key to keeping the work moving as fast as was practicable.
- On providing a bespoke accountancy system for the Responsible Finance Officer, is this part of the Tendering process? G Gray confirmed this was separate from the activities under the control of the working group and the Responsible Finance Officer was already in the process of obtaining quotes for suitable solutions to take to the Town Council to consider.

**ACTION: E Csuka agreed to write to the Town Council detailing the timelines for future delivery to inform members and to manage expectations.**



**6. Update from S Mallett on taking the requirement for the live streaming of Council meetings through the next stage of activity of investigating what a possible solution might be.**

*Whilst introducing this item, S Mallett ran a trial of videoing the meeting using a single camcorder.*

S Mallett outlined, to the Working Group, possible choices around devices, connectivity and process that might best meet the needs of the Town Council. He indicated that, alongside consideration of costs, he was also looking at ease of use in running the live streaming and in saving the videos to YouTube.

The solution operated by Ramsgate Town Council had been investigated but the investment cost had been assessed to be around £5k, which might not be an affordable option.

Other options, including purchasing a single camcorder that delivered all that was needed, but without all the additional all equipment, would be possible for an investment cost of around £1.6k.

P Breen proposed that the Town Council should be presented with all the suitable options available, clearly spelling out what was to be considered in relation to video, voice, broadcasting and storage eg on YouTube or the Sandwich Town Website, even if the potential investment cost might be considered prohibitive. This was agreed by the Working Group.

**ACTIONS: S Mallett to share a link to the video of the meeting so the Working Group could view the quality of the recording by a single camcorder.**

**S Mallett to prepare an options analysis structured into categories such as voice, videoing, hosting, storage, complexity etc for the Town Council to consider. This analysis to be brought to the Working Group meeting on 10<sup>th</sup> August to review, then on to the Finance & General Purposes Committee on 18<sup>th</sup> September and then to Town Council on 25<sup>th</sup> September.**

A short discussion on the Sandwich Town Market Facebook Page resulted in an action for G Gray to contact the previous Market Manager to request that administration of the page to be transferred across to Council Staff.

**7. Any other business**

No items raised.

**8. Date and time of next meeting**

Thursday 10<sup>th</sup> August at 6.30pm

Cllr Emmet Csuka



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Ref No.	Action	Owner	Update
1306.01	Terms Of Reference for the working group to be updated to become a publicly available document	E Csuka	Terms Of Reference Updated and presented to the working group meeting on 21 <sup>st</sup> June <b>Action Closed</b>
1306.02	Members agreed to recommend to Finance & General Purposes Committee that a Business Continuity Plan be developed for Sandwich Town Council	E Csuka	The need for a BCP raised at the F&GP Committee meeting on 19 <sup>th</sup> June and accepted <b>Action Closed</b>
1306.03	Members agreed that ideas should be shared by email to ensure that the working group moves at pace	S. Mallett	S Mallett has set up a mail group for the working group, but he is still not satisfied that he has the best solution so will make some further enquiries. Update 0607: S Mallett advised the group he continues to explore best options for sharing ideas and information. He has spoken to David Shaw and has now discounted WhatsApp but will consider further whether Teams or an alternative is suitable.  <b>Update 2007:</b> S Mallett advised the group that he continues to explore the best options for sharing ideas and information. He has emailed David Shaw to ask if using Microsoft Teams requires a subscription or if it is part of the Office365 solution provided to STC Councillors by HBITS. He is still keen to see how we can share items such as agendas and minutes via a shared space in the Cloud and will provide a further update to the next meeting. <b>Action Open</b>
1306.03	G Gray agreed to contact MITEC to arrange an awareness session on the live streaming of meetings	G. Gray	Update 0607: G Gray has spoken to MITEC who have offered to run a Teams meeting to explain how they operate the live streaming of meetings. Next step is for G Gray to discuss availability of MITEC to run an awareness session and to offer the opportunity to attend to all Councillors. Update 2007: G Gray will arrange a Teams event run by MITEC when she returns from her leave. <b>Action Open</b>
1306.04	Mayor Carter agreed to write to Training Highway to request a full transfer of the ownership for the Town Council Facebook page across to the Town Council	<del>P Carter</del> G Gray	Mayor Carter advised the working group that he had spoken to Cllr. Dan Friend to take this action to transfer but this had not yet been done. He confirmed that he would formally write to Cllr. Dan Friend if the ownership had not transferred by 22 <sup>nd</sup> June. Update 0607: G Gray is awaiting feedback from Highway Learning & Support on whether she has been admin access to the



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			Town Council Facebook page. If not resolve, this will be raised in the next Finance & General Purposes Committee Meeting on 17/7. <b>Update 2007:</b> G Gray advised the group that she will be given full control of the Town Council's Facebook page by the end of the week. <b>Action Open</b>
1306.05	The Town Clerk will investigate the source of the domain name for The Town Council website and identify the cost associated with its renewal	G. Gray	Update 0607: G Gray has investigated this issue and confirmed that HBITS have advised that the domain name is held by their hosting provider at Cloud Heroes. <b>Action Closed</b>
1306.06	Cllr. Csuka to arrange a meeting with David Shaw of HBITS to discuss the current scope of provision and the associated costs	Cllr. Csuka	The meeting with David Shaw took place on 15 <sup>th</sup> June and involved Cllr. Mallet and the Town Clerk. A note of the meeting had been issued to all members of the council, following the meeting <b>Action Closed</b>
1306.07	The Town Clerk was asked to provide the working group with a copy of IT tender scoping document that was presented to the Town Council in December 2022	G. Gray	Update 0607: The document has been issued to group members. <b>Action Closed</b>
1306.08	The Town Clerk was asked to provide a copy of the Assets Register for the IT hardware owned by the Town Council, including details on the refresh cycle	G. Gray	Update 0607: the IT hardware assets list is now with G Gray who will tidy it up and share with the group. <b>Action Open</b>
2106.01	E Csuka to provide updated User Requirements to the group in line with the minutes of the meeting	Cllr Csuka	User Requirements updated and issued with minutes of the meeting. <b>Action Closed</b>
2106.02	It was agreed that P Carter would lead on the next stage of activity for the IT Support requirements, this will include consulting with Millie Battershill, Museum Coordinator, to ensure her requirements are fully met. A target date of 9 <sup>th</sup> August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14 <sup>th</sup> August. Checking of progress will be discussed in the intervening working group meetings.	<del>P Carter</del> E Csuka	Update 0607: P Carter has withdrawn from the group and, as a consequence, this work has not been progressed. E Csuka agreed to pick up this work once he has finished developing the Tender for the Town Council website. <b>Update 2007:</b> As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. <b>Action Closed</b>
2106.03	It was agreed that E Csuka would lead on the next stage of activity for the Town Council website design, consulting with G Gray and making enquiries with other local councils on their solutions to inform the development of a draft Tender Document. A target date of 9 <sup>th</sup> August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14 <sup>th</sup> August.	Cllr. Csuka	Update 0607: included as an agenda item for the meeting. <b>Update 2007:</b> As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. <b>Action Closed</b>
2106.04	It was agreed that S Mallett would lead on the next stage of activity for the live	S Mallett	Update 0607: included as an agenda item for the meeting.

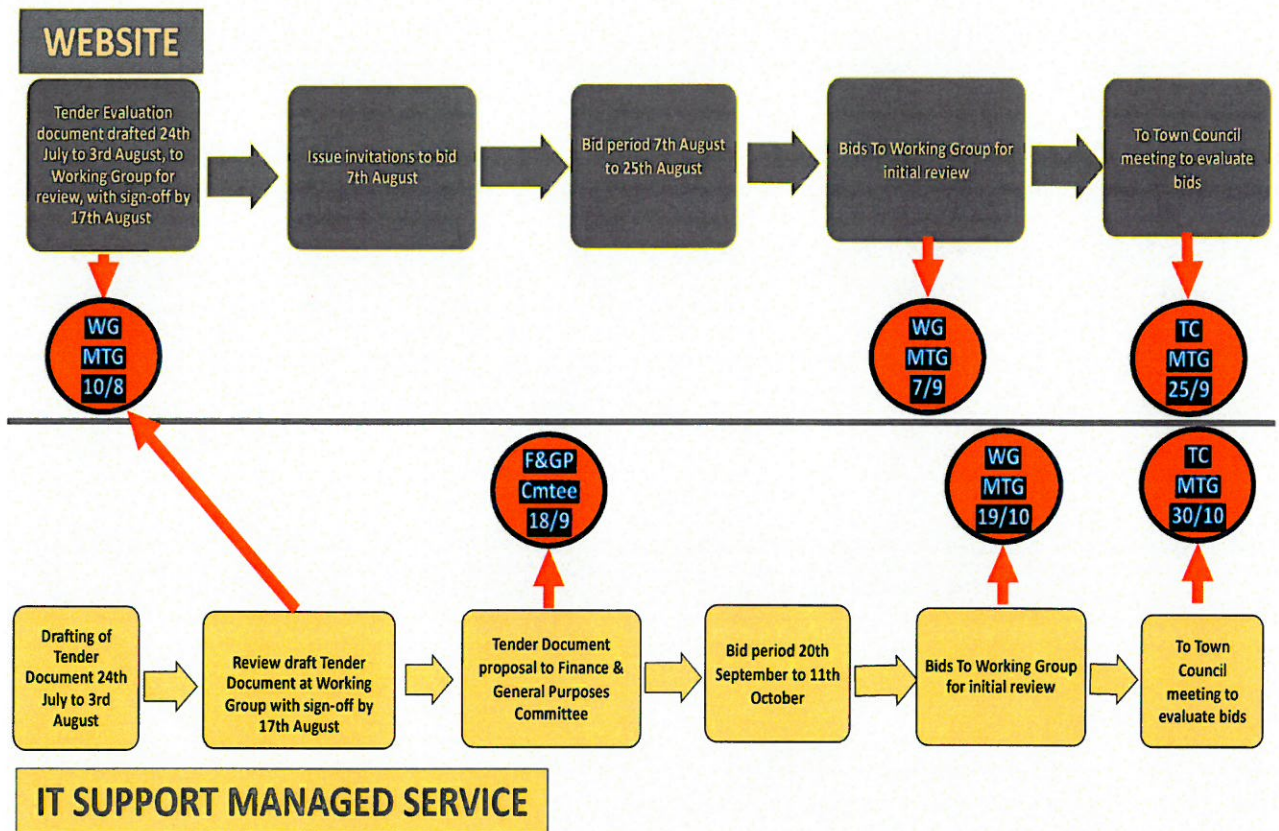


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	streaming of Council meetings, investigating what a possible solution might be with the Town Clerk and other stakeholders such as Christina Glynn. A previous action of asking MITEC to deliver an overview to the working group should be considered.		<b>Update 2007:</b> As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. <b>Action Closed</b>
2007.01	It was agreed that G Gray would contact the potential bidders, soon after the invitations to bid have been issued, to confirm if they intend to submit a bid and whether they wanted to take the opportunity to present to the Town Council a view of what they could offer as a new website solution.	G Gray	New Action from meeting on 2107 <b>Action Open</b>
2007.02	It was agreed that E Csuka would write to the Town Council detailing the timelines for future delivery to inform members and to manage expectations.	E Csuka	New Action from meeting on 2107 <b>Action Open</b>
2007.03	It was agreed that S Mallett would share a link to the video of the meeting so that the Working Group could view and judge the quality of the recording by a single camcorder.	S Mallett	New Action from meeting on 2107 <b>Action Open</b>
2007.04	It was agreed that S Mallett would prepare an options analysis structured in categories such as voice, videoing, hosting, storage, complexity etc for the Town Council to consider. This analysis to be brought to the Working Group meeting on 10 <sup>th</sup> August to review, then on to the Finance & General Purposes Committee on 18 <sup>th</sup> September and then to Town Council on 25 <sup>th</sup> September.	S Mallett	New Action from meeting on 2107 <b>Action Open</b>



# Town & Cinque Port of Sandwich Sandwich Town Council





## Sandwich Town Council IT Support Managed Service Invitation To Tender

### ABOUT SANDWICH TOWN COUNCIL

Sandwich Town Council has a Town Mayor and 15 Councillors. All Councillors are elected by the people of Sandwich in a single election, which is held every four years. The most recent election was in May 2023.

The everyday management of The Council is undertaken by the Town Clerk and a team of officers and staff.

Sandwich comes under the authority of Dover District Council and Kent County Council.

It currently lies within the South Thanet parliamentary constituency, but this will change to the Herne Bay and Sandwich parliamentary constituency when the new parliamentary constituency boundaries are adopted.

#### - The Guildhall

The 16<sup>th</sup> Century Guildhall in the centre of Sandwich hosts regular meetings of The Council and is the location used by Council Staff for various administration services and to provide a customer services access point to residents.

The office is usually open from XXXam to XXXpm, XXXday to XXXday, but this can change depending on any events held in the building.

**Commented [CC1]:** Gill/ karen to review and provide accurate information on assets.

There is space for approximately XX members of staff to work in the back offices of this building. There are xx printers, a photocopier, and a fax machine. Most staff use a desktop computer but we do also have some laptop computers.

The Councillors have each been issued with an Apple iPad, which they bring to Council Meetings and use remotely to undertake their duties.

All Councillors and office-based staff have Council issued email addresses (using the .gov domain name system) and access to Microsoft Office 365.

The Council uses Microsoft SharePoint to store its data files, and this is currently hosted with XXXX.

The Council uses Facebook and Twitter and has a website, which is hosted by Cloud Heroes: <https://sandwichtowncouncil.gov.uk>

#### - The Museum

The Sandwich Guildhall Museum is located in the Guildhall and houses a number of important artefacts, including the 1300 A.D. Sandwich Magna Carta and Charter of the Forest. The museum hosts thousands of visitors each year and is served by one office-based staff and 24 volunteers.

The museum makes full use of social media platforms, including its own website, <https://www.sandwichguildhallmuseum.co.uk>, and provides a central research venue for local history enthusiasts. It has a digital database used to archive its collection.

### TENDER INTRODUCTION

Sandwich Town Council is seeking a provider to deliver a Managed Information Technology (IT) Support Service that is cost effective and meets both the existing and future IT needs of the Council.

There is a 30-day rolling contract with the current IT Managed Support Service Provider. They have declared an intention to work with any new Provider to ensure a smooth transition to a new service.

The Council is seeking a contract for an initial period of 2 years, with the ability for the Council to extend this into a 3rd year, if required.

The Council intends to award a contract based on a weighting of price and quality objectives (50/50). The Tender is bound by the Council's financial regulations and the Council is not required to award a contract to the lowest price offer.

Tenders must be returned by email to [townclerk@sandwichtowncouncil.gov.uk](mailto:townclerk@sandwichtowncouncil.gov.uk) by 5pm, XXXX 2023.

The Tender should include:

- A method statement detailing the implementation approach that will be applied.
- Details of any licence fees payable, e.g., costs related to the purchase of and access to Microsoft Office 365, a continued use of SharePoint to host data files and a suitable anti-virus system to protect the Council against cyber threats including,

**Commented [CC2]:** To determine length of contract at Town Council via a recommendation agreed at Finance & General Purposes Committee

**Commented [CC3]:** Working group to review, adding, subtracting or revising the content.

phishing, ransomware and account takeovers. Currently we are using ???? for cyber security.

- Costs for relevant IT training (both on-site and remote) for Councillors, Officers and staff to undertake their roles, including cyber security training.

- Terms of payment.

- Details of your public liability insurance; professional indemnity insurance; financial security and audited accounts.

- Details of your previous relevant experience, number of full-time staff and management structure, your location, a list of other town or parish councils you currently work with and two references.

- Details to support the various compliance requirements listed in the Specification below.

It is expected that the successful bidder will be appointed by the end of November 2023 and that the new service will become operational by the end of January 2024.

To comply with the Local Government Transparency Code 2014, details of the winning contract may be published on The Council's website and in Council Meeting minutes. The submission of a tender is deemed to be an acceptance of this requirement.

## FURTHER INFORMATION

Further information can be obtained from Gill Gray, Town Clerk and Karen Palmer, Responsible Finance Officer. They can be contacted by telephone on: 01304 617197 or by email to: [townclerk@sandwichtowncouncil.gov.uk](mailto:townclerk@sandwichtowncouncil.gov.uk)

## SPECIFICATION

The following high-level requirements are provided to enable potential bidders decide if they wish to submit a tender to deliver an IT Managed Support Service to Sandwich Town Council.

### - A Managed Support Service For PCs/ Laptops:

To provide a managed support service for ~~XX~~ PCs/ ~~XX~~ laptops for Sandwich Town Council and 3 PCs, 1 laptop, 1 iPad, 1 flatbed scanner and 1 physical server for the Sandwich Museum. This service needs to include:

Commented [CC4]: Gill/ Karen/ Millie to advise

- A remote IT helpdesk service for reactive support, provided by phone and email, and with the ability to monitor and report progress through a tickets system, for core business hours of 9am to 5pm, Monday to Friday;
- On premise end-user IT support, as required, at The Guildhall, Sandwich;
- On premise support of the IT hardware and software, as required, at The Guildhall, Sandwich;
- A proactive monitoring of PCs/ laptops to ensure software and hardware faults are detected and corrected;
- A proactive monitoring of hardware, software and infrastructure to prevent security threats, where possible, and to react accordingly if any threats are detected by the IT security software;
- A proactive management of the Council's IT infrastructure, including applying patches and updates, in accordance with industry best practice, to a range of Microsoft Office 365 applications, including SharePoint and Teams.

**Commented [CC5]:** Do we have other non-office 365 applications that require similar support eg in Finance or Museum ops? To check with Gill/ Karen/ Millie

**- A Business Level Mobile Device Management Solution For Apple iPads**

**Need to confirm if we want to continue to have iPads issued or if we want to move to the provision of a Microsoft Office 365 solution installed on devices of choice with two-factor authentication?**

**Commented [CC6]:** To discuss first at WG as we might want to make a recommendation to F&GP cmtee on moving to provision of Office 365 for use on a personal device of choice.

To provide a business level Mobile Device Management solution for **XX** Apple iPads, to include:

- A remote IT helpdesk service for reactive support, provided by phone and email, and with the ability to monitor and report progress through a tickets system, for core business hours of 9am to 5pm, Monday to Friday;
- Remotely applying patches and updates, in accordance with industry best practice, to a range of Microsoft Office 365 applications held on the Apple iPads;
- Reacting accordingly to security threats detected by the IT security software;
- On premise support of the iPads and software, as required, at The Guildhall, Sandwich.

**- Out Of Hours Support And Response:**

To provide an out of hours service for reactive support, provided by phone and email. This service is to be provided at an additional rate, details of these rates to be included in the tender as a separate chargeable item.

**Commented [CC7]:** Need to confirm with Gill that this is a provision we want and if we do what is the internal mechanism for agreeing an additional charge?

- **Service Level Agreement for response times**

We require a Service Level Agreement that delivers response times in line with or close to the following targets, supported by ticketing and regular updates on progress. A suggested priority list and response handling is described below:

**Priority 1:** Critical issues that could cause major business or financial exposure, affect business critical tasks or prevent multiple users from being unable to perform their duties.

**Priority 2:** Issues that could cause minor business or financial exposure, cause minor delays to business-critical tasks or cause disruption to a small number of users.

**Priority 3:** Issues that will have a minimal impact on the business and users.

**Priority 4:** A request for information or guidance which has no impact on the day to day running of the business.

Targets	Priority 1	Priority 2	Priority 3	Priority 4
Response	15 minutes	2 hours	4 hours	4 hours
Updates	Every 1 hour	Within 4 hours	Daily	Within 5 days
Fix Time	10 hours	20 hours	3 days	5 days

- **Provision of a cloud-based solution back-up and storage service with effective data recovery**

To provide a cloud-based solution that is hosted in the UK and includes a back-up and storage service with effective data recovery. The bidder should proactively monitor and manage the back-up of data to ensure information is securely stored.

**Commented [CC8]:** Need to confirm with David Shaw if this required in addition to SharePoint storage?

- **Regulatory & Technical Design Requirements**

The bidder must ensure that all systems, hardware and software are:

- o Secure, and have core cyber security protection including endpoint protection software, firewalls and encryption

- GDPR Compliant
- Meet Accessibility requirements
- Meet Privacy Policy requirements
- Compatible with .gov domain name system
- Meet Sustainability requirements

**- Emails**

Our email service is provided as part of the Microsoft Office 365 cloud-based solution and uses the .gov domain name system. Email addresses will remain unchanged.

**- Provision and Management of Office 365 and other licences?**

The bidder must manage the use of Microsoft Office 365 for **XX** users, including the purchase and monitoring of this provision.

**Commented [CC9]:** To check with Gill/ Karen/ Millie on the number of licences required and if there are applications other than Office 365 to include in this section?

**- Support for procuring new PCs and laptops**

The bidder should be able to support the Council, where required, in the purchase and set-up of new equipment, including arranging any warranties. These items, when required, will be at an additional cost.

**- Performance Reporting**

The bidder should be willing to provide monthly reports on the utilisation of the IT Support Managed Service and to undertake Quarterly Account Reviews with Council Officers.

**- Provision of IT Related Training Services including cyber security training**

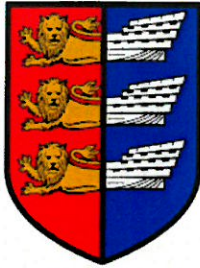
The bid should also detail the relevant training that would be available for Councillors, Officers and staff, including Cyber Security training.

**OUTSTANDING QUESTIONS:**

**CCTV – is this managed and supported separately?**

**General integration of software eg Finance, digitized archive, recordings of meetings**

**Generic management information system**



# Sandwich Town Council

## Evaluation Criteria For

### IT Support Managed Service & Website

#### INTRODUCTION

The Council intends to award a contract based on a weighting of quality (technical merit) and price objectives (50/50). The Tender is bound by the Council's financial regulations and the Council is not required to award a contract to the lowest price offer.

#### EVALUATION PROCESS

Bidders will have their tender responses evaluated as set out below:

**Stage 1:** Tender responses will be checked to ensure that they have been completed correctly and all requested information has been provided. Tender responses correctly completed will move to Stage 2 of the evaluation process.

Responses which, in the opinion of Sandwich Town Council, are not correctly completed in accordance with the requirements of the Invitation To Tender will not be taken forward to any subsequent stages of the evaluation process.

**Stage 2:** If a bidder successfully passes stage 1 of the evaluation process, then it will have its tender response assessed in accordance with the evaluation methodology detailed below.

The <b>Technical Merit criteria</b> carries a weighting of 50% of the overall achievable score. It consists of the following sub-criteria, with the weighting attached as detailed:	
Relevant Experience	30%
Past Performance	10%
Technical Skills	30%
Management & Resources	10%
Methodology	20%

<b>Scoring Model</b> – The evaluation panel will score tender responses using the following scoring model:	
<b>Points</b>	<b>Interpretation</b>
<b>10</b>	<b>Excellent</b> - Overall the response demonstrates that the bidder meets all areas of the requirement and provides all the evidence requested to a level of detail expected.
<b>7</b>	<b>Good</b> - Overall the response demonstrates that the bidder meets all areas of the requirement and provides all the evidence requested but contains some minor omissions in the level of information provided.
<b>5</b>	<b>Adequate</b> - Overall the response demonstrates that the bidder meets all areas of the requirement but not all of the evidence requested has been provided.
<b>3</b>	<b>Poor</b> - Overall the response fails to demonstrate that the bidder meets the requirement in one or more areas.
<b>0</b>	<b>Unacceptable</b> – The response does not demonstrate that the bidder is compliant with the requirement.

The **Price criteria** carries a weighting of 50% of the overall achievable score. A maximum price score of 10 will be awarded to the tender response offering the lowest “overall” price.

Other tender responses will be awarded a mark by application of the following formula:  $\text{Lowest "overall" price tender} / \text{"overall" price of tender being evaluated} \times 10$ .

## **MODERATION AND APPLICATION OF WEIGHTINGS**

The evaluation panel will meet to review each of the tender responses to moderate and agree the scores for each award criteria.

Final scores, in terms of a percentage of the overall score, will be determined by applying the relevant weighting factors set out above. The percentage scores for each award criteria will be amalgamated to give a percentage score out of 100.

The winning tender response will be agreed by the evaluation panel once all tender responses have been scored.



## **Information Technology (IT) and Digital Communications Working Group Meeting**

### **Terms of Reference (V1.0 21st June 2023)**

#### **Background**

A number of concerns have been expressed by councillors, staff and residents that the existing IT services and digital communications are not meeting the standards expected.

There is an urgent need to:

- Undertake a review of the current Information Technology (IT) support arrangements to ensure that what is provided delivers a service that is fit for purpose, and secure, and is affordable; and
- Improve the digital communications used by the Council to engage with the residents of Sandwich

This Working Group will oversee both streams of work described above as they are intrinsically linked.

#### **Scope**

**For the IT support arrangements, the scope will include:**

- A review of the existing IT services contract to understand the range of provision included, the costs associated with this provision, the agreed service levels and an assessment of the quality and security of service delivered;
- A review of the assets register to establish the range of assets provided to/ or owned by the Council, the age of these assets and the cycle, if any, of replacing these assets;
- To seek service improvements from the existing provider;
- A preparation of user requirements to inform a re-tendering exercise for the IT services contract eg server, hardware, software, migration, help desk etc; Identifying a potential list of companies that might tender for this contract by



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The frequency of meetings will be determined by the Working Group members, with a date for the next meeting agreed at the end of each preceding meeting.

The Town Clerk will be notified of any meetings with at least 3 clear working days, with an agenda issued to members to the same timescale.

The quorum of the Working Group shall be 3 elected members, with co-opted members not counting towards the quorum.

The working group is expected to be time-limited. The need for a continuing Working Group will be reviewed no later than 6 months from the date of the first Working Group meeting. The decision to extend or reform the Working Group, at this point, will be subject to approval by the Finance and General Purposes Committee first and then on to the full Town Council, if deemed appropriate by the Committee.

### **Working Group Membership**

Elected Councillors: Breen, Carter (Mayor), Csuka, Mallett, and Moorhouse.

Co-opted member: Gill Gray (interim Town Clerk)

Cllr Emmet Csuka