



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 17th 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. <i>Group to note:</i> <i>The review of minutes of the meeting held on 10th August 2023 will be deferred to the next meeting of the Working Group.</i>
4. Group discussion to finalise the IT Support Managed Service Invitation To Tender.
Confidential Matters: Under the Public Bodies (Admission to Meetings) Act 1960 (extended by s.100 of the Local Government Act 1972) the public may be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act 1972 by virtue of the paragraph specified against the item.
5. Group discussion to agree the lower-level detail that will be used to evaluate bids received out of the tendering processes for the IT Support Managed Service and the new Town Council Website.
6. IT WG 1708IT Any other business.
7. Date and time of next meeting to be agreed.



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 16th 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.

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

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 by 5pm, XXXX 2023.

The Tender should include:

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

- 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,

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

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 IT Managed Support Service Evaluation Criteria

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.

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 **Technical Merit criteria** 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%

Scoring Model – The evaluation panel will score tender responses using the following scoring model:	
Points	Interpretation
10	Excellent - 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.
7	Good - 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.
5	Adequate - Overall the response demonstrates that the bidder meets all areas of the requirement but not all of the evidence requested has been provided.
3	Poor - Overall the response fails to demonstrate that the bidder meets the requirement in one or more areas.
0	Unacceptable – 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 response 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.