



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 Wednesday 6th September 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 meetings held on 10th August and 17th August 2023 and review/update actions from the previous two meetings. Decision required. ATTACH 1 A-10
4. Presentation from Cllr. Csuka of an updated draft of the Social Media Policy for the Town Council. Working Group to review any comments received and advise on current draft of the document. ATTACH 2
5. Presentation from Cllr. Csuka of an updated draft of the IT Support Managed Service Invitation To Tender for the Town Council. Final read through of draft and decision to proceed required. ATTACH 3
6. Presentation from Cllr. Mallett of a final options analysis of solutions for the live streaming of Council meetings. Decision to proceed required.
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.



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<p>7. Cllr. Csuka to present an updated lower-level detail that will be used to evaluate bids received out of the tendering processes for the IT Support Managed Service. Final read through of draft and decision to proceed required. <i>FNC 1</i></p>
<p>8. Working group to review bids received from Website Providers in preparation for the Town Council undertaking an evaluation exercise. Decision to proceed required. <i>FNC 2</i></p>
<p>9. Any other business.</p>
<p>10. Date and time of next meeting to be agreed.</p>

Cllr Emmet Csuka



Information Technology (IT) and Digital Communications Working Group Meeting 10th August 2023

Minutes of the meeting

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

1. Apologies for any absences received:

No apologies received.

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.

Presentation from Cllr. Csuka of a draft IT Support Managed Service Invitation To Tender for the Town Council.

The draft Invitation To Tender was reviewed by the group and a number of changes were made to the document, through discussion and agreement of the group.

In the introduction section of the tender this included:

- Specifying the length of contract being offered;
- Confirming the opening times and when staff are present for the Guildhall building;
- Identifying the number of staff members that can be accommodated within the backroom office and reception;
- Listing the hardware used by staff;

In the specification section of the tender this included:



- Including the option of an iPad user to choose to use a device of their own choice and to have Office 365 made available to install with two-factor authentication;
- Details of the company's VAT number and company registration number.

G Gray advised that in the lead up to appointing a new IT Support Managed Service Provider she would be undertaking an exercise to clean-up and remove a number of dormant email addresses that STC do not require for the future.

Action: Cllr Csuka to ask David Shaw how will data from the selected Finance COTS software package (Rialtas, AdvantEDGE or Scribe) be stored.

Action: Cllr Csuka to ask David Shaw if the Point Of Sale systems used both by STC and The Museum are supported as part of the managed service delivered by HBITS

Action: It was agreed that G Gray should ask the RFO to check the current STC budget to see if funding provision for the replacement of iPads and other hardware items exists.

4. Presentation from Cllr. Csuka of a draft Evaluation Criteria for an IT Support Managed Service and Website for the Town Council.

Cllr presented a draft Evaluation Criteria document which was reviewed and commented on by the group. It was agreed that the Evaluation Criteria should be supported by a lower-level document to aid the evaluation of bids.

After further discussion, it was agreed that the Invitation To Tender for an IT Support Managed Service should incorporate a request for information on whether a bidding company held policies on The Gender Pay Gap, The Bribery Act 2010 or The Right to Work in the UK.

Action: Cllr Csuka agreed to develop a lower-level document to support the evaluation process. This would be reviewed at the next meeting off the working group and it was agreed that this discussion would need to be not in front of the public.

5. Presentation from Cllr. Mallett of an options analysis of solutions for the live streaming of Council meetings.

Cllr Mallett updated the working group on the work he had undertaken to test various solutions for the live streaming of Council meetings. Testing had been successfully run in a previous STC Planning Meeting. He also outlined what he intended to present to the Finance and General Purposes Committee on 18th September and Town Council meeting on the 25th September.



Whilst introducing this item, S Mallett demonstrated the choice of microphones and filming, via YouTube, that he was trialling.

6. Review of Terms Of Reference

The working group reviewed the original Terms Of Reference for the working group and agreed that the majority of the original scope had either been fully delivered or was progressing well. There was a confidence that all included in the original scope would be delivered to the agreed timelines shared with Town Council.

7. Any other business

No items raised.

8. Date and time of next meeting

Thursday 17th August at 6.30pm

Cllr Emmet Csuka

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 st June Action Closed
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 th June and accepted Action Closed
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. Update 2007: 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.



			<p>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.</p> <p>Action Open</p>
1306.03	G Gray agreed to contact MITEC to arrange an awareness session on the live streaming of meetings	G. Gray	<p>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.</p> <p>Update 2007: G Gray will arrange a Teams event run by MITEC when she returns from her leave.</p> <p>No update to 1008 meeting.</p> <p>Action Open</p>
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	P. Carter G Gray	<p>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 22nd June.</p> <p>Update 0607: G Gray is awaiting feedback from Highway Learning & Support on whether she has been admin access to the Town Council Facebook page. If not resolve, this will be raised in the next Finance & General Purposes Committee Meeting on 17/7.</p> <p>Update 2007: 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.</p> <p>Update 1008: G Gray advised the group that she has been told that she has been given full control of the Town Council's Facebook but has yet to test this.</p> <p>Action Open</p>
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	<p>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.</p> <p>Action Closed</p>
1306.06	Cllr. Csuka to arrange a meeting with David Shaw of HBITS to discuss the	Cllr. Csuka	<p>The meeting with David Shaw took place on 15th June and involved Cllr. Mallet and the Town Clerk. A note of the meeting</p>



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	current scope of provision and the associated costs		had been issued to all members of the council, following the meeting Action Closed
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. Action Closed
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. Update 1008: G Gray advised the group that the assets list still requires further work before it can be shared with the group. Action Open
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. Action Closed
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 th August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14 th August. Checking of progress will be discussed in the intervening working group meetings.	P Carter 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. Update 2007: As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. Action Closed
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 th August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14 th August.	Cllr. Csuka	Update 0607: included as an agenda item for the meeting. Update 2007: As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. Action Closed
2106.04	It was agreed that S Mallett would lead on the next stage of activity for the live streaming of Council meetings, investigating what a possible solution might be with the Town Clerk and other stakeholders such as Christina Glynn. A previous	S Mallett	Update 0607: included as an agenda item for the meeting. Update 2007: As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. Action Closed



	action of asking MITEC to deliver an overview to the working group should be considered.		
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 Update 1008: G Gray confirmed that the Invitations To Tender had been issued to the selected website providers. These providers are to be contacted 1108 to confirm they wanted to submit a bid. Action Open
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 E Csuka confirmed that the timelines for future delivery had been issued to all members. Action Closed
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 Update 1008: S Mallett confirmed that video links had been shared already to a couple of meetings with positive feedback received to the quality of the recordings. Action Closed
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 th August to review, then on to the Finance & General Purposes Committee on 18 th September and then to Town Council on 25 th September.	S Mallett	New Action from meeting on 2107 Update 1008: the first stage of this analysis was completed at the meeting. Action Open
1008.01	Action: Cllr Csuka to ask David Shaw how will data from the selected Finance COTS software package (Rialtas, AdvantEDGE or Scribe) be stored.		
1008.02	Action: Cllr Csuka to ask David Shaw if the Point Of Sale systems used both by STC and The Museum are supported as part of the managed service delivered by HBITS		
1008.03	Action: It was agreed that G Gray should ask the RFO to check the current STC budget to see if funding provision for the replacement of iPads and other hardware items exists.		



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1008.04	<p>Action: Cllr Csuka agreed to draft a lower-level document to support the evaluation process.</p> <p>This would be reviewed at the next meeting off the working group and it was agreed that this discussion would need to be not in front of the public.</p>		
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Information Technology (IT) and Digital Communications Working Group Meeting 17th August 2023

Minutes of the meeting

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

1. Apologies for any absences received:

No apologies received.

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:

It was agreed by the group that the minutes from the previous meeting would be reviewed at the next meeting of the working group, which is due to be held on Thursday 7th September.

The actions and associated updates are detailed in the action log which will be included with these minutes.

4. Group discussion to finalise the IT Support Managed Service Invitation To Tender.

A further review of the draft IT Support Managed Service Invitation To Tender was undertaken by the working group. Feedback received during the previous review had now been incorporated into the latest version of the document. A small number of minor changes were made as the group reviewed the document in the meeting.

The group agreed that the Invitation To Tender should include a requirement for cyber security protection for systems and email use. This requirement had previously been dismissed by the Council on a cost basis.

5. 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.

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.

The working group continued to review and make minor changes to the lower-level detail that will be used to evaluate the received bids. The updated document will be agreed at the next meeting of the working group.

6. Any other business

No items raised.

7. Date and time of next meeting

Wednesday 6th September at 6.30pm

Cllr Emmet Csuka

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			<p>best options for sharing ideas and information.</p> <p>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.</p> <p>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.</p> <p>Action Open</p>
1306.03	G Gray agreed to contact MITEC to arrange an awareness session on the live streaming of meetings	G. Gray	<p>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.</p> <p>Update 2007: G Gray will arrange a Teams event run by MITEC when she returns from her leave.</p> <p>No update to 1008 meeting.</p> <p>Action Open</p>
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	Town Council website and identify the cost associated with its renewal		have advised that the domain name is held by their hosting provider at Cloud Heroes. Action Closed
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 th 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 Action Closed
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1008.03	Action: It was agreed that G Gray should ask the RFO to check the current STC budget to see if funding provision for the replacement of iPads and other hardware items exists.		
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Sandwich Town Council Social Media Policy

Adopted:

Review due:

1. Policy Statement

- 1.1. This policy is intended to help Town Councillors, Council staff and volunteers make appropriate decisions about the use of social media such as emails, blogs, wikis, social networking websites, podcasts, forums, message boards, or comments on web-articles, such as Twitter, Facebook, LinkedIn, and other relevant social media websites.
- 1.2. This policy outlines the standards the Town Council requires Councillors, Council staff and volunteers to observe when using social media, the circumstances in which the Town Council will monitor the use of social media and the action to be taken in respect of breaches of this policy.
- 1.3. This policy supplements and should be read in conjunction with all other policies and procedures adopted by the Council as and when introduced, such as the Equalities and Diversity Policy, Press and Media Policy, Email Policies, Request for Information Policy, Anti-Harassment Policy, Data Protection Policy, Disciplinary Procedure, Members Code of Conduct and Standing Orders.
- 1.4. This policy does not form part of any individual's contract of employment, and it may be amended at any time.

2. Who is covered by this policy?

- 2.1. This policy covers all individuals working at all levels within the Town Council, including all elected and co-opted Councillors, the Town Clerk, all other staff, and volunteers.

3. The scope of this policy

- 3.1. The Town Council has overall responsibility for the effective operation of this policy. All individuals mentioned at 2.1 are expected to comply with this policy to protect the reputation, privacy, confidentiality, and interests of the Council, its services, employees, partners, and the wider community.

3.2. Behaviour required by the policies and procedures adopted by the Council shall apply to online activity in the same way it does to other written or verbal communication.

3.3. Councillors must be aware that their role means they are more likely to be seen as acting in an official capacity when posting on social media, blogging or networking.

3.4. It must be remembered that communications on the internet are permanent and public. When communicating a “private” group it should be ensured that the Council would be content with any statement should it be made public. Be honest and open but be mindful of the impact your contribution might have on people’s perceptions of the Council.

3.5. All individuals mentioned at 2.1 should ensure that they take the time to read and understand this policy. You are personally responsible for the content you publish.

3.6. Questions regarding the content or application of this policy should be directed to the Town Clerk.

4. Rules for using social media

4.1. Social media may be used to:

- Distribute agendas, post minutes and dates of meetings.
- Advertise events and activities.
- Promote good news stories with a linked website or press page.
- Advertise job vacancies.
- Retweet or share information from partner agencies such as Principal Authorities, Police, Library, Health etc.
- Announce new information.
- Post or share information from other Town Council related community groups such as schools, sports clubs, community groups and charities.
- Refer resident queries to the Town Clerk and all other Councillors.
- Material published by the Council is, for obvious reasons, restricted in terms of content.

4.2. It must not:

- Contain Party Political material.

- Persuade the public to a particular political view.
- Promote the personal image of a particular Councillor or Political Party.
- Promote an individual Councillor's proposals, decisions or recommendations or personalise issues.

4.3. When using social media (including email) all individuals mentioned at 2.1 must be mindful of the information they post in both a personal and Council capacity and keep the tone of any comments respectful and informative.

4.4. Online content should be accurate, objective, balanced and informative. All individuals mentioned at 2.1 must not:

- Hide their identity using false names, pseudonyms or as anonymous.
- Present personal opinions as that of the Town Council.
- Present themselves in a way that might cause embarrassment to the Council.
- Post content that is contrary to the democratic decisions of the Town Council
- Post content that is critical of others within the Council, including all elected and co-opted Councillors, the Town Clerk and all other employees and volunteers
- Post controversial or potentially inflammatory remarks.
- Post using the Town Council logo, or any other Council related material on a personal account.
- Engage in personal attacks, online fights, and hostile communications.
- Use an individual's name unless given written permission to do so.
- Publish photographs or videos of minors without parental permission.
- Post any information that infringes copyright of others.
- Post any information that may be deemed libel.
- Post online activity that constitutes bullying or harassment.
- Bring the Town Council into disrepute, including through content posted in a personal capacity.
- Post offensive language relating to race, sexuality, disability, gender, age, religion, or belief.
- Conduct any online activity that violates laws, regulations or that constitutes a criminal offence.

4.5. Anyone who feels that they have been harassed or bullied or are offended by material posted or uploaded by elected and co-opted Councillors, employed staff or volunteers should inform either the Town Clerk or The Mayor.

4.6. Never disclose commercially sensitive, personal, private, or confidential information. Never publish anyone else's contact details. If you are unsure whether the information you wish to share falls within one of these categories, you should discuss this with the Town Clerk.

4.7. Do not upload, post, or forward any content belonging to a third party unless you have that third party's consent.

4.8. Do not upload, post, or forward any internal Council communication without the agreement of the Town Clerk.

4.9. If Councillors post on social media, blog or tweet personally, and not in their role as a Councillor, they must not act, claim to act, or give the impression that they are acting as a representative of the Town Council. They should not include web links to official Town Council websites as this may give or reinforce the impression that they are representing the Town Council.

~~4.10. Safeguarding issues are paramount because social media sites are often misused by offenders. Safeguarding is everyone's business if you have any concerns about other site users, you have a responsibility to report these.~~

5. Monitoring use of social media websites

5.1. The Town Clerk will be the nominated person to act as moderator. They will be responsible for monitoring the content on Town Council social media accounts, ensuring it complies with the Social Media Policy. They should also check all Town Council social media sites, on a regular basis, to ensure that appropriate security settings are in place.

5.2. The Town Clerk will have authority to remove any posts from the Council's social media accounts if they are deemed to be inflammatory or of a defamatory or libelous nature. Such a post may also be reported to the Hosts (e.g. Facebook) and the Town Council for its records.

5.3. Any account used for Town Council business and correspondence will be subject to any request under the Freedom of Information Act 2000.

5.4. Individual Councillors are responsible for what they post on social media and they are personally responsible for any online activity conducted via their published e-mail address, which is used for Council business. Councillors are strongly advised to have separate Council and personal email addresses.

- 5.5. All individuals mentioned at 2.1 should be aware that any use of social media (whether accessed for Council purposes or not) may be monitored and, where breaches of this policy are found, action may be taken. Reports of any concerns regarding content placed on social media sites should be reported to the Town Clerk for referral to the Council, as required.
- 5.6. Misuse of social media websites can, in certain circumstances, constitute a criminal offence or otherwise give risk to legal liability against an individual and the Council.
- 5.7. Residents and Councillors should be aware that not all communication through social media requires a response, although an acknowledgement should be made if appropriate.
- 5.8. If a matter is raised in any form of social media that needs further consideration by the Town Council it may be raised at a Town Council meeting, either during the Public Participation agenda item or as an agenda item for consideration by a quorum of Councillors. Any response agreed by the Council will be recorded in the minutes of the meeting.
- 5.9. Misuse of social media that is contrary to this policy and other policies could result in action being taken. This action will depend on whether the misuse has been undertaken by a Councillor, a member of staff or a volunteer. What measures might be appropriate will first be considered by the Town Clerk and The Mayor and, where necessary, consultation with other relevant bodies will be undertaken, e.g. the Town Council, the Dover District Council Monitoring Officer and, in certain situations, The Police.

6. Conduct

- 6.1. Councillors are reminded that in respect of social media, they are governed by the Code of Conduct for Councillors. You are acting in your “official capacity” and any conduct may fall within the Code whenever you:
- Conduct business of the Authority; or
 - Act as a representative of the Authority, or
 - Claim to act or give the impression you are acting as a representative of the Authority.
- 6.2. Breaches of this policy may amount to a breach of the Council's Code of Conduct. Other violations of this policy, such as breaching the Data Protection Act, could lead to fines being issued and possible criminal or civil action being taken against the Council, or the individual(s) involved.
- 6.3. The Council reserves the right to request the removal of any content that is deemed to be in breach of the code of conduct for members.

7. Social Media Issues which are specific to Councillors

7.1. This section looks at some issues that are particularly relevant to the life and work of a Councillor and builds on the principles set out in Section 3.

7.2. Councillors have the same legal duties online as anyone else, but failures to comply with the law may have more serious consequences. There are certain restrictions on using social media websites for electoral campaigning and extra care also needs to be taken when writing on planning, licensing, and other regulatory matters.

7.3. The “Social Media Guidance For Councillors” provides a series of written and video guides to support councillors in using social media, topics include:

- explaining how to use various social media platforms
- providing advice on creating good content
- Giving tips on accessibility and best practice
- Showing the best ways to engage in healthy debate and tackle online abuse

The guidance is available at: <https://www.local.gov.uk/our-support/communications-and-community-engagement/social-media-guidance-councillors>

7.4. It is sometimes hard for Councillors to separate their public and private lives. The Council is of the view that Councillors should operate separate “public” and “private” social media accounts to maintain their personal privacy.

7.5. Councillors should refrain from mentioning anything Council-related on their private social media accounts as the Code of Conduct can still apply.

7.6. Allow disagreements but avoid arguments - Some comments may be inappropriate but deleting the comments of people who disagree with Members will often backfire. Councillors cannot stop them from posting the same comments elsewhere, then linking back to a Councillor’s site and saying the Council is gagging those who disagree. It is not necessary to respond to everything. Comments can be ignored if necessary.

8. Electoral periods

8.1. The Electoral Commission requires that candidates provide a return of expenditure on any form of advertising or campaign literature, including web advertising.

8.2. Members' Code of Conduct - Councillors should not use their private social media accounts to express opinions which might give the impression they are acting as a Councillor, as this online activity may be subject to the Code of Conduct.

8.3. Aspects of the Councillors' Code of Conduct will apply to online activity in the same way it does to other written or verbal communication. Councillors should comply with the general principles of the Code in what they publish and what they allow others to publish.

8.4. Councillors need to be particularly aware of the following sections of the Code:

- Treat others with respect.
- Avoid personal attacks and disrespectful, rude, or offensive comments.
- Comply with equality laws.
- Take care in publishing anything that might be considered sexist, racist, ageist or anti-faith.
- Refrain from publishing anything received in confidence.
- Ensure the Council, or the role of Councillor, is not brought into disrepute.
- If there is any doubt about any online issues, the Town Clerk should be contacted.

9. Monitoring and review of this policy

9.1. The Full Council is responsible for reviewing this policy annually or more often, as and when required, to ensure it meets legal requirements and reflects best practice.



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 9.00am to 5.00pm, Monday to Friday, but this can change depending on any events held in the building.

There is space for approximately 7 members of staff to work in the back offices of this building. There is 1 printer, a photocopier, and a scanning machine. All staff use a laptop computer.

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.

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 within the Guildhall and houses several 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 an Information Technology (IT) Support Managed 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 by 5pm, Wednesday 11th October 2023.

The Tender submission should include:

- A method statement detailing the implementation approach that will be applied.
- A clear breakdown for each component part of the bid which details any licence fees payable, e.g.:
 - costs related to the purchase of and access to Microsoft Office 365, including a continued use of SharePoint to host data files;

- costs related to suitable cyber security protection eg a DNS (Domain Name System) solution and an email solution to protect the Council against cyber threats including, phishing, ransomware and account takeovers.
- Costs for relevant IT training (both on-site and remote) for Councillors, Officers and staff to undertake their roles, including cyber security training.
- Costs for setting up new equipment, including arranging any warranties.
- Terms of payment including the payment mechanism and proposals for any increases over the term of the contract.
- Details of your public liability insurance; professional indemnity insurance; ISO certification, financial security, audited accounts, VAT number and company registration number.
- Details of your previous relevant experience, number of full-time staff and their relevant qualifications, management structure and contract lead person, your office location and help desk 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.

- An IT Support Managed Service For Laptops, server, etc.:

To provide an IT Support Managed Service for 6 laptops, for Sandwich Town Council; and 2 laptops and a physical server for the Sandwich Museum. This service needs 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;
- 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 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.

- A Business Level Mobile Device Management Solution For Apple iPads

To provide a business level Mobile Device Management solution for up to 17 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 installed software, as required, at The Guildhall, Sandwich.

- 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

- Regulatory & Technical Design Requirements

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

- 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

- **Procurement Best Practice Policies**

The bidder should confirm if they have policies in place for:

The Bribery Act 2010. If available, the bidder should submit their policy. If no policy is held, the bidder should explain how they ensure that bribery and / or corrupt activity does not take place.

The Right to Work in the UK – The bidder should confirm if and how they check that employees have a right to work in the UK.

- **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. All emails should be stored using the Microsoft Office 365 cloud-based solution, with suitable security protection in place to prevent/ reduce the risk of cyber threats.

- **Provision and Management of Microsoft Office 365**

The bidder must provide and monitor/ manage the use of **Microsoft Office 365 licences for 24 users**.

The bidder must also have the capability to enable any current iPad user to move to the provision of a Microsoft Office 365 solution installed on a device of their choice with two-factor authentication. If this choice is made by a user, then the bidder will not provide support to the user for any hardware related incidents.

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

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.