

Amersham Town Council



Amersham Town Council

IT Support

Invitation to Tender

This document details Amersham Town Council's requirements for IT Support and invites all interested parties to respond by pm on 6 September 2020.



Contents

1. Introduction and Overview	2
2. IT Infrastructure Overview	2
3. Application Overview	3
4. Security	3
5. Support	4
6. Main Section	4
7. Company Information	5
8. Pricing	5
9. Timelines.....	6
10. Contact Details.....	6
11. Tender Submisson.....	6



1. Introduction and Overview

Amersham Town Council is the parish council for the town of Amersham in Buckinghamshire.

The Council's mission statement is to maintain and enhance Amersham for the well-being and prosperity of present and future generations.

The Town Council is one of two tiers of local government and works with Buckinghamshire Council to provide a wide range of services for residents and visitors alike.

The Town Council has responsibility for allotments, cemeteries, public gardens, children's play areas, sporting facilities, residential street lighting and several woodlands.

We currently have a main office location in Old Amersham and a depot a few miles away based at Hervines Park, in Amersham on the Hill.

We are seeking an IT support provider to support the Council.

2. IT Infrastructure Overview

Amersham Town Council operates from Flint Barn Court in Old Amersham. Listed below is an overview of the Council's IT services

- A physical HP ML350p G8 server, this server runs Microsoft Hyper-V and provides two virtual servers, all of these servers run Microsoft Windows Server 2012
 - A Domain Controller
 - A File / Application Server
- Five HP desktop PC's
- Five HP laptop devices
- A WatchGuard T15 device at the main offices in Amersham
- An additional WatchGuard T15 device at the depot location
- A VPN connection between the two office locations
- Wireless is serviced by a Cisco Meraki MR12 device
- Internet is provided using a fibre ADSL connection
- The local backup uses Windows Backup and writes data to a removeable hard drive



Microsoft Office 365 Business Premium is in use for all users for the delivery of

- Email services
- The office suite on all devices
- The additional productivity services in Office 365

- All services in Flint Barn Court are provided by a Local Area Network running at Network Speeds of 1Gb.
- Antivirus and WebFiltering is provided by Webroot

3. Application Overview

Applications which will require support are:

- The standard suite of Microsoft Office products including Office 365
- Remote access
- Firewall
- Wi-Fi

4. Security

Due to the nature of the data held by Amersham Town Council, it is important that the security of our network is up to a suitable standard. Amersham Town Council currently have two services from the incumbent IT provider which are considered as critical

Cyber Essentials – Amersham Town Council is currently Cyber Essentials Accredited. There is a desire to continue with this accreditation. Any new IT provider will need to have a proven track record of taking clients through Cyber Essentials.

Cyber Security Service – The Council currently subscribe to a Cyber Security solution which provides prevention and detection of Cyber Security issues and incidents. The new provider should have an alternative solution or be in a position to take on the support of the current WatchGuard total security solution and Threat Detect and response.

EndPoint Management – We currently have Webroot Antivirus and Web filtering installed on all devices. This solution will need to be replaced as part of any migration to a new IT partner, these services are subscribed to on a monthly commitment.



5. Support

Amersham Town Council require support for the IT services and infrastructure outlined above in the tender request. In addition to this, we are looking for an IT support partner to provide support to the Council on an ongoing basis, these services include

- Access to a helpdesk Monday to Friday 8.00am - 5.30pm
- Service Level Agreements on the helpdesk calls based on the criticality of the issue
- Monitoring on servers and workstation devices
- Patch Management of laptops / desktops and servers

The above services to be provided on a fixed monthly fee.

In addition, onsite support to be available as and when on an hourly or daily rate

6. Main Section

We are looking for a like-minded partner to help support the network and implement changes to improve our infrastructure. Please can you provide a description of the services you provide which would be relevant to Amersham Town Council based on the information provided in Section 1. Please be sure to cover the following points:

- a. What type of services are you able to provide for hardware, software and computer networking?
- b. What security services do you offer and how do these work?
- c. What level of support does your managed service plan provide?
- d. How customisable / adaptable are your managed service plans?
- e. Please describe your charging model and its benefits.
- f. How will our account be managed?
- g. Please describe your support process. Include information pertaining to your technical team, how issues are reported and resolved as well as vendor management
- h. Please provide a copy of your standard Service Level Agreement
- i. Do you offer remote management and monitoring? If so,
 - i. Please describe the offering and any proactive actions you take
 - ii. Please describe your security procedures for accessing the network remotely
 - iii. How do you isolate and safeguard data between clients?
- j. Do you provide any disaster recovery services? If so, please can you describe these



7. Company Information

Please tell us a bit about the company including:

- k. Company Registration number
- l. Annual turnover over the last three years
- m. Number of employees
- n. What security clearance if any do your employees have?
- o. List current and/or pending accreditations along with expiry dates
- p. List any company policies you have such as Environmental policy, Equal opportunities, anti-bribery.
- q. What is your disaster recovery plan?
- r. What security measures do you have in place?
- s. Any new areas you are looking to expand into?

8. Pricing

Please provide budgetary pricing for all relevant options proposed as per the below table (please base pricing on seven users).

Service	Monthly Cost
Helpdesk Support Services	
Proactive Monitoring Services	
Antivirus and Web Filtering Services	
Office 365 Business Premium Licenses	
Patch Management Services	
Cyber Essentials Services	
Cyber Security Service	

Please provide costs of hourly call outs and day rates for work



9. Timelines

3 Aug	Tender issued
6 September	Deadline for submission of tender
1 October	Contract Commences. The contract is for four years: 1 Oct 2020- 30 September 2024.

10. Contact Details

Is you have any questions regarding the process and/or require further information please contact us by email on steveC@amersham-tc.gov.uk Please do not call the office number for more information.

11. Tender Submission

The tender submissions and all accompanying documents must be carefully parcelled, sealed in the enclosed addressed tender envelope and delivered to:-

The Town Clerk
Amersham Town Council
Flint Barn Court
Church Street
Amersham
HP7 0DB

To arrive no later than 2.00pm on 6 September 2020

No Markings or means of identification shall be made on the outside of the Tender Envelope.

Tenders received after 2.00 pm will NOT be considered.