Biggleswade Town Council

Specification for

IT Services and Support

February 2023



Appendix A

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# **Introduction**

## General Requirements

Quotations are invited for the supply of IT Services to Biggleswade Town Council as detailed in this document.

## Background of the Business Requirement

Biggleswade Town Council (the Council) is an elected body in the first tier of local government. We represent our community's interests and provide a range of local services, facilities and community events, adding value and acting as a focal point for the community.

Complementary to our community services, the Council also run a community building and events business for profit, with the proceeds being reinvested back into the town. Our 15 elected Council Members are supported by a team of 16 Officers based in our offices at The Old Court House. The Council also has a Public Realm team who are responsible for the upkeep and maintenance of the Town Council’s properties and public areas of responsibility.

The Council recognise the value of Quality IT provision and have made several investments in their IT infrastructure including Microsoft 365, Network and Wi-fi infrastructure, Cyber Security and Meeting room facilities. Mobile and flexible working is at the heart of all services.

With the existing IT Management Contract ending, the Council has decided to review future requirements of the service. As well as improving the quality of the services and value for money achieved, the Council wishes to continue modernising its IT infrastructure to increase productivity, improve flexibility for staff and enhance value for money.

Complementing improvements to IT facilities, the Council wish to drive the adoption of Microsoft 365 tools by incorporating a 'Tech Adoption' and training element to our IT service contract.

The Council seeks to appoint an IT Service Provider as a strategic partner who will support our organisation on a daily basis and help us solve problems with technology. Section 2 of this document details the Council’s requirements which include the following key areas:

* Remote and onsite support for Council Officers and Staff including monitoring of services, proactive management and response.
* Cyber Security – management, monitoring, response, backups and anti-malware protection.
* Network Security and Management.
* Management and procurement (separate agreement) of the Microsoft 365 Service.
* Support for additional Council services and sites.
* Device management of laptops, PC’s and Servers owned by the Council.
* Support for Members as required.

## Infrastructure Overview

* 16 Council Officer users, all user accounts are managed via Azure Active Directory (AAD):
  + 2 x Leadership.
  + 5 x Main Office.
  + 3 x Finance Team.
  + 2 x Depot and Place Shaping.
  + 4 x Orchard Community Centre.
* 22 x Windows 10 Enterprise PC’s and laptops. All devices are enrolled in Endpoint Manager and managed in AAD.
* 17 x Microsoft 365 E3 licences for Council Officers along with admin and teams room.
* 10 x Microsoft 365 F3 licenses for public realm and one orchard team member.
* 15 x Microsoft 365 Business Standard licenses for Council members.
* The Town Council licences are currently covered by Microsoft NCE with a review in February 2023.
* 3 x Sites, all with managed networks. Fortinet FortiGate Firewalls, FortiWifi Access Points and FortiSwitch. The supplier will be responsible for renewals, support, maintenance and upgrades provided as a separate, complementary agreement:
  + 3 x FortiGate Firewalls.
  + 5 x FortiSwitches.
  + 9 x FortiAP.
  + FortiCloud.
* Additional support for Old Court House Audio Visual Equipment:
  + 2x Smart Board Screens – Council Chamber and the Training Room.
  + 1x Teams/Zoom Room.
  + Audio System used by Council Members meetings in the Council Chamber.

The successful IT Partner organisation will be expected to review the business requirements of the Town Council particular to the Council Chamber and recommend appropriate improvements. This to include BAU responsibility for ongoing maintenance and support of any eventual solution.

* Additional support for Orchard Centre Audio Visual Equipment:
  + Projector.
  + Audio system.
  + 1 x Smart Board Screen.
* Line of Business Applications:
  + Microsoft 365 Application suite.
  + Adobe Acrobat Pro.
  + PT Mapper Pro.
  + PT Maplink.
  + Rialtas Suite.
  + Square Space Scheduler.

# **Service Scope**

The following services should be included in the support offering as a minimum.

## Support Requirements for Council Officers

The Council Officers are principally based in the Council’s offices in Biggleswade.

### Core Support Services

* 24 x 7 x 365 Infrastructure Monitoring.
* Response SLA – Security Incidents & Requests.
* Response SLA – Desktop Incidents & Requests.
* Remediation of Security Issues – Included, but chargeable in the case of a serious breach.
* Remote support with onsite response as required.
* Proactive incident and monitoring response.

### Security and Maintenance

* Microsoft & 3rd Party App Updates.
* Managed Anti-Virus / Anti-Malware.
* Online Documentation.
* Microsoft 365 Backup.
* Microsoft administration and user management.

### Relationship Management

* End User Training
* Bi-annual Technical Reviews
* Account Management

### Additional Services

* M365 Licencing – Separate Agreement: the supplier will be expected to procure and supply Microsoft licences to the Council. A review of the current NCE provision is due in February 2023. This maybe an opportunity to review the current licencing structure.
* Managed Networking Support – Separate Agreement to cover hardware, management and support of network devices.

### Hardware

* Be the preferred supplier of hardware for the Council.

## Out of band services

The supplier should detail any out of band services and costs.

## Council Member Support Requirements

Support as above, with the requirement that Council Member support is limited to the use of Town Council provided services. Home computers and systems owned by the Council Member are excluded. Support will include:

* Provision of email accounts.
* Access to SharePoint.
* Microsoft Teams via online services.
* Providing secure access to Council Papers and Information as required.
* Review of the processes that are in place.

## Cyber Security management, monitoring and response

Our current Supplier proactively monitors the BTC network with multiple services deployed, providing layered protection. This includes Managed Firewall and Networks based on the Fortinet series of devices.

Potential suppliers should quote for a solution that covers the following aspects of Cyber Security Management within the BTC environment:

* Intrusion Prevention System (IPS).
* URL Filtering.
* Gateway Anti-Virus & Malware scanning.
* Threat Detection & Response.
* Client-based solution to complement gateway protection.

## Cyber Essentials Compliance

All BTC services should be maintained to the Cyber Essentials Standard. Please include details on how your business will maintain the standard and how it will provide BTC with certification for the duration of the contract.

## Monitoring and Management

Suppliers should provide a service that fully manages and monitors the BTC network as well as ensuring that Engineers take proactive action to prevent intrusion and data loss.

* The service must be proactively monitored using an automated service on a 24/7 basis.
  + Engineers will investigate alerts during office hours, taking action and escalating to BTC Officers when necessary.
* Software will be automatically upgraded to the latest level, including security definitions.
* Performance and incident reporting will be provided monthly as part of standard reporting.

## Provision, management, monitoring and support of Cloud IT infrastructure

This includes, but is not limited to, Microsoft 365, Azure and Cloud Backup service. As per the specification BTC utilises Microsoft 365 and Azure services to run critical services within our organisation. The provider must be a Microsoft Partner in good standing to provide services to BTC.

## Monitoring and Pro-active Support and Management Requirements

* The services must be proactively monitored using an automated service on a 24/7 basis:
  + Engineers will respond to alerts and issues during office hours.
  + Please include details if your organisation provides an out of hours service.
* Cloud services will be configured in line with best practice, ensuring that data is secured and that systems/data can only be accessed in line with BTC policies and procedures.
* Suppliers should detail how access control to customers Cloud Services is implemented.
* All devices should be maintained and patched in accordance with Cyber Security and Manufacturer’s requirements.

## Provision, management and monitoring of the Windows desktop and laptop estate, including endpoint security, group policy

BTC requires a comprehensive management framework for deploying, managing and maintaining Windows desktops and laptops.

* The service must include a remote management platform that has the following capabilities:
  + The ability to build and configure workstations without the need for an Engineer on-site visit.
  + Remote monitoring, secure remote control.
  + Management of AD and Azure AD group policies to implement standard configuration and software deployment/management, including the configuration of workstations with M365.
* Additionally, the use of additional security software to complement gateway protection, especially for use when working outside of the BTC environment, is desirable.

## Remote Helpdesk IT Support for both Staff members and elected Councillors

BTC requires the successful Supplier to provide a Remote Helpdesk service to support staff members and elected Councillors.

* The service should be available from 09:00 until 17:30 Monday to Friday, excluding public holidays. Service should be available by telephone, email and should the supplier provide this capability, via a web portal.
* Where requested the supplier will provide remote support to elected Members who use their home computers for Council business so as to ensure that anti-virus, anti-spyware and firewall software with automatic updates, together with a high level of security, is in place.
* Suppliers should prioritise tickets based on business impact:
  + A company-wide IT failure should be responded to immediately and be prioritised according to impact.
  + All tickets should be acknowledged and responded to online within 4 hours of receipt.
  + There should be an aspiration to resolve support requests on the same working day and to set clear expectations if this is not possible.
* Suppliers should provide an overview of their incident management process, including the process to manage a significant service failure.

## Tech Adoption and Training

BTC recognises that there are significant benefits from adopting the tools provided as part of Microsoft 365. Recent initiatives have improved our use of Microsoft Teams, SharePoint including Lists, OneDrive and Cyber Security.

In addition to the onboarding process BTC requests that suppliers include a proposal to deliver a Tech Adoption programme for staff covering the following key topics:

* Improving collaboration with Microsoft Teams.
* Using SharePoint to collaborate with colleagues.
* Providing training for security features of Microsoft 365, including enrolling staff for MFA and Intune.

The approach should be to provide online training materials and documentation, including regular updates and one-off training sessions delivered remotely at the beginning of this contract.

Please include 2 training days per year in your Quotation.

## Overall Service Management

* Suppliers should proactively offer a quarterly review meeting to allow BTC to review the performance of the contract.
* Suppliers should provide monthly reports to BTC covering the following metrics:
  + Infrastructure Availability and Performance
  + Cyber Security Incidents
  + Helpdesk performance, including performance measured against committed SLA’s.
  + Recommendations of improvements or initiatives that the Supplier believes may benefit BTC.

## Onboarding Process

Suppliers should provide a written submission detailing their standard onboarding process for new customers.

## Relationship and technical advice

The supply of IT Services is essential to the development and support of Council Services. The chosen supplier will be expected to maintain a close working relationship with the Council and provide the relevant advice to meet the Council’s needs and objectives. They should also be mindful of the Council’s wider aims and objectives to provide services to the Town of Biggleswade.

* Quarterly Business Reviews that include reporting on the service, ideas for improvement and to meet the Council’s needs as they arise.
* Respond to requests for technical and service advice as it relates to the changes in the needs of the Council and the Town.
* Maintain a good working relationship between the suppliers, support staff and the Council staff.