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| 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 2pm on 12 August 2024. |
|  |

July 2024

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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.

Listed below is an overview of the Council’s IT services:

1. **IT Infrastructure Overview**

**Users and Devices**

* The council has 8 employees using a mixture of laptop and desktop devices (detailed later in the tender document).
* The council has several ‘members’ who are not full IT users and require email only.

**Microsoft 365**

8 Users have Microsoft Office 365 Business Premium is in use for all employees for the delivery of

* Email
* M365 Apps
* SharePoint
* OneDrive

All company data and personal data is stored in Microsoft 365 – there is no onsite server for any services.

Data stored in Microsoft 365 is backed up using the Skykick backup platform.

9 Council Members also have an email account for the delivery of Amersham Town Council emails, they are using a Microsoft 365 Business Basic License type.

These licenses are on an annual NCE term with the incumbent provider.

**Internet and WiFi Services**

The internet connection is provided by Talk Internet, this provides an 80/20Mb FTTC Internet service to the users in Flint Barn Court.

The internet connects to a WatchGuard T20 Managed Firewall device. This device supports the internet line and protects the network at the council. The total security suite is installed and supported on this device.

There is a Meraki MR12 device providing WiFi which is at the end of its usable life and needs to be replaced.

There are 2 x Netgear 8 Port Power Over Ethernet Switches plus a 24 Port Netgear Pro Safe Switch. These switches connect all devices to the network.

The depot location has 1 PC, this is serviced by a TP link router providing an additional 80/20Mb FTTC Internet service.

**Device Security**

Amersham Town Council take the security and protection of data extremely seriously. Since our last tender was issued, the security landscape has changed significantly.

*Current Position*

At the present time, our devices are protected by a Remote Monitoring and Management (RMM) agent, this provides automatic patch management and a managed antivirus agent in Webroot.

*Moving Forward*

We would like to see pricing for the following services:

* An update to an Endpoint Detect and Response (EDR) service.
* End-user Awareness Training and Phishing Simulations
* A SIEM / Monitoring solution for our M365 environment.

1. **Application Overview**

We run the following applications:

* Rialtas – Accounts and Administration Software – this is installed locally on one machine and stores data in the Microsoft Cloud
* Pear Mapping – Digital mapping software to map the councils’ assets – this is installed locally on a machines and stores data in the Cloud.
* LCRS – Local Council Risk System – stored locally on 1 machine.

1. **Security**

As outlined earlier, 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 would like to explore the following services

* An update to an Endpoint Detect and Response (EDR) service.
* End-user Awareness Training and Phishing Simulations
* A SIEM / Monitoring solution for our M365 environment.

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.

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

1. **Device / User Matrix**

See Appendix 1.

1. **Old Equipment**

There are several old hardware items in the server rack in Flint Barn Court, this equipment needs to be removed and disposed of. It is expected that the new provider will complete this process as part of the onboarding process. All data will need to be securely disposed of and the appropriate certificates provided, we have the following:

* 1 x HP ML380 G8 Server
* 2 x TFT Screens
* 1 x APC UPS Device
* 1 x Cisco Meraki

1. **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 on 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 the workstation devices.
* Patch Management of laptops / desktops and servers.
* Endpoint Detect and Response optional pricing.
* Ongoing Firewall Management.
* End-user Awareness Training optional pricing.
* SIEM / Monitoring of M365 optional pricing.
* Cyber Essentials Accreditation.
* Microsoft 365 licenses.
* Microsoft 365 Backup.

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.

We also require pricing to upgrade the current WiFi hardware.

1. **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:

* 1. What type of services are you able to provide for hardware, software and computer networking?
  2. What security services do you offer and how do these work?
  3. What level of support does your managed service plan provide?
  4. How customisable / adaptable are your managed service plans?
  5. Please describe your charging model and its benefits.
  6. How will our account be managed?
  7. Please describe your support process. Include information pertaining to your technical team, how issues are reported and resolved as well as vendor management
  8. Please provide a copy of your standard Service Level Agreement
  9. Do you offer remote management and monitoring? If so,
     1. Please describe the offering and any proactive actions you take
     2. Please describe your security procedures for accessing the network remotely
     3. How do you isolate and safeguard data between clients?
  10. Do you provide any disaster recovery services? If so, please can you describe these

1. **Company Information**

Please tell us a bit about the company including:

* 1. Company Registration number
  2. Annual turnover over the last 12 months
  3. Number of employees
  4. List current and/or pending accreditations along with expiry dates
  5. List any company policies you have such as Environmental policy, Equal opportunities, anti-bribery.
  6. What is your disaster recovery plan?
  7. What security measures do you have in place?
  8. Any new areas you are looking to expand into?

1. **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 / Pathing Services |  |
| Endpoint Monitoring / AV / EDR |  |
| SIEM Monitoring solution for M365 |  |
| End User awareness / training / Phishing Simulation |  |
| Office 365 Business Premium Licenses |  |
| Office 365 Business Basic License |  |
| M365 Backup Services |  |
| Cyber Essentials Services |  |
| Cyber Security Service |  |

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

1. **Timelines**

|  |  |
| --- | --- |
| 19 July | Tender issued |
| 12 August | Deadline for submission of tender |
| 1 October | Contract Commences.  The contract is for four years: 1 Oct 2024- 30 September 2028. |

1. **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.

1. **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

IT

Amersham Town Council

Flint Barn Court

Church Street

Amersham

HP7 0DB

**To arrive no later than 2.00pm on 12 August 2024**

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.

DO NOT EMAIL TENDERS