**Bodmin Town Council – ICT Tender Document**

1. **Introduction**

Bodmin Town Council is looking at the feasibility of relocating its democratic core staff from Shire House to Shire Hall. Both properties are owned by Bodmin Town Council.

The Council’s existing ICT is need of replacement and this document sets out what the Council is looking for. It is seeking a quality contractor who is able to provide the best solution for the Council going forward taking into account the initial cost, ongoing support costs and the life span of the offered solution balanced against the requirements for reliability, security and affordability.

The Council requires that each contractor provides a solution to the Council with full costs and is open to any suggestions for improvement, innovation and technology advances.

Any proposal will need to be secure, reliable and comply with the Council’s governance and operational requirements. It must comply with all other statutory, mandatory and legal requirements such GDPR and PCI.

The Shire Hall is a Grade II\* listed building and as such may require listed buildings consent for these works.

1. **Existing ICT Environment**

The Council currently has a server onsite that provides services to two buildings: Shire House and Shire Hall. A list of the current ICT services is as follows:

* Bodmin Information Centre in Shire Hall (Office IT, Internet, WiFi)
* Shire House Democratic Office (Office IT, Sage, PT Mapper, Cemetery Database, Internet, WiFi – Separate and Secure)
* Shire Complex (Free WiFi to room hirers)
* Windows based Server
* Antivirus solution
* Off site backup solution
* Secure Remote Access
* Office 365 Email
* Secure Members Tablet configuration and access
* Card Terminal with contactless capability
* Fibre Broadband

1. **System Requirement**

As the Council is looking at relocating the democratic staff’s offices, there are a number of parts to the tender document. The following works would be required in addition to the ICT system:

* 1. **ICT Systems**
     1. The Council is open to all suggestions as to what may work most efficiently into the future. This may involve using a cloud based solution or having a server onsite, or a combination of the two. Each company is permitted to provide the Council with a number of quotations covering different options for consideration, with details of their recommendation and reasons supporting this in terms of reliance and security.

All quotations will be required to detail the following:

* Initial hardware and software costs
* Set up, configuration and training requirements
* Ongoing maintenance costs and annual subscription charges
* Proposed life of solution
  + 1. Transfer of necessary data to an efficient structure, with the necessary permissions to each folder and user, needs to be taken into consideration.
    2. Full data encryption and compliance with GDPR is required.
    3. The Council will also be required to ensure that all workstations are sufficient to work with/on the required solution.

There is currently the need for 15 computers:

* 5 downstairs in Shire Hall
* 10 upstairs in Shire Houise (across 3 offices)
  + 1. The Council will require a new Microsoft Office package for all workstations. The Council would expect a cost benefit analysis for the solution put forward.
    2. The proposal must provide the existing services outlined in section 2 and be compatible with the Council’s existing packages such as PT Mapper and Sage 200.
    3. There is also a need for the system to be adequate for future growth.
  1. **Support and Maintenance**

Once the project has been completed, the Council will require the successful contractor to provide the following services as part of an annual maintenance agreement:

* Data security
* Business continuity
* Remote back up facilities with robust monitoring systems
* Hardware and software support
* Server support
* On-site response within a suitable time frame depending on level of fault/problem
  1. **Network and Data Cabling**

Cabling will need to be installed within the new office area in Shire Hall and also connect to the existing work stations within Shire Hall. As Shire Hall is a Grade II\* listed building all of the cabling required for phones, computers, printers/photocopiers and the server would need to be carried out by the contractor as part of this tender.

* 1. **Broadband Solution**

The Council would require a new fibre broadband connection to be installed within Shire Hall.

Consideration should be given to any broadband proposal in terms of reliability, down time and any installation lead times. Solutions to overcome these issues may be included to minimise the risk.

* 1. **Telephony System**

The Council will be taking the opportunity to review its existing telephone system as part of this potential move. Therefore the Council would welcome quotations for this work to be carried out as part of the total solution or by other telephony companies as a separate part of the tender. It is envisaged that this may be an IP solution. Alternative solutions would require additional telephone lines to be installed within the Shire Hall.

* 1. **Printer/Photocopier**

The Council has an existing contract in place for its printing and photocopying services. All solutions would need to work with these existing services.

1. **Contractor Requirements**

The Contractor must be committed to quality and performance. The Council will require that performance is monitored and measured in an appropriate way.

The Contractor will ensure that the staff delivering these services all hold the necessary qualifications and experience to deliver the project within the agreed timescales and to the required standards.

The Contractor must provide training on various levels to ensure that Bodmin Town Council employees are able to utilise all applications in their day to day activities.