Camborne Town Council

Specification for provision of full ICT Systems and Support Services.

1. General Principles

1.1 Introduction

This Specification sets out the details for the provision of a full ICT system and support services for Camborne Town Council. It represents the minimum requirements of the Contractor in terms of outputs and performance. It is not intended to be restrictive in terms of innovation or flair. The ultimate aim is to ensure that the materials are attractive, convey information simply and clearly while reflecting the ethos of the Council to provide quality services for everyone living, working or visiting Camborne.

ICT systems are needed which are secure, reliable, compatible to Council governance requirements, operational support and compliant with the GDPR that comes into force in 2018.

The specification covers:

- The key policy and other generic requirements;
- The statutory and mandatory compliance issues;
- The management and administrative arrangements;

The Contractor shall note that the contract between Camborne Town Council and the Contractor will, in its final negotiated form, oblige the Contractor to provide services in accordance with this Specification, except where changes are mutually agreed.

1.2 Camborne Town Council – ICT Systems and Support Services

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Camborne Town Council currently rents accommodation from Cornwall Council which also provides all ICT systems.

The Town Council has committed to providing Library services in Camborne from 2018. The Library building, which is grade 2 listed, has been transferred to Camborne Town Council ownership and is currently undergoing extensive repair and refurbishment. Included in these works are data cabling, broadband and telephony systems.

Cornwall Council will be providing ICT systems to the Library service which will be located on the ground floor of the building once works are completed. The Town Council will be moving its offices to the first floor and require independent full ICT systems and support.

The Council is seeking a contractor to install a server on site, provide data security, business continuity & remote back up facilities with robust monitoring systems. The system will need to provide: Windows 10, Office 365, ability to load current finance systems, mapping systems, mobile and tablet access and password protected Wi-Fi.

Currently there will be a need for systems to be used on 6 computers (4 desktops and 2 laptops at present). The set up will need to be adequate for the future Council growth.

The Council also require an ICT support package with suitable response times according to severity.

The Finance and Administration Officer will be available to give any additional information needed for this piece of work.

Quality and Performance

Camborne Town Council is looking for a Contractor who is committed to quality and performance. Camborne Town Council will work closely with the Contractor to ensure that a quality ethos underpins the services provided.

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The emphasis shall be placed on the Contractor implementing their own quality monitoring system; the performance standards set out in this specification shall contribute to the overall measurement of performance.

1.3   Personnel attributes

The Contractor shall ensure that all staff delivering these services have the necessary qualifications, licences, permits, skills and experience to discharge their responsibilities effectively, safely and in conformance with law and Camborne Town Council policies and procedures. The Contractor shall ensure that all staff receive the instruction, training and supervision necessary to properly carry out work to legal standards.

1.4   Responsiveness and flexibility

This contract calls for a level of flexibility and responsiveness from the Contractor. Camborne Town Council expects that the Contractor's management and staff will be attentive and that resources will be found to maintain service standards during times of staff shortage.

Although this specification identifies the services and the standards required; Camborne Town Council views this as the base on which to build a partnership working together to achieve the best quality outcomes that finances will allow.

2.   Statutory and Mandatory Compliance

2.1   Relevant Law

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The Contractor shall deliver all the services defined in this Specification in compliance with relevant law. Relevant law means any applicable law, statute, proclamation, bye-law, directive, decision, regulation, rule, order, notice, rule of court, or delegated or subordinate legislation and any applicable request or requirement.

2.2   Camborne Town Council Policies and Procedures

The Contractor shall deliver all services defined in this specification in compliance with Camborne Town Council's policies and procedures.

3.   Service Requirements

Item No.	Item	Requirement	Description of Requirement	Performance Standards
3.1.1	Server	A windows based server that will be capable of supporting 10 users as a minimum	- Onsite windows based server for the Town Council - Ability to transfer all current files to new server - Back up facility with remote back up and robust monitoring system - Full drive encryption - Fully compliant with GDPR - Remote access to files - UPS large enough to power the server and initiate a power failure safe shutdown - Linked with Office 365, (please see below)	- Secure - Stable - Capacity - Speed

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Item No.	Item	Requirement	Description of Requirement	Performance Standards
			▪ Full remote monitoring by Contractor ▪ Ability to define file hierarchy and user privileges	
3.1.2	Software	Windows 10 ,Office 365 and Adobe Acrobat Pro DC for current users	▪ Requirement for Windows 10 for 6 users ▪ Requirement for Office 365 Business Premium, latest version installed on 6 users PC ▪ Adobe Acrobat Pro DC –Editable PDF ▪ Anti-Virus Software for each PC, monitored by Contractor	▪ Reliable ▪ Stable ▪ Secure
3.1.3	Files	Secure Filing Systems	▪ Ability to define file hierarchy and user privileges ▪ Ability to transfer all current files to new server or via external hard drive to new server file system ▪ Remote access to files ▪ Ability to put current finance system (RBS Riatlas) on the system	▪ Secure ▪ Stable

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Item No.	Item	Requirement	Description of Requirement	Performance Standards
3.1.4	Data Security	Data security for the Town Council	▪ Digital privacy measures to ensure the Councils data is fully secure ▪ Ability to define file hierarchy and user privileges ▪ Virus protection ▪ Full drive encryption ▪ Fully compliant with GDPR ▪ Password protection for users	▪ Secure ▪ Stable
3.1.5	Internet Access	Broadband Router and access for systems	▪ Robust broadband for 6 users ▪ Futureproof ▪ Password protected wi-fi for 1st floor	▪ Secure connection ▪ Stable ▪ Speed
3.1.6	ICT Support	Support Services	▪ Support services for any system issues ▪ Advice services ▪ Emergency response for system outage and other emergencies. ▪	▪ Speed of response ▪ Timetable met ▪ Contactable during business hours
3.1.7	Management Information	Provide management information for Camborne Town Council	▪ The Contractor shall provide Camborne Town Council with management information; ▪ Usage information for Management, that	▪ Open book information to be available when required by Camborne Town Council ▪ Quality of Information in

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Item No.	Item	Requirement	Description of Requirement	Performance Standards
			can be supplied on request-Such as users actions on network ▪ The Contractor shall operate an open book approach to management and financial information; ▪ As a minimum, the Contractor shall support invoices with: o Details of all purchases including all discount arrangements (invoice, statement, over-riders) o Records of work sheets and information to support labour costs o Details of all other costs incurred o ▪ Full Breakdown of set up and yearly cost, including any emergency fees etc.	support of invoices
3.1.8	Personnel Management	Management of staff	▪ The Contractor shall manage all staff in accordance with best employment practice	▪ Adoption of best practice personnel management

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Item No.	Item	Requirement	Description of Requirement	Performance Standards
3.1.9	Training	Provide training to all staff.	▪ The Contractor shall ensure that their staff are trained in accordance with the requirement of the job they are performing.	▪ Staff trained in accordance with the job they are undertaking
3.1.10	Other	Ability to connect 2 photocopiers/printers minimum to the network Email addresses set up	▪ Ability to connect Inkjet Printer to network ▪ Ability to connect a shared network photocopier with scanning facility. (which allows scanning saved to folders) ▪ Emails set up for each user with the same domain as current website. .gov.uk email addresses	▪ Reliable connection ▪ Email addresses linked and secure