



Full Council Meeting 11th January 2022

Report Title: Extension of the existing IT provider contract

Submitted by: Debra Townsend (Town Clerk)

Approval

Report for consideration by Full Council

Background Information

1. It has been noted that the existing contract for IT support is due to end on 31st January 2021. Due to a lack of time to renegotiate a deal with an alternative supplier, the Town Clerk has asked if the current provider can extend their contract with some amendments to the service provided.

2. Currently all computers are connected via OneDrive. However, since the increased use of laptops due to working from home due to COVID-19, it is noted that there is no consistency to accessing folders, and many files are being saved on individual machines which is not suitable.

3. The Town Clerk has identified that all computers should share access to all files (albeit a few may need to be set up as private access to user only), to enable ease of use, and allow access to all Staff to enable transparency and ensure common files are available to all. This will also assist when staff are on leave, sickness or leave their position.

4. In certain circumstances an adequate back up is not being done (particularly on laptops), which has implications for data management and could put services at risk.

5. The current provider has agreed to extend the agreement for a further year. If the Town Council agree to do this, they have also agreed;

a) Free engineering on the set-up of OneDrive to enable us to reconfigure access etc.

b) Set up a Virtual Private Network (VPN) as it is a much more secure way of sharing and controlling data. This would consist of a days engineering to reconfigure the laptops.

If a user was working remotely then unfortunately their Laptop or PC wouldn't be backed up until they get to site. However if a VPN were installed, then the user could save documents directly to the Server that we already have and this could be backed up to the NAS, that we already have installed. This would be the most secure way of saving data and locking off different folders.

c) If agreement was given for the work as above, the provider will also schedule some free health checks for the PCs, Laptops & Server. This would be for one of our engineers to do a report on the health of the PC and to try and find any potential problems.

Financial Implications

A quotation has been received as follows;

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| Support Contract Annual Fee | £1400.00 |
| RMM Endpoint – Remote Agent Monthly Fee x 8 – Annual PC | £192.00 |
| RMM Endpoint – Agent Monthly Fee Logmein - Annual Server | £216.00 |
| VPN set-up (1 day engineering) Discounted rate | £395.00 |
| Re-engineering of OneDrive | FOC |
| Health check of PCs, Laptops and Server | FOC |

Budget Code 7036 IT Support 21/22 Budget £1500.00

Budget remaining as at Dec 2021 £1205.00

The remainder could be vired from;

Budget Code 7003 Staff Training and Development 21/22 Budget

£4750.00

Budget remaining as at Dec 2021 £4240.00

Recommendation

That the Town Clerk be requested to extend the existing contract and agree additional services as per Financial Implications outlined above.