

<b>Agenda Item; Replacement IT System</b> <b>Submitted by; D. Townsend (Town Clerk)</b>
<b>1. Approval;</b> Recommendation for Approval
<b>2. Purpose of the Report:</b> To agree an upgrade to the Council's IT system, including Councillor tablets
<b>3. Background Information</b> 3.1 The current IT system has been in place since 2019, and is not currently fit for purpose for the following reasons; a) The Council are currently paying for a server as well as using LiveDrive which is unnecessary. b) The cost of helpdesk support is excessive and the service that has been received over the previous 12 months has been poor. c) Meetings have been held with our current supplier to try to overcome some of the most important issues (ie lack of accessibility to all files), but this has not been resolved. This particular issue makes it impossible to share work or have access to common work areas which is very restricting and does mean that some work is duplicated. d) We are currently unable to update the software ourselves and it has recently been confirmed that we were running 2 years behind on the laptops as they hadn't been updated by our supplier. e) All of the existing laptops used by Officers are starting to fail and none have any useful battery life. The battery is internal and could be replaced, but this does compromise the machine. 3.2 Councillor Tablets a) Councillors tablets have been in use since 2017 and were purchased with no support. They have had no attention since 2017 and are beginning to fail. Several of these cannot access Outlook and Councillors are now accessing their emails via their personal devices. This is not compliant and would be considered a breach of GDPR. b) Councillors who have previously left the Town Council have not returned their tablets, which will leave us approximately 4 short. c) Efficient Councillor tablets are vital to ensure Councillors can receive copies of agendas and papers in preparation for meetings.
<b>4. Legislation</b> UK General Data Protection Regulation – Data Protection Act 2018
<b>5. Accessibility Implications</b> Any system provided must be able to be adapted for any accessibility needs.
<b>6. Climate Emergency Implications</b> Consideration has been given to Climate Emergency Implications when considering the quotes, particularly the requirement to buy locally wherever possible. The recommended contractor is local, and the business is located within 6 miles of Belper.

In addition the use of tablets for Councillors ensures that there is no requirement for the printing of an Agenda pack, ensuring the minimum use of paper and copying devices.

### **7. Corporate Plan Implications**

In keeping with the core values and themes outlined in the Corporate Plan 2021 – 2024, A Modern Council promoting efficiency, and providing good and improving levels of service.

### **8. Financial Implications**

Please see separate table (appendix a)

### **9. Recommendation**

**That Supplier C be appointed as the preferred supplier for an upgrade to IT system, Councillor tablets and staff laptops, and the Town Clerk be instructed to upgrade the Council's IT system as per the attached cost breakdown (appendix a).**

### **10. Reasons for recommendation(s)**

To upgrade the exiting IT system which is not fit for purpose, to enable the Officers and Councillors to work effectively and efficiently and ensure compliance with GDPR.

The company proposed are very familiar with working with Councils and work closely with many others locally.

Verbal references have been obtained.

The company are local and are fully committed to providing a hands-on service assisting with any situation that may arise (including carrying out any wiring needs for changes in the office etc.) unlike other companies who are more prescriptive with their service offer.

### **11. Precis of Prices**

	<b>One off Costs Year 1</b>	<b>Ongoing Costs Per Annum</b>
<b>i) Current Contract</b>		<b>£4671.12</b>
<b>ii) <u>Supplier A</u> Retain existing with amendments</b>		<b>£4671.12</b>
<b>iii) <u>Supplier A</u> Azure Cloud</b>		<b>£6569.32</b>
<b>iv) <u>Supplier B</u> Sharepoint</b>	<b>£2246.25</b>	<b>£3778.20</b>
<b>Councillor Tablets/cases (18)</b>	<b>£5400.00</b>	

v) <b>Supplier C</b>	<b>£1280.00</b>	<b>£2271.52</b>
<b>OneDrive</b>		

<b>Councillor</b>	<b>£3420.00</b>
<b>Tablets/cases (18)</b>	

<b>Staff Laptops</b>	<b>£2000.00</b>
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**If recommendation was accepted, total costs would be as follows;**

**To include reconfiguration of livedrive to reflect the needs of the Town Council, 4 laptops for staff to replace existing desktop pcs, 18 tablets for Councillors to access emails and papers for meetings to ensure GDPR compliance (includes 2 spare);  
£6700 one-off cost  
£2271.52 per annum**

**This represents a significant saving per annum on existing costs.**

**The one-off cost can be taken from the current budget as follows;**

**Ear-marked Reserves**

<b>Budget Heading 8016 Councillor IT Fund</b>	<b>£3000.00</b>
<b>Budget Heading 8017 Office IT Fund</b>	<b>£3000.00</b>

**This would leave a shortfall of £700.00 to be taken from General Reserves.**

**APPENDIX A**

Existing Supplier	Equipment	One-off Costs	Total One-off Costs	Cost per annum	Total cost per annum
<b>Current System Costs</b>	Helpdesk support			£1500.00	
	RMM Endpoint – Agent			£264.00	
	RMM Endpoint for Servers			£264.00	
	Altarto Office 365 Backup			£831.60	<b>£2859.60</b>
<b>PLUS</b>					
Licenses (these are existing payments and will continue subject to some minor amendments)	Microsoft 365 Business Standard (7)			£947.52	
	MS Exchange Emails (20)			£864.00	<b>£1811.52</b>
					<b>TOTAL £4671.12</b>
<b>PROPOSALS:</b>		<b>One-off Costs</b>	<b>Total One-off Costs</b>	<b>Cost per annum</b>	<b>Total cost per annum</b>
<b>Supplier A (Option 1)</b>	a) Retain existing system with some amendments to make it fit for purpose (including licences)	NIL	NIL	£4671.12	<b>£4671.12</b>
<b>Supplier A (Option 2)</b>	b) Azure Cloud – secure private Cloud system	NIL	NIL	£3257.80	
	Helpdesk support			£1500.00	
	Licences			£1811.52	<b>£6569.32</b>
	<i>Councillor tablets and new hardware not quoted</i>				

		<b>One-off Costs</b>	<b>Total One-off Costs</b>	<b>Cost per annum</b>	<b>Total cost per annum</b>
<b>Supplier B</b>	<p>Cloud-based system using Sharepoint/OneDrive including; End user support All Licences Microsoft Defender virus protections Access to e-learning portal</p> <p>Creation of a Migration Plan Structuring Sharepoint Sharepoint and Teams Configuration Email migration Data Migration Training Service Review</p>	£2246.25	<b>£2246.25</b>	£3778.20	<b>£3778.20</b>
	Councillor Tablets and cases Lenovo P11	£5400.00			
		<b>One-off Costs</b>	<b>Total One-off Costs</b>	<b>Cost per annum</b>	<b>Total cost per annum</b>
<b>Supplier C</b>	<p>Cloud-based system using existing OneDrive including all licenses</p> <p>Provision of ant-virus</p> <p>Support of the 365 account including OneDrive and emails.</p> <p>To set up and provide advice and transfer over all services, including emails and 365 account. Assist with setting up new file system on LiveDrive. Hourly rate @ £40.00. Estimated not to exceed 30 hours.</p>	£1200.00		£1811.52 £100.00 £360.00	

	Provision of hard drive to ensure regular data back-ups. To be kept in a secure location	£80.00	<b>£1280.00</b>		<b>£2271.52</b>
	Provision of 4 new laptops to replace desktop pcs – Lenovo Win Professional Laptops 8gb RAM 240SSD, 15.6”	£2000.00			
	18 basic tablets to allow Councillor access to emails and to open and read word and pdf documents. Access via wi-fi only, Lenovo 10.1”	£3150.00			
	Programme all tablets with email addresses and prepare for Councillors. Hourly rate @£40.00 expected to be maximim of 10 hours	£400.00			
	Cases for above Support for tablets included in support contract above	£270.00	<b>£3820.00</b>		