

Clerk: Ms S Willsher
2 Wheal Agar, Tolvaddon Energy Park,
Tolvaddon, Camborne,
Cornwall TR14 0HX
Tel: 01209 711433
Email: enquiries@illoganparishcouncil.gov.uk



Website and IT Support

Included in this pack:

- Job Specifications
- Copy of the Council's Management of Contractors Policy including details of Health and Safety Requirements
- Copy of the Council's Quotations and Tenders Policy

Please return to the Council:

- Your quote
- The Contractor Competency Form (found on pages 4 and 5 of the Management of Contractors Policy)

All paperwork must be received in the Council Office by 12 noon Tuesday 5th February 2019 in a sealed envelope marked 'Website and IT Support Tender'. The paperwork can be posted, or hand delivered.

If you have any queries please do not hesitate to contact the Clerk, Sarah Willsher, using the above contact details.

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Overview of the Council's IT

The Council has the following hardware:

- 2 desktop computers
- 1 laptop
- 1 Synology Nas
- 1 Netgear Switch
- Superfast fibre broadband

You are welcome to attend the Council Office to view the Council's equipment.

All systems must be transferred from the current IT Support and Webhosting provider, iCT4 Limited, and all password must be changed and access by iCT4 Limited removed by the 3rd March 2019.

Website Job Specification

The website has been developed on WordPress. The Council require:

- The website to be hosted on an appropriate, reliable and secure server that is within the EU;
- The website to be monitored and updates applied promptly;
- To be advised on any changes to regulations and the impact on the website and any changes that need to be made;
- To receive, at least quarterly, information on the site statistics and visitor tracking;
- Assistance with any errors that occur;
- Assistance with training as and when required; and
- Advice and assistance amending the website such as adding and laying out new pages, adding additional plugins etc as and when required.

Please outline your hosting proposal for the site and associated databases, details of server support, up-time and monitoring and associated costs with annual or monthly hosting fees.

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Social Media

The Council has a Facebook Page. The Council require:

- To be advised on any changes to regulations and the impact on the Council and any changes that need to be made;
- Assistance with any errors that occur; and
- Assistance with training as and when required.

Please also indicate the costs associated with advice, set up, training and design/theming of other social media services.

Email

The Council has the following email addresses that utilise two Office 365 Enterprise E3 licence with Advanced Threat Protection:

Officers

- enquiries@illoganparishcouncil.gov.uk – this email is accessed by the Clerk and the Administration Assistant
- sarah@illoganparishcouncil.gov.uk
- jean@illoganparishcouncil.gov.uk

Councillors

There are currently 8 Councillors that have Council emails. If every Councillor wanted a Council email address there would be a total of 14 email addresses required.

- cllr.d.crabtree@illoganparishcouncil.gov.uk
- cllr.d.ekinsmyth@illoganparishcouncil.gov.uk
- cllr.g.williams@illoganparishcouncil.gov.uk
- cllr.g.ford@illoganparishcouncil.gov.uk
- cllr.j.christie@illoganparishcouncil.gov.uk
- cllr.l.pavey@illoganparishcouncil.gov.uk
- cllr.m.thompson@illoganparishcouncil.gov.uk
- IlloganNDP@illoganparishcouncil.gov.uk

The emails are set up using Office 365 Exchange Online (plan 1) with Advanced Threat Protection. These subscriptions are monthly and can be deleted or added to with one months notice.

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The Council require:

- To be advised on any changes to regulations and the impact on the Council and any changes that need to be made;
- Assistance with any errors that occur;
- Assistance with training as and when required;
- The email subscriptions to be renewed annually;
- Amendments to email addresses to be made, such as when Councillors or Officers change.

NAS Job Specification

The Council has a Synology local NAS storage device for onsite shared storage with 1 x external hard drive for daily back up. Accounts and personnel data is encrypted.

The Council require:

- The remote access to be activated if required;
- Regular monitoring and maintenance to be completed;
- Errors to be resolved;
- Advice and support on future back-up solutions;
- Regular reports on the result of the back-up.

Cloud Data Back Up Job Specification

The Council has an Amazon Web Services Cloud Backup Account for all cloud backups.

The Council require:

- Regular monitoring and maintenance to be completed;
- Errors to be resolved;
- Advice and support on future back-up solutions;
- Regular reports on the result of the back-up.

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IT Support Job Specification

The Council requires ongoing IT support and advice for all IT technologies and networks that are currently used and may be used in the future. The following must be included:

- Confirmation that none of the Council's data is leaving the EU
- To be provided with full and detailed explanations of the Council's IT setup, works completed etc when an if required
- Detailed information on the reporting of breaches under the GDPR
- Assurances that the Council's IT systems etc are compliant with GDPR and any advice and guidance on how to make systems compliant
- Hardware support
- Software support
- End user support
- Infrastructure
- Peripherals
- Liaison with third parties
- The ability to log in to computers remotely to resolve any issues
- Be able to visit the Council Office or other site if issues cannot be resolved remotely
- Training as and when required

The Council would expect an initial response within 2 hours and issues to be resolved within 48 hours except in exceptional circumstances.