

# **ICT Maintenance, Management, and Support Services**

Illogan Parish Council invites tenders from qualified Information Communication Technology (ICT) service providers to deliver comprehensive maintenance, management, repair, and advisory support services for existing Information Communication Technology (ICT) infrastructure. The objective is to ensure the reliability, performance, and security of our technology assets and systems, while also providing strategic Information Communication Technology (ICT) advice for future needs.

## **Scope of Work**

The successful bidder will be required to manage, maintain, and provide timely repair and support services for the following assets and systems:

### **Information Communication Technology (ICT) Hardware**

- 2 x DELL Vostro AMD Laptops (Windows-based, purchased in December 2022)
- 2 x Dell UD22 Docking Stations (Purchased in December 2022)
- 14 x Lenovo K11 Tablets
- 1 x Apple iPad Air 4<sup>th</sup> Generation
- 1 x Ubiquiti Networks UniFi 16-Port PoE Network Switch
- 1 x Draytek VIGOR 2865 – VDSL/ADSL Router/Firewall AC WIFI
- 3 x Ubiquiti NanoBeam AC Gen2 airMAX CPE with Dedicated Management Radio NBE-5AC-Gen2 Wireless Bridges
- 1 x Ubiquiti UniFi Protect Network Video Recorder (CCTV Recorder (NVR))
- 2 x Ubiquiti UniFi Protect G4 PTZ CCTV Cameras
- 10 x Ubiquiti UniFi Protect G4-PRO CCTV Cameras
- 1 x interactive board
- 1 x wireless access point

### **Software & Cloud Services**

Licenses shall be transferred immediately where there are no cost implications. Where cost implications exist—such as transfer charges or other fees—the transfer shall occur at the end of the current term, unless otherwise agreed in writing by both parties.

The licences, with the exception of invoicing, shall be managed by the successful contractor until the transfer of the licencing is completed.

- Microsoft 365 Licences:
  - 15 x Azure Information Protection Premium P1
  - 18 x Cloud Backup for Microsoft 365
  - 14 x Microsoft 365 Business Basic
  - 14 x Microsoft Entra ID P2
  - 2 x Microsoft Office 365 E3 – CSP
  - 2 x Microsoft Teams Phone Standard
  - 2 x Microsoft Teams Direct Routing
- SharePoint (Document storage and collaboration)

## Support Services

- Day-to-day Information Communication Technology (ICT) support for officers and councillors, including:
  - Troubleshooting hardware and software issues
  - Device setup, maintenance, and repair
  - Configuration and ongoing management of Microsoft 365 services
  - Monitoring and maintenance of CCTV systems and network infrastructure
- Strategic Information Communication Technology (ICT) advisory including:
  - Planning for future hardware/software requirements
  - Cybersecurity guidance and best practices
  - Assistance with procurement of new Information Communication Technology (ICT) solutions

## Service Level Agreement (SLA)

All bidders must comply with the following **minimum service standards**:

<b>Service Requirement</b>	<b>Standard</b>
Initial Response Time	Within 1 hour of issue report
Issue Resolution Time	Within 48 hours of issue report
Support Hours	Monday–Friday, 9:00am – 5:00pm]
Support Channels	Email, Phone, Remote Access, On-site as needed

## Bidder Requirements

Bidders must demonstrate the following capabilities:

- Experience in Information Communication Technology (ICT) infrastructure support for similar-sized organisations
- Proven expertise in managing Microsoft 365 environments
- Capability to provide both remote and on-site support
- Appropriate certifications (e.g. Microsoft 365, Ubiquiti)
- Track record of meeting service response and resolution times

## Proposal Requirements

Each proposal must include:

- Overview of company and relevant experience
- Description of service delivery model
- Proposed response and escalation procedures
- Pricing schedule (including monthly/annual service costs)
- Breakdown of included services and any optional services
- At least two references from previous or current clients
- Details of assigned personnel and qualifications

## Submission Details

All submissions must be delivered electronically via email to [enquiries@illoganparishcouncil.gov.uk](mailto:enquiries@illoganparishcouncil.gov.uk) or by hard copy to Illogan Parish Council Community Office, Trevelyan Road, Illogan, Redruth, Cornwall, TR16 4RG by Friday 13<sup>th</sup> June 2025.

### **Enquiries and Clarifications**

All questions or requests for clarification must be directed to Sarah or Emma via email at [enquiries@illoganparishcouncil.gov.uk](mailto:enquiries@illoganparishcouncil.gov.uk)