Calne Without Parish Council 11<sup>th</sup> January 2021 Agenda Item 11.2

**IT Support** 

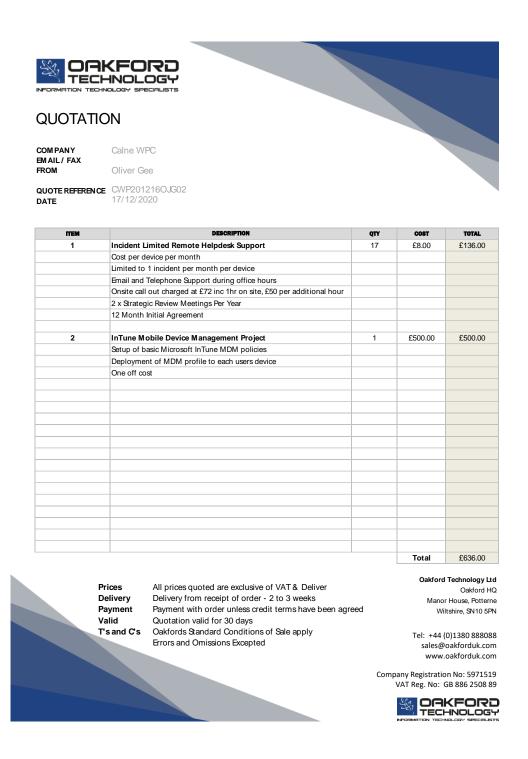
The IT Working Group has recognised the vulnerability of the Council while it runs remotely on the efficient working of the website, email system and Councillors and the Clerks IT devices. This was identified in the Council's review of the Risk Schedule in December as a matter that required addressing.

The following are quotes from the company that provide our email and website hosting currently and are therefore best placed to prove IT support to the Council.

Quote 1

COMPANY EMAIL/FAX FROM	Calne WPC Oliver Gee				
QUOTE REFERENCE DATE	CWP201216OJG01 17/12/2020				
ITEM		DESCRIPTION	QTY	COST	TOTAL
1	Unlimited Remote He		17	£12.00	£204.00
	Cost per device per mo				
	Unlimited Email and Telephone Support during office hours				
	Onsite call out charged at £72 inc 1hr on site, £50 per additional hour				
	2 x Strategic Review Meetings Per Year				
	12 Month Initial Agree	ment			
				Total	£204.00
				Total	£204.00
Delivery Delivery Payment Payment Valid Quotatio		quoted are exclusive of VAT & Deliver rom receipt of order - 2 to 3 weeks with order unless credit terms have been agre n valid for 30 days	Oakford Technology Oakford Manor House, Pott ed Wiltshire, SN10		
T		Standard Conditions of Sale apply		Tel: +44 (	0)1380 888
	Errors and	d Omissions Excepted		sales@	oakforduk.
				www.	oakforduk.
			Comr	any Registratic	on No: 5971
				VAT Reg. No: (	
					KFOR

## Quote 2



Both quotes are a cost per month to provide support for 17 devices, this should be reduced to 16, (15 Councillors plus the Clerk). The total cost for a year's cover for all is therefore between £2304.00 and £1536 .00 depending on the level of service. The IT Strategy Working Group are not in favour of the InTune mobile Device Management as this would mean Councillors allowing software to be installed on their personal devices. In these times while

the Council relies so heavily on IT to carry out its business the option to have unlimited support may be advisable. The Group recommend a review of whatever contact the Council decides upon after 9 months so that the Council can consider its ongoing requirements before the contract comes up for renewal.

Recommendation:

- 1. That the Council decide what level of cover it considers appropriate and approve the payment of the resulting cost for 16 devices for a 12-month period. The Clerk, in consultation with the Chairman and the IT Working Group, request a new quote and secure the service for a 12-month period.
- 2. That the Council review the contract after 9 months.