



## Haslemere Town Council – IT Support Tender 2024

The following specification is to be sent to the following IT support suppliers who are within Waverley and come recommended by other town/parish councils or are currently used by HTC.

Suppliers will be invited to tender for a four year support contract.

Supplier list	Used by	Located
Edge IT	Witley PC	Unable to tell from website
ISS	Godalming TC	Godalming
PAAC IT	HTC	Haslemere
Net Tech	Farnham TC	Farnham

### IT Support Specification

#### Scope of service

- 5 Workstations / laptops
- 5 Office Users
- Circa 25 Email Accounts

#### Support

- ITIL Aligned
- 24/7 monitoring
- Windows Patch Management
- Software Management
- Helpdesk – Mon to Friday 9am to 5.30pm
  - Unlimited remote support via Phone, Email, Remote Session
- 24/7 Critical Contact
- Onsite Engineer 1 hour response for Critical Incidents
- Lite Support for Councillors (MFA, Google Drive etc)
- Site Visits (chargeable)
  - New Device Setups
  - Network/Wi-Fi Support
  - Firewall Support
  - Security Awareness / Data Protection Training
  - IT Projects – such as on-prem to cloud migration, Website Development,

#### Cyber Security

- Cyber Essentials Aligned
- 24/7 Monitoring
- Technology Review
- Enterprise Endpoint Security (Antivirus and Firewall)
  - Centrally Managed
  - Audit Logged
  - Group Policy
- Full Disk Encryption
- Zero Day Threat Protection (sandboxing)
- Ransomware Detection
- Advanced Email Threat Protection
- Google Workspace Backup
- Enforced and Monitored Multifactor Authentication for Google Workspace

### Cloud

- Microsoft 365 Business Apps

### Website

- WordPress Website Hosting
- Domain Name Registration and Management
- DNS Management
- SSL Certificate
- WordPress Updates
- Plugin Updates
- Word Fence Premium – Antivirus, Firewall, MFA
- Active IP Blocking
- 2 Factor Authentication
- Rolling Backups
- Website Support
- Accessibility Monitoring

### Sustainability

- If your company has a written Sustainability Policy please provide it with your tender submission.