

IT Frequently Asked Questions

General Questions

Questions	Lewes	Eastbourne
How many desktop PCs do you have at this site? Which brand(s) are they?	294 HP	20 HP
How many laptops/notebooks or tablet PCs do you have? Which brand(s) are they?	173 Toshiba	300 Fujitsu, 35 iPads
How many thin clients do you have? Which brand(s) are they?	0	0
What operating systems do you run on your PCs/Laptops?	Windows 7 and 8.1	Windows 7
What is your current Email platform and version?	Exchange 2013	Microsoft Outlook 2010
What are the names, line types and speeds of your ISPs?	Private circuit – JANET – 50MB	Private circuit – JANET – 50MB

Outsourced IT Services

Questions	Lewes	Eastbourne
Name of supplier	Sopra Steria	Sopra Steria
Service(s) provided by supplier	Network support, break/ fix support, infrastructure support, supply of helpdesk	Network support, break/ fix support, infrastructure support, supply of helpdesk
Renewal date for provided service(s)	End date: 31.12.2021, review date: 30.09.2019	End date: 31.12.2021, review date: 30.09.2019
Current spend with supplier for provided service(s)	Joint with Eastbourne	Estimate £591,490 per annum

IT Service Management

Questions	Lewes	Eastbourne
Is your IT Service Management function and associated software application based in house or outsourced to a 3 rd party?	Outsourced to a 3 rd party	Outsourced to a 3 rd party
Please provide the full name and version of the ITSM software application in use?	Stars – version as required and specified by our outsourced service supplier	Stars – version as required and specified by our outsourced service supplier
What is the lifetime value of the contract and over how many years? Please provide high level % in terms of software, maintenance and services.	£2.5m over five years; contract broken down to these items	£2.5m over five years; contract broken down to these items
When is the contract due for renewal?	2021	2021
How was the current solution procured – directly with the vendor, through a framework or via G Cloud?	Using standard Government procurement procedures	Using standard Government procurement procedures
What are your published procurement thresholds for tendering purposes?	Please see link to our Contract Procurement Rules on our website Procurement Rules	Please see link to our Contract Procurement Rules on our website Procurement Rules
What is the authority's strategy with regards to Cloud solutions as opposed to in house	As appropriate to business needs and	As appropriate to business needs and

installations?	requirements	requirements
Has the organisation ever procured through the G Cloud Framework?	No	No

MFD/Managed Print Service contract

Questions	Lewes	Eastbourne
What is the contract start date?	End date April 2019	Start Date: December 2016. Annual Rolling
How many MFDs do you currently have in use?	19	11
How many desktop printers do you currently have in use?	-	10
What makes, models and specifications do you have in use?	Canon	Konica Minolta with Stapler and finisher, loptions and Pcounter embedded
What print management software do you use across the organisation?	-	PCounter
What PDF software do you use across the organisation?	Adobe Acrobat	Adobe Acrobat
Do you use document and/or record management software applications? If yes, which ones?	Civica (W360)	Civica (W360)
Do you employ mobile printing technologies and BYOD strategies?	No	No
Do you operate a print room for high volume print?	Yes	Yes
Will you be using a framework agreement for the next contract or will you be doing your own procurement process?	This is a service that is provided by our outsourced IT service run by Sopra Steria. They will take care of the contract when we look to renew at the end of the year.	This is a service that is provided by our outsourced IT service run by Sopra Steria. They will take care of the contract when we look to renew at the end of the year.
Do you have an ICT security policy which includes MFDs and paper documents? If yes, please provide a brief overview.	Yes. We do not give out security information about our network as this could potentially breach the 7 th principle of the Data Protection Act 1998.	Yes. We do not give out security information about our network as this could potentially breach the 7 th principle of the Data Protection Act 1998.

Servers

Questions	Lewes	Eastbourne
How many physical servers do you have?	13	14
Existing supplier	HP	HP
Hardware/vendors brand	HP	HP
Which server operating systems do you use?	Windows	Windows
How many virtual servers do you have on site	80	115
Which server virtualisation software do	VMWare	VMWare

you use?		
Do you access any virtual servers in the cloud?	No	No
Expiry date of the contract	December 2018	December 2018

Software Applications

Questions	Lewes	Eastbourne
Auto call distribution	Mitel CCM	Mitel CCM
Call logging	Mitel Contact Centre Management	Mitel Contact Centre Management
Corporate asset management	Atrium	Atrium
Council tax	Academy	Civica Open Revenues
Customer relationship management (CRM)	Civica (W360)	Civica (W360)
Data analytics	Business Objects	Business Objects
General ledger	Civica (Authority Financials)	Civica (Authority Financials)
Geographic information system	Civica/Innogistic	Civica/Innogistic
Groupware products	Exchange	Exchange
Homelessness/Waiting List	Saffron	Orchard (ArcHouse)
Housing stock management	Saffron	Orchard (ArcHouse)
Income management	Civica (Authority Financials)	Civica (Authority Financials)
Integrate payroll and personnel	Frontier Software Chris 21	Frontier Software Chris 21

Fixed Telecommunications

Questions	Lewes	Eastbourne
Contract Type: Maintenance, Managed, Shared	Managed	Managed
Existing Supplier	Cavendish Communications	Cavendish Communications
Number of Uses	459	700
Hardware Brand	Mitel	Mitel
Application(s) running on PBX/VOIP systems	Contact Centre	Contact Centre
Telephone System Type: PBX, VOIP, Lync etc.	VOIP	VOIP
Contract Duration including extension periods	5 years from 12 December 2016 – optional 2 year extension	5 years from 12 December 2016 – optional 2 year extension
Contract Expiry Date:	16 December 2021	16 December 2021
Contract Review Date:	16 December 2021	16 December 2021
Contract Description	Maintenance and support	Maintenance and support
Type of Lines	SIP	SIP

Mobile Phone Contract

Questions	Lewes	Eastbourne
Network Provider	Vodafone & EE	02
Mobile phone supplier	Vodafone & EE	02
Number of users	145	250
Duration of the contract	The contract is rolling and therefore has no fixed duration	The contract is rolling and therefore has no fixed duration

Smartphones

Questions	Lewes	Eastbourne
How many connected devices, such as smartphones and tablets, have you issued to staff over the last five years?	500 (Lewes + Eastbourne)	500 (Lewes + Eastbourne)
How many do you plan to issue over the next three years?	None – our service provider Sopra Steria are now conducting this work	None – our service provider Sopra Steria are now conducting this work
How many connected devices were recorded as lost in the last five years?	0	Two

External Hosting

Questions	Lewes	Eastbourne
Type of external hosting contract	WEB	WEB
Supplier Name	EIBS	EIBS
Contract Duration	12 month rolling contract	12 month rolling contract
Contract Description	Web hosting, services and application	Web hosting, services and application

Broadband

Questions	Lewes	Eastbourne
Fixed broadband provider – supplier's name	Link WAN	Link WAN
Fixed broadband renewal date	30 January 2016 – 5 year rolling contract	30 January 2016 – 5 year rolling contract

WiFi Contract

Note: both Secure and Free WiFi are provided as part of separate managed contracts where WiFi is only part of other services provided by each supplier

Questions	Lewes	Eastbourne
Current Provider	WiFi for officers and staff (Secure) provided by Alternative Networks – Free WiFi provided by CloudconneX	WiFi for officers and staff (Secure) provided by Alternative Networks – Free WiFi provided by CloudconneX
Contract description	Secure – contract to provide secure WiFi access as part of contract to supply LAN services. Free – contract to provide infrastructure to facilitate delivery of free public WiFi services in a number of Lewes District Council's buildings.	Secure – contract to provide secure WiFi access as part of contract to supply LAN services. Free – contract to provide infrastructure to facilitate delivery of free public WiFi services in a number of Eastbourne Borough Council's buildings.

WAN

Questions	Lewes	Eastbourne
WAN provider	Link WAN	Link WAN
WAN contract renewal data	30 January 2016 – 5 year rolling contract	30 January 2016 – 5 year rolling contract
WAN annual average spend	Included in cost of fixed broadband annual average spend above	Included in cost of fixed broadband annual average spend above

Number of sites the WAN covers	12	15
Contract description	Fully serviced contract to provide ADSL, WAN and GOV connect services	Fully serviced contract to provide ADSL, WAN and GOV connect services
WAN annual average spend	Included in the cost of fixed broadband spend	Included in the cost of fixed broadband spend

LAN

Questions	Lewes	Eastbourne
What date does your support contract come up for renewal on the LAN network?	2019	November 2020
Which company is the support contract with?	Interoute	Alternative Networks

SAN

Questions	Lewes	Eastbourne
What manufacturer of SAN is used in the council?	HP	HP
How many virtual servers are you running?	80	115

Network Management Tools

Questions	Lewes	Eastbourne
Which network management tools do you use to manage and monitor devices on your network?	The council considers that disclosure of this information would breach the 7 th Principle of the Data Protection Act 1998	The council considers that disclosure of this information would breach the 7 th Principle of the Data Protection Act 1998
If you have a network management solution in place, is it able to identify and isolate which devices hog bandwidth and cause network delays	Yes	Yes
Is network performance regarded as a high priority by your organisation?	Yes	Yes
How often is network performance reviewed?	Monthly	Monthly

IT Disposal

Questions	Lewes	Eastbourne
Who currently provides IT disposal for you?	-	ICTR
Which re-seller provides your IT hardware?	Various	Various
Are you tied into a time bound contract with your incumbent IT disposal company?	No	No

Digital Governance

Questions	Lewes	Eastbourne
Do you use a paid-for service, subscription and or licensed software to support Digital Governance?	No	No

Which service do you use to monitor availability and report the uptime of your primary website	SitelImprove Alerts	SitelImprove Alerts
Which content management system do you use for your primary website	Easysite, from Ideagen plc	Easysite, from Ideagen plc

Please Note: All our IT procurement follows the government procurement guidelines and therefore we do not accept cold callers.