IT Frequently Asked Questions

General Questions   Lewes District and Eastbourne Borough Council

Questions	Lewes / Eastbourne
How many desktop PCs do you have at this site? Which brand(s) are they?	55
How many laptops/notebooks or tablet PCs do you have? Which brand(s) are they?	Ca. 850
How many thin clients do you have? Which brand(s) are they?	0
What operating systems do you run on your PCs/Laptops?	Windows 10 and Office 365
What is your current Email platform and version?	Microsoft 10 Outlook
What are the names, line types and speeds of your ISPs?	???

IT Services

Questions	Lewes / Eastbourne
Name of supplier	In House
Service(s) provided by supplier	Network support, break/ fix support, Infrastructure support, supply of helpdesk

IT Service Management

Questions	Lewes / Eastbourne
Is your IT Service Management function and associated software application based in house or outsourced to a 3rd party?	In house
Please provide the full name and version of the ITSM software application in use?	TOPdesk
What is the lifetime value of the contract and over how many years? Please provide high level % in terms of software, maintenance and services.	Rolling contract and £20926 per year
When is the contract due for renewal?	
How was the current solution procured – directly with the vendor, through a framework or via G Cloud?	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](#)
What is the authority's strategy with regards to Cloud solutions as opposed to in house installations?	As appropriate to business needs and requirements

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

MFD/Managed Print Service contract

Questions	Lewes / Eastbourne
What is the contract start date?	Start Date: December 2016. End date 22/06/2024
How many MFDs do you currently have in use?	20 including off site locations such as the TIC and Robinson Road
How many desktop printers do you currently have in use?	10
What makes, models and specifications do you have in use?	Konica Minolta with Stapler and finisher, Ioptions 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
Do you use document and/or record management software applications? If yes, which ones?	Civica (D360)
Do you employ mobile printing technologies and BYOD strategies?	No
Do you operate a print room for high volume print?	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. 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 7th principle of the Data Protection Act 1998.

Servers

Questions	Lewes / Eastbourne
How many physical servers do you have?	14
Existing supplier	HP
Hardware/vendors brand	HP
Which server operating systems do you use?	Windows

How many virtual servers do you have on site	80
Which server virtualisation software do you use?	VMWare
Do you access any virtual servers in the cloud?	No
Expiry date of the contract	December 2024

Software Applications

Questions	Lewes / Eastbourne
Auto call distribution	Mitel CCM
Call logging	Mitel Contact Centre Management
Corporate asset management	Atrium
Council tax	Civica Open Revenues
Customer relationship management (CRM)	Civica (D360)
Data analytics	Business Objects
General ledger	Civica (Authority Financials)
Geographic information system	Civica/Innogistic
Groupware products	Exchange
Homelessness/Waiting List	Orchard (ArcHouse)
Housing stock management	Orchard (ArcHouse)
Income management	Civica (Authority Financials)
Integrate payroll and personnel	Frontier Software Chris 21

Fixed Telecommunications

Questions	Lewes / Eastbourne
Contract Type: Maintenance, Managed, Shared	Managed
Existing Supplier	Babble Communications
Number of Uses	Ca. 820
Hardware Brand	Mitel
Application(s) running on PBX/VOIP systems	Contact Centre
Telephone System Type: PBX, VOIP, Lync etc.	VOIP
Contract Duration including extension periods	5 years from 12 December 2016 – optional 2 year extension
Contract Expiry Date:	16 December 2023
Contract Review Date:	October 2023
Contract Description	Maintenance and support
Type of Lines	SIP

Mobile Phone Contract

Questions	Lewes / Eastbourne

Network Provider	02
Mobile phone supplier	02
Number of users	460
Duration of the contract	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?	460 (Lewes + Eastbourne)
How many do you plan to issue over the next three years?	None
How many connected devices were recorded as lost in the last five years?	Two

External Hosting

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

Broadband

Questions	Lewes / Eastbourne
Fixed broadband provider – supplier's name	Link WAN
Fixed broadband renewal date	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 Interoute – Free WiFi provided by CloudConnX
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 Eastbourne Borough Council's buildings.

WAN

Questions	Lewes / Eastbourne
WAN provider	Link WAN or SEG Consortium
WAN contract renewal data	rolling contract
WAN annual average spend	Included in cost of fixed broadband annual average
Number of sites the WAN covers	15
Contract description	Fully serviced contract to provide ADSL, WAN and GOV connect services
WAN annual average 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?	November 2024
Which company is the support contract with?	Interoute

SAN

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

Lewes /Eastbourne

Do you use a paid-for service, subscription and or licensed software to support Digital Governance? NO

Network Management Tools

Questions	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 7th 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
Is network performance regarded as a high priority by your organisation?	Yes
How often is network performance reviewed?	Monthly

IT Disposal

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

Digital Governance

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

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