



Belfast City Council (Shadow)

Report to:	Shadow Strategic Policy and Resources
Subject:	ICT Infrastructure Contracts
Date:	28 November 2014
Reporting Officer:	Ronan Cregan, Director of Finance & Resources
Contact Officer:	Paul Gribben, Head of Digital Services

1.	Relevant Background Information
1.1	Digital Services are seeking authority to procure several key ICT infrastructure contracts for: <ul style="list-style-type: none">• Core and Edge Network switches• Network Cabling• VoIP telephony support and maintenance• Security support and advisory services• Internet Service provision• Two Factor Authentication
1.2	Ensuring that these essential ICT Infrastructure contracts are in place will allow the council to support the ICT requirements of service convergence and transferring functions as part of the preparations for Local Government Reform.

2.	Key Issues
2.1	<u>Core and Edge Network Switches</u> Our network allows us to securely connect our PCs and servers across all of our sites and enables access to our corporate and line of business applications. Network switches are central to the networks successful operation. Our core switches allow us to monitor network traffic, troubleshoot problems, ensure applications run smoothly, enhance security and provide quality of service for our VoIP telephone service. Our edge switches connect our client devices like laptops, desktops, wireless access points and security cameras to the network.

	<p>It is our intention to go to tender for core and edge network switches, we intend to enter into a contract for 3 years up to the value of £90,000. These costs are already included in Digital Services revenue budget.</p>
<p>2.2</p>	<p><u>Network Cabling</u> The network infrastructure described above provides a platform for data, voice and video applications. Fundamental to the delivery of network services is the provision of quality structured cabling systems to provide a robust infrastructure capable of supporting today's network applications. The Council's estate comprises a mix of substantially sized office accommodation such as the Cecil Ward Building, medium sized locations such as the Zoo and Belfast Castle and small sites such as community centres or depots. Each centre has its own unique network cabling requirements.</p> <p>The Council now needs to enter into a contract for cabling services to undertake all works that may arise across our estate and to allow provision for additional staff or refurbishment works. The contract will be let for 3 years with a value of £90,000. These costs are already included in Digital Services revenue budget.</p>
<p>2.3</p>	<p><u>VoIP Support</u> The council runs its telephony system over our internal network, making calls within the council's network free of charge. The contract to support the council's Mitel VoIP telephony solution is due for renewal in December. Digital Services intend to go to tender for support and maintenance and is seeking authority to enter into a 3 year contract. The value of the contract is £90,000 and these costs are already included in Digital Services revenue budget.</p>
<p>2.4</p>	<p><u>Security Support and Advisory services</u> There is a level of risk in delivering a highly complex technical infrastructure that enables the delivery of council services. Managing these risks involves both ensuring that expert support is available to support the security infrastructure that protects our systems and information assets, and that we are kept advised of the growing threats associated with information management such as cyber-attacks. This contract will continue to help us implement controls to mitigate these emergent risks.</p> <p>The contract for security services comes to an end in December and Digital Services are seeking authority to carry out a tender exercise to renew these essential services to ensure the continued protection of our systems and information assets. We intend to enter into a 2 year contract with a value of £40,000, these costs are already included in Digital Services revenue budgets.</p>
<p>2.5</p>	<p><u>Internet Service Provision</u> The current contract for internet service provision is managed by eircom and runs over the Network NI connection that will be used to access ICT services for transferring functions, for example the Planning Portal. It has come to light as a result of the recent delivery of Planning Portal access for Newry and Mourne council that internet services can no longer be guaranteed over Network NI as a long term solution. The delivery of internet services may interfere with the delivery of ICT requirements for transferring functions. Consequently, Digital Services must now seek an alternative solution before April 2015. Digital Services are seeking permission to go to tender for a replacement internet service over a 3 year period with a value of £60,000, these costs are already included in Digital Services revenue budgets.</p>

2.7	<p>Two Factor Authentication</p> <p>An internal audit of our ICT infrastructure has recommended that controls around remote access for staff and 3rd party suppliers needs to be improved. One of the recommendations of the audit is that 'Two factor authentication' be introduced to provide added security to users accessing our corporate network from remote locations. Two factor authentication provides a login method that requires two independent elements in order to successfully access an account. The first element being a password and the second element typically being something you "have" with you or have access to, such as an authentication code from a token or mobile phone.</p> <p>We are seeking permission to enter into a 3 year contract with a value of £30,000. As this is a new proposal the costs will be estimated for within the current phase of budget estimates. It is expected that this proposal can be funded from efficiencies resulting from an increase in income in the Digital Services budget.</p>
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3.	Resource Implications														
3.1	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 70%;">Contract Description</th> <th style="width: 30%;">Contract value</th> </tr> </thead> <tbody> <tr> <td>Core and Edge network switches</td> <td>£90,000</td> </tr> <tr> <td>Network Cabling</td> <td>£90,000</td> </tr> <tr> <td>VoIP support and maintenance</td> <td>£90,000</td> </tr> <tr> <td>Security support & advisory services</td> <td>£40,000</td> </tr> <tr> <td>Internet service provision</td> <td>£60,000</td> </tr> <tr> <td>Two-factor authentication</td> <td>£30,000</td> </tr> </tbody> </table>	Contract Description	Contract value	Core and Edge network switches	£90,000	Network Cabling	£90,000	VoIP support and maintenance	£90,000	Security support & advisory services	£40,000	Internet service provision	£60,000	Two-factor authentication	£30,000
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3.2	All costs will be met within Digital Services Revenue budgets														

4.	Equality and Good Relations Implications
	N/A

5	Call In
4.1	This decision is subject to Call In.

6.	Recommendations
6.1	<p>To provide Digital Services with authority to tender new contracts for:</p> <ul style="list-style-type: none"> • Core and Edge network switches • Network cabling • VoIP support & maintenance • Security support and advisory services, • Internet Service provision, • Two factor authentication

7.	Decision Tracking
	Officer responsible: Paul Gribben

8.	Key to abbreviations

9.	Documents Attached
	N/A