

WIRRAL COUNCIL

COUNCIL EXCELLENCE OVERVIEW & SCRUTINY COMMITTEE

12 JULY 2011

SUBJECT:	ICT SECURITY SOFTWARE
WARD/S AFFECTED:	ALL
REPORT OF:	DIRECTOR OF FINANCE
RESPONSIBLE PORTFOLIO HOLDER:	COUNCILLOR STEVE FOULKES
KEY DECISION?	NO

1.0 EXECUTIVE SUMMARY

- 1.1 This report informs Members of the award of a contract, under delegated authority, for the provision and support of ICT security software. The contract was awarded to Software Box for a period of three years at a total cost of £107,000, with an option to extend it for a further year if considered advantageous to the Council.

2.0 RECOMMENDATION

- 2.1 That Members note the award of the contract to Software Box for a period of three years at a total cost of £107,000, with the option to extend it for a further year.

3.0 REASONS FOR RECOMMENDATION

- 3.1 Tenders were invited via the Office of Government Commerce (OGC), which meets the requirements of both the EU procurement regulations and the Council constitution. The Procurement Team were consulted and assisted in the tendering process. Software Box submitted the lowest priced tender that met the service specification and was consequently awarded the contract under delegated authority.
- 3.2 At the end of the initial three years there may be advantages to the Council in extending the contract for a further year. These need to be evaluated at the time but would be dependent on a comparison between the products offered by the incumbent supplier and those available in the market place. A decision to invite tenders would also need to take into account the associated costs of changing supplier and re-implementing the security software.

4.0 BACKGROUND AND KEY ISSUES

- 4.1 The Council is increasingly dependent on ICT systems to carry out its day to day internal functions and the delivery of services to the public. Many of these rely on the corporate telecommunications network being connected to the Internet to exchange information with the public, business partners and suppliers, which leaves the Council computer systems vulnerable to attack from computer viruses, spyware and malware that could seriously affect their functionality, destroy data or allow unauthorised access to sensitive information. Since it is not feasible to operate without a connection to the Internet ICT security systems are used to mitigate the risks.
- 4.2 The Government has introduced networks that connect all public sector organisations. Wirral is connected to the Government Secure Extranet (GCSx), which is used to exchange data Government departments, other local authorities and the NHS. The Department for Work and Pensions (DWP) uses this network to deliver benefits information to the Council therefore it is essential to the effective provision of Housing Benefit and Council Tax Benefit. Since any network is only as secure as its weakest link, the Council must comply with the GCSx Code of Connection in order to remain connected to the Government networks. The software procured as part of this tender delivers some of the requirements to ensure compliance is achieved.
- 4.3 Under the Data Protection Act the Council has a duty of care to protect personal or sensitive information, including that stored in computer systems. The Information Commissioner has the power to fine an organisation up to £500,000 for the loss of such data. The ICT security solutions assist in preventing data loss and fulfilling this duty of care.
- 4.4 Tenders are invited periodically for the provision of these security solutions. The tender referred to in this report was for the provision of specialist software that forms part of that overall security solution. To assist in evaluation and comparison with existing solutions it was divided into lots, each with a specific purpose as summarised below.

Lot No.	Description	Purpose
1	Endpoint Security	Protection from; Viruses; Spyware / Adware; Malware; Spam; Phishing; Host Intrusion; Crimeware; Hackers; Buffer Overflow Attacks.
2	Endpoint Encryption	Full, or partial, encryption of magnetic disks & removable media to prevent data loss.
3	Privileged User Access Restriction	Prevents users changing system configuration or loading software.
4	Mobile Device Management & Security	As per lots 1, 2 & 3 for mobile devices.
5	VDI Security	As per lots 1&3 for virtual devices
6	Data Loss Prevention	Prevents sensitive data being exported or transferred to removable media.

4.5 Tenders were invited via the relevant OGC framework agreement using a process that conforms to EU procurement rules and meets the requirements of the Council constitution. The Procurement Unit assisted in the preparation of the tender, tender evaluation and award of contract. All suppliers registered on the OGC framework were invited to submit a tender, namely:

Civica UK
Computacenter (UK)
Equanet
Fujitsu Services
Insight Direct (UK)
Phoenix Software
Softcat
Software Box
Specialist Computer Centres (SCC)
Trustmarque Solutions

4.6. Of those invited, tenders were received from:

Insight Direct (UK) (Two alternatives)
Phoenix Software
Softcat
Software Box

4.7. Each submission was evaluated and scored against predetermined assessment criteria. One submission was incomplete and so was discounted. The tenders submitted:-

Summary of Tender Costs	
Company	£
Software Box	107,377
Tender A	132,123
Tender B	210,787
Tender C	246,222

4.8. The tender from Software Box offered goods and services that met the service specification at the lowest cost and was consequently awarded the contract under delegated authority.

5.0 RELEVANT RISKS

5.1 *The supplier ceases to trade.*

The solution purchased is developed by McAfee, a multinational organisation that specialises in ICT security systems. Other suppliers exist in the market place that can support the solution.

Key staff leave the organisation.

Security systems are implemented by a team of staff within ITS. There is limited reliance on single individuals.

New ICT security threats emerge.

This is happening continually but McAfee is a specialist in this area and provides timely responses to new threats. However the Council is dependant on them for this.

Government ICT policy or security requirements change.

Experience suggests that sufficient notice would be given to enable the Council to modify the ICT security solutions to meet any change in requirements.

6.0 OTHER OPTIONS CONSIDERED

- 6.1 Options for alternative solutions were considered as part of the tendering process.

7.0 CONSULTATION

- 7.1 Internal departments were consulted via the Information Strategy Group (ISG). Discussions were also held with representatives from Siemens, who are subcontractors of the DWP and responsible for ensuring the Council is compliant with the GCSx Code of Connection, to ensure the service specification contained within the tender would result in security solutions that assist compliance.

8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

- 8.1 None

9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

- 9.1 Funding is available from corporate ICT budgets. Implementation can be accommodated within existing staff resources. The software will be entered in the software asset register and managed via the Software Asset Management system.

10.0 LEGAL IMPLICATIONS

- 10.1 None

11.0 EQUALITIES IMPLICATIONS

- 11.1 None

- 11.2 Equality Impact Assessment (EIA)

- | | |
|---------------------------------------|----|
| (a) Is an EIA required? | No |
| (b) If 'yes', has one been completed? | No |

12.0 CARBON REDUCTION IMPLICATIONS

- 12.1 None

13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

13.1 None

FNCE/149/11

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APPENDICES

None

REFERENCE MATERIAL

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date