

Record of officer decision

| Decision title: | SolarWinds Support and Maintenance Renewal 2019 | | | | | | | | | | | | |
|--|---|------------|-----------|-------|----------------------|----------|------------|------------|----------|---------|------------|-----------|---------|
| Date of decision: | 09 th December 2019 | | | | | | | | | | | | |
| Decision maker: | Assistant Director Corporate Support | | | | | | | | | | | | |
| Authority for delegated decision: | Herefordshire Council's Constitution (19 May 2017) Scheme of Delegation, Part 3: Section 7 – Officer Functions: 3.7.5 Operational decisions. Chief Executive Scheme of Delegation to Officers (updated 1st April 2019), point 75 ICT Commissioning and Strategy to Assistant Director Corporate Support. | | | | | | | | | | | | |
| Ward: | Countywide | | | | | | | | | | | | |
| Consultation: | n/a | | | | | | | | | | | | |
| Decision made: | Award a contract to Phoenix Software Ltd for the provision of SolarWinds and support for a period of 3 years for a total cost of £37,480.09. | | | | | | | | | | | | |
| Reasons for decision: | <p>Herefordshire Council use a number of the SolarWinds products to maintain and monitor their network equipment. The products being used are:</p> <ul style="list-style-type: none"> • Network Performance Monitor – monitors the availability, bandwidth utilisation and other metrics of network equipment • Network Configuration Manager – backs up the configuration of networking equipment • IP Address Management – database of the in use IP address space used on the network to avoid duplication • Voice and Network Quality – Monitor the quality of the network, and the experience of voice over the network. <p>Quotes were obtained from 3 suppliers to demonstrate best value for 3 years maintenance at the current licensing level.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Supplier</th> <th style="text-align: left;">Quote Ref</th> <th style="text-align: left;">Value</th> </tr> </thead> <tbody> <tr> <td>Phoenix Software Ltd</td> <td>01143279</td> <td>£37,480.09</td> </tr> <tr> <td>Supplier B</td> <td>QE454102</td> <td>£38,031</td> </tr> <tr> <td>Supplier C</td> <td>22279.1.1</td> <td>£38,031</td> </tr> </tbody> </table> <p>Phoenix Software Ltd is the preferred supplier due to price.</p> | Supplier | Quote Ref | Value | Phoenix Software Ltd | 01143279 | £37,480.09 | Supplier B | QE454102 | £38,031 | Supplier C | 22279.1.1 | £38,031 |
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| Phoenix Software Ltd | 01143279 | £37,480.09 | | | | | | | | | | | |
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| Supplier C | 22279.1.1 | £38,031 | | | | | | | | | | | |
| Highlight any associated risks/finance/legal/equality considerations: | If the software does not have a maintenance and support contract there is a security and compliance risk. Any product issues that may occur may result in ineffective monitoring of the network, impacting the Council's ability to deliver its services. | | | | | | | | | | | | |
| Details of any alternative options considered and rejected: | Do nothing – as outlined above this could lead to operational and security risks. | | | | | | | | | | | | |
| Details of any declarations of interest made: | None | | | | | | | | | | | | |

Signed..... Date: 09 December 2019