



Bulloo
Shire

Part 2 SPECIFICATION

Request for Tender (RFT):	ICT Management and Support Services
Closing Time:	4:00pm on Monday, 24 th March 2025
RFT Number:	T2024-2025-109

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DEFINITIONS

Business Days	means any day that is not Saturday, Sunday or a public holiday in Queensland.
Confidential Information	means information that is by its nature confidential; or is communicated by the disclosing party to the confidant as confidential; or the confidant knows or ought to know is confidential but excludes any information which the confidant can establish was in the public domain, unless it came into the public domain due to a breach of confidentiality by the confidant or another person, independently developed by the confidant or in the possession of the confidant without breach of confidentiality by the confidant or other person.
Contract	means the legally binding agreement between the Principal and the Contractor for the provision of Services, products or deliverables as set out in the Order under these general terms and conditions.
Contract Price	means the price inclusive of GST, payable in Australian dollars, by the Principal for the Service, product or deliverable under this Contract.
Contract Specification	means all of the technical or descriptive specifications of functional, operational, performance or other characteristics required of a deliverable to be provided by the Contractor under the Contract as specified in the Order and if no specifications are specified in the Order, the user documentation that is provided with the deliverable.
Existing Material	means the licensed software or any material that is developed prior to the commencement date of this Contract, or developed independently of the Contract, and in both cases is incorporated into a deliverable under this Contract.
Intellectual Property Rights	means all intellectual property rights including copyright, patent, trademark, design, semi-conductor or circuit layout rights, registered design, trademarks or other protected rights, existing worldwide; and any license, consent, application or right, to use or grant the use of, or apply for the registration of any of the rights referred to above, but does not include the right to keep Confidential Information confidential, moral rights as defined in the Copyright Act 1968 (Cth), business names, company names or domain names.
New Material	means any material that is newly created by or on behalf of the Contractor during the performance of its obligations under this Contract, incorporated into a deliverable and delivered to the Principal in accordance with the requirements of the Contract, except for any material that is Existing Material belonging to the Principal or to a third party or any adaptation, translation or derivative of that Existing Material.
Product	means hardware and licensed software only.
Service	means anything provided that is not a product under this Contract, being one or more of the ICT services set out in Schedule 1 as may be updated from time to time.
Systems	Council's current ICT systems as set out in Schedule 3.

INTRODUCTION

The aim of this agreement is to provide a basis for close co-operation between Bulloo Shire Council and Tenderer, for ICT management and support services to be provided by the Tenderer to the Bulloo Shire Council, thereby ensuring a timely and efficient support service is available to Council end users.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

OBJECTIVES OF SERVICE LEVEL AGREEMENTS

1. To create an environment which is conducive to a co-operative relationship between the Tenderer and Bulloo Shire Council to ensure the effective support of end users.
2. To document the responsibilities of all parties taking part in the agreement.
3. To ensure that Bulloo Shire Council achieves the provision of a high quality of service for end users with the full support of the Tenderer.
4. To define the commencement of the agreement, its initial term and the provision for reviews.
5. To define in detail the service to be delivered by the Tenderer and the level of service which can be expected by Bulloo Shire Council, thereby reducing the risk of misunderstandings.
6. To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels.
7. To provide for all parties to the service level agreement a single, easily referenced document which caters for all objectives as listed above.

PERIOD OF AGREEMENT

This agreement will commence on the date specified in the official Order following the acceptance by both parties. This agreement is for a period of 3 years.

REVIEW PROCEDURE

This agreement will be reviewed on an annual, or at a mutually agreed date, by Bulloo Shire Council and the Tenderer. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

Council's intention is to retender after the expiry of this agreement.

REPRESENTATIVES

Bulloo Shire Council and the Tenderer nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

Bulloo Shire Council:	Chief Executive Officer
Tenderer:	Tenderer's Representative

SERVICE LEVEL MONITORING

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to the Principal and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both Bulloo Shire Council and Tenderer. In the event of a discrepancy between actual and targeted service levels both Bulloo Shire Council and Tenderer are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by Bulloo Shire Council. Reports will be produced as and when required and forwarded to the Tenderer contact.

Service level monitoring and reporting is performed on response times for faults, as specified in this agreement.

COMPLAINTS

All complaints relating to the operation of the help service, including:

- a) expected level of support;
 - b) actual support offered, delivered and closure of issue;
 - c) personnel responsible for providing or administering support; and
 - d) any other issue relating to this document or the relationship between Bulloo Shire Council and Tenderer,
- received by either party will be forwarded in writing and distributed concurrently to the signatories of this document. The intent is to ensure thorough, timely and open resolution of all such problems.

PAYMENTS

Bulloo Shire Council will pay the annual fee on a monthly basis within 30 days after receiving a correctly rendered invoice.

TENDERERS RESPONSIBILITIES

FUNCTIONAL OVERVIEW

Tenderer to provide the services in accordance with the Specification and with due skill and care to a professional standard.

INVOICE

Tenderer must submit a correctly rendered invoice to the Bulloo Shire Council, that:

- a) is correctly addressed and calculated in accordance with the Contract;
- b) relates only to the deliverables that have been accepted by the Principal;
- c) is for an amount which, together with all previously correctly rendered invoices, does not exceed the Contract Price;
- d) includes any purchase order number, the name and phone number of the Contract Manager and identification if the Contractor is a small business; and
- e) is a valid invoice in accordance with the GST Act.

INSURANCE

The Tenderer must hold and maintain each of the following insurance;

- a) public liability insurance with an indemnity of at least \$20,000,000 in respect of each claim for the period of Contract;
- b) product liability insurance with an indemnity of at least \$20,000,000 for the total aggregate liability for all claims for the period of Contract;
- c) workers' compensation insurance in accordance with applicable legislation; and
- d) professional indemnity insurance of \$20,000,000 for all claims made by the Principal during the Contract period and for at least four years after the end of the Contract.

If requested, provide a certificate of currency or evidence of adequate self-insurance for each of the above insurances to the satisfaction of Bulloo Shire Council.

HOURS OF OPERATION

A Tenderers representative will be available to provide support functions between the hours of 7:00am and 5:30pm Monday to Friday, public holidays accepted, unless alternative arrangements have been agreed to by Bulloo Shire Council.

SERVICE LEVEL TARGETS

The Tenderer will respond within the time specified by the priority allocation. Bulloo Shire Council will issue reports as and when required to the Tenderer unit manager for the purpose of gauging Tenderer performance.

RESPONSE TIMES

The Tenderer will accept the priority assigned to a fault by Bulloo Shire Council, as per Response Priority table and priority assignment criteria.

This table shows the priority assigned to faults according to the perceived importance of the reported situation.

Response Priority:

Support Level	Business Critical	Business Critical	Non-Business Critical	Non-Business Critical	Request For Service
	Fatal	Impaired	Fatal	Impaired	
High	A	B	B	C	R
Medium	A	B	C	C	R
Low	B or C	C or D	C or D	D	R

Fatal	-	Total system inoperability.
Impaired	-	Partial system inoperability.
Business Critical	-	Unable to perform core business functions.
Non-Business Critical	-	Able to perform limited core business functions.

PRIORITY LEVEL RESPONSE TIMES

Table below shows the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during specified working hours of 8:00am to 5:30pm Monday to Friday, unless otherwise indicated in this document, or otherwise agreed upon by Bulloo Shire Council and Tenderer.

The indicated telephone response time represents the maximum delay between a fault/request being reported to the Tenderer and a Tenderer's representative contacting the Council by telephone. The purpose of this telephone contact with the Bulloo Shire Council client by Tenderer is to notify the client of the receipt of the fault/request from Bulloo Shire Council and provide the client with details of the proposed action to be taken in respect of the particular fault/request.

The Tenderer's representative must notify Council immediately upon escalation of faults/request initially referred to the Tenderer by Bulloo Shire Council.

Escalated faults/requests will require telephone response to the Bulloo Shire Council client by the Tenderer in the same manner as for referred faults.

Priority Level Response Times:

Priority Level	Response Time	Issue Criteria by Priority	Resolving the Issue
A	15 minutes	<ul style="list-style-type: none"> A problem affecting multiple business functions or users, preventing them from performing their jobs. 	30 minutes
B	30 minutes	<ul style="list-style-type: none"> A problem involving failure of a server or critical network equipment or application A virus related issue Lack of network access A problem involving a user being unable to perform a specific task or job required due to a system failure. 	2 working hours
C	60 minutes	<ul style="list-style-type: none"> A problem involving the failure of an application Installation of new software/hardware A task that is not critical or high as the user can still perform their job requirements 	2 working days
D	60 minutes	<ul style="list-style-type: none"> Routine questions Client modifications Relocation of devices or assistance with basic performance requirements 	Up to 7 days unless otherwise advised

It is anticipated that the majority of requests are not significant in nature, however, would be responded to as a Level D priority.

Where the system is compromised, or fails, response would be required at a Level A.

SERVICE DESK

Level 1 Support

The Tenderer's service desk is available to the Principal during the contracted support hours. The service desk acts as a first point of contact for queries and support requests.

The support desk will track all support requests and queries in the Tenderer's Support Tracking system, and ensure SLA response times are met. SLA response times are monitored by the Council Representative.

Level 2 & 3 Support

Support requests or queries which cannot be addressed by Level 1 support are escalated to level 2 & 3 support engineers. Level 2 and 3 support representatives will work directly with the Principal's executive team members to achieve a suitable outcome.

AUTOMATED MONITORING SYSTEM

The Tenderer will implement a customised network monitoring system, to provide real-time monitoring of Bulloo Shire Council's ICT Infrastructure.

The Tenderer will pro-actively manage/respond to any warnings or alerts, and provide status updates to of Bulloo Shire Council. The monitoring system will also provide availability data to ensure uptime targets are achieved.

Bulloo Shire Council's IT contact will be provided access to the monitoring system, and be included in automated alerts (if desired).

AFTERHOURS SCHEDULED MAINTENANCE WINDOW

The Tenderer will agree to a schedule with Bulloo Shire Council to perform afterhours maintenance tasks. The afterhours maintenance window will be utilised for the installation of critical software updates to Bulloo Shire Council servers and firmware updates to network infrastructure.

The afterhours maintenance window will also include other fault resolution/preventative maintenance tasks, which could potentially be disruptive to network users if performed during business hours.

SCHEDULED ONSITE VISITS

This agreement has provision for up to one on-site visit per year. These visits will be scheduled with Council to provide the highest possible value. The work that is performed during the scheduled onsite visits is subject to the support inclusions defined in this agreement and will include maintenance activities and auditing ICT infrastructure. Travel and accommodation will be organised by Bulloo Shire Council as agreed.

Any additional out of scope work that is performed as part of a scheduled onsite visits, will be agreed with Council and charged at Tenderer's standard rates.

EMERGENCY ONSITE VISITS

This agreement has provision to provide emergency onsite visits to address problems or issues that have or could cause Bulloo Shire Council's core IT systems to drop below the availability target specified in this agreement.

PROVISION OF RESOURCES

The Tenderer is responsible for providing the necessary equipment and personnel required to provide the services set out in this Specification.

ACCESS TO SYSTEM

Bulloo Shire Council shall make the necessary arrangements to ensure that all facilities of Bulloo Shire Council covered by this agreement can be accessed by the Tenderer's staff both remotely and physically at all times.

CONFIDENTIAL INFORMATION

The Tenderer must not disclose to any person, other than Council, any Confidential Information relating to the Contract or the deliverables, without the prior written approval of the Principal.

The Tenderer must take all reasonable steps to ensure that all personnel performing the Services do not disclose, to any person, Bulloo Shire Council's Confidential Information or use the Confidential Information other than for the purposes of performing the Services under this Contract.

This obligation will not be breached where the Tenderer is required by law or a Stock Exchange to disclose the relevant information.

At any time, Bulloo Shire Council may require the Tenderer to arrange for its employees, agents or subcontractors to give a written undertaking relating to non-disclosure of the Principal's Confidential Information in the form acceptable to the Principal.

Bulloo Shire Council must not disclose any of the Tenderer's Confidential Information to any person without prior written approval, unless disclosure of this information is required by law or by Parliament.

Bulloo Shire Council is not bound to keep any information in connection with the Contract confidential except for the Tenderer's Confidential Information. Bulloo Shire Council will not be in breach of any confidentiality agreement where they are required by Parliament or by law to disclose the information.

RISK

The risk of any loss or damage to the deliverables remains with the Tenderer until their delivery to Bulloo Shire Council at the delivery location.

DAMAGE CAUSED BY THE CONTRACTOR

The Tenderer shall immediately report to the Principal any damage caused to persons or property and/or if a member of the public makes a claim against the Contractor. The Contractor shall be responsible (at no cost to the Principal) for any rectification or compensation, of any damage caused by the Contractor's staff or agents of the Contractor or plant as a result of carrying out any of the scheduled works.

The Tenderer shall indemnify the Principal against claims by any person against the Principal in respect of personal injury or death or loss of or damage to any property arising out of or as a consequence of the carrying out by the Contractor of the work under the Contract.

If the Tenderer fails to comply with an obligation under this clause the Principal may in addition to any other remedy perform the obligation on the Contractor's behalf and the cost incurred by the Principal shall be a debt to the Contractor to the Principal.

PRICE

The Contract Price is the maximum price payable for the deliverables and is exclusive of all GST and all taxes, duties (including any customs duty) and government charges imposed or levied in Australia or overseas.

The pricing is fixed and firm for a minimum period of twelve (12) months. Pricing can be updated by the Contractor annually, at the anniversary of the commencement of the contract, upon application in writing to Council's Chief Executive Officer, along with justification for the variation. Amended pricing schedules shall be provided in Excel format. Council has sole discretion to negotiate and accept/reject the price variation request. The Contractor shall not pass on any price variations until approved to do so by Council. Please refer also to the General Conditions of Contract.

Bulloo Shire Council is not required to pay any amount in excess of the Contract Price including, without limitation, the cost of any packaging, marking, handling, freight and delivery, insurance and any other applicable costs and charges.

REQUEST FOR ADDITIONAL SERVICES

Quotations will be requested via Council office and will:

- a) specify the Services required, however more detailed specifications may be issued by Council depending on the complexity of the job;
- b) provide the Contractor with written confirmation through the issue of purchase orders;
- c) request services on an as needs basis. If so requested, the Contractor must ensure the Services are carried out as per the agreed timeframes.

INTELLECTUAL PROPERTY

The Tenderer retains Intellectual Property Rights in any Existing Material of theirs. Bulloo Shire Council retains Intellectual Property Rights in any Existing Material of Council.

Bulloo Shire Council grants to the Tenderer and its contractors, a non-exclusive, non-transferrable licence to use any customer supplied item to the extent necessary to perform its obligations under the Contract.

VARIATIONS

The agreement may be varied at any time by negotiation and consent of both parties.

CANCELLATION OF ORDER

In the event of the Contractor failing to execute any of the materials in a manner satisfactory to Council, or within the nominated time or failing to comply with any of the Conditions of Tender, Council has the authority to cancel the agreement without accepting any liability in respect to costs, which may or may not be encountered.

QUALITY ASSURANCE

Certification by a qualified third party with evidence of Quality Assurance procedures in accordance with AS/NZS ISO 9001:2008 are highly desirable, although not a mandatory criterion for this Contract. Contractors are required to provide details and proof of their Quality Assurance system to purchasers on request.

Demonstrated evidence of an internal Quality Assurance system may also be acceptable.

If an internal Quality Management System is in place, Contractors are required to include reference to all quality management practices, audits and/or monitoring programs used to maximise, maintain and enhance the continual improvement processes of quality assurance.

Contractors are required to provide details of other frameworks or standards that will be used in providing services under this Contract, along with their compliance and maturity against the standard or framework and whether it has been externally assessed.

LEGISLATION, STANDARDS AND CODES OF PRACTICE RELEVANT TO THIS CONTRACT

The Tenderer must comply with all relevant Australian standards, legislative and statutory requirements and manufacturer's recommendations. Supporting evidence may be required that such statutory requirements and manufacturer's recommendations have been met.

TENDER SELECTION CRITERIA

Contractor services will not be hired on price alone.

The outcome of the Tender assessment will determine the priority order for hire of individual trade services. However, the hire of any trade services will be at the absolute discretion of Council to determine the most efficient delivery method of the works program.

Trade service performance will be continually assessed for the duration of the Contract period. Poor performance in non-price criteria may affect the original assessment priority order throughout the Contract period. The assessment criteria is set out in Part 3 – Tenderer's Submission Form.

SCHEDULE 1 – Services

“Service” means anything provided that is not a product including but not limited to:

- a) Development Services;
- b) Hardware & Software Support Services;
- c) Hardware & Software Maintenance Services;
- d) Helpdesk Services; and
- e) Professional Services.

SERVICE SUMMARY:

The following table provides a list of the included ICT management and support services.

Services
Service Catalogue
Asset Management
Inventory
Asset tracking and reporting
Hardware replacement schedule
Software license management (License Register)
Onsite site inspection (annually)
Desktop Support
Managed service helpdesk (switches, client computers, thin clients, laptops, printers)
Troubleshooting of issues with SOE applications
Co-ordination of external support agencies for the support of SOE applications
Onsite fault rectification of SOE application issues
Hardware Break/Fix Maintenance
Annual inspection of hardware
Troubleshooting of hardware issues for the defined support equipment
Co-ordination of external support agencies for hardware repairs
Onsite fault rectification of major hardware issues
Management of server room UPS systems
Server Infrastructure and Systems
Administration of user accounts
Server security management (file permissions, group management)
Server monitoring/reporting (including analytics and usage reports and security logging reports)
Cyber Security prevention/eradication
Backup/recover services
Server hardware maintenance
Maintain server documentation
Server or network equipment not covered by manufacturer’s warranty
None-SOE equipment connected to the LAN
Local Premise Network
LAN administration
LAN monitoring
LAN fault management

Network patch panel management
Maintain LAN documentation
Installation of cabling outside of patch cabinet or server room
Software Distribution
SOE Software image build
SOE Software image maintenance
Software distribution
Software patch management (SOE application updates)
Malware/Virus software updates
Installation of operating system patches on servers
Installation of non SOE applications
Management/troubleshooting of non SOE applications
Email Management
User administration
Email server management and administration
Email distribution group administration
Service Level Management
Service level reporting
Support logging/tracking system
System performance/availability reporting
System resource utilisation
Capacity planning
Printer Management
Printer network configuration and deployment
Configuration management
Printer maintenance co-ordination
Troubleshooting of printer issues
Hardware repairs to printers
Application Support
Management and maintenance of the host server and underlying hardware
Management and maintenance of the host server operating system
Management and maintenance of the network environment supporting the host server
Security configuration to limit un-authorised access to server (file permissions, domain security policy)
Troubleshooting of hardware and software issues affecting the hosted application
Training/assistance of users in the use of the applications

Remote Access
Support for up to 30 names users
Installation of software updates as required by the SOE
Connectivity to Terminal Server
Security hardening of terminal services environment
Support for users utilising non-client owned equipment
Connectivity of 3rd party devices to the terminal server environment
Support of user's internet connectivity not supplied by the client
Perimeter and Email Security
Email anti-spam system updates and rule deployment
Firewall rule-set management and optimisation
Client VPN system (PPTP, OpenVPN) management and optimisation
Intrusion Detection System management and updates
Internet browsing control, management and reporting
SSL VPN management
IP traffic shaping & prioritisation
Support for non-client machines connecting to the VPM systems
Data Integrity and Disaster Recovery
Server imaging or critical servers
SAN configuration management and maintenance
Disaster recovery functional testing
Virtual Infrastructure Environment
Management of Virtual Infrastructure Hosts
Installation of software updates to Virtual Infrastructure Hosts
Configuration management of virtualised environment
WAN & Routing Management
Management of firewalls & routing devices
Management of switch configurations
Management and reporting of WAN performance
Recommendations to improve performance and resolve issues
Management of routing topology
Management of ethernet infrastructure utilised for storage provisioning
Proactive monitoring of WAN links
Management of devices not recommended or deemed suitable for the assigned task
Management of microwave radio equipment
Management of any device not covered by manufactures warranty or maintenance agreement

Database Administration
Management of databases located on nominated SQL servers
Management of SQL resource utilisation and performance tuning
Provide recommendations to improve performance and overcome problems
Ensure maintenance plans and snap shooting are functioning correctly
Management of SQL databases not located on nominated SQL servers
Fault rectification of issues caused by other parties that are granted access to the SQL server
Data Backup & Recovery
Provide recommendation on best practise backup and recovery processes
Management of daily backups and backup coverage
Restoration of data from backups as required
Reporting
Provide monthly service reports including activities and projects undertaken
Third Party Vendor Management
Liaise with third parties to resolve issues and keep systems operational
Proactive Engagement
Ensure that Council is kept aware of “emerging trends and technologies” and assist Council to stay current.

EXCLUSIONS AND SPECIAL CONDITION

Onsite Managed Service for Bulloo Shire Council excludes:

- a) All Third-Party Client Licence Fees (Other than those detailed earlier in this Annexure);
- b) Supply of and integration of all 3rd party software not covered within the scope of this arrangement;
- c) Supply of and licensing of Principal's software to deliver their existing information technology environment outside the scope of this proposal;
- d) Provision, supply and installation of additional applications and software outside the scope of this proposal; and
- e) Provision of Implementation Services other than for requirements to deliver the scope of this arrangement.

CONDITIONS OF SERVICE

The following are standard conditions of service which must be adhered to for continuation of service. The service provider will not be held responsible for any issues that arise through non-compliance with these requirements.

Requirements:

- a) The addition of extra servers, will need to be individually agreed on as case by case basis and potentially incur additional costs;
- b) The service provider needs to be made aware of any planned material changes to configurations or components for which support is provided;
- c) Responsibility for data retention and backup frequency definitions. The service provider will provide examples and recommendations but, cannot be held responsible for RPO & RTO's;
- d) Sufficient storage processing and network bandwidth capabilities;
- e) Appropriate VPN remote access;

- f) Privileged domain accounts; and
- g) Notification for planned maintenance which could affect storage services i.e. network and environmental.

SCHEDULE 2 – Systems

HARDWARE

The basic network hardware consists of;

1	ProLiant DL20 Gen11 Physical Server
2	2 Eaton Uninterruptible Power Supply units & 2 EBMs
10	Cambium Network Switches
7	Access Points
2	Sophos firewall Appliances – Active & Passive
1	Alcatel Lucent Phone System
1	Telstra Cisco Router

NETWORK CABLING

The network cabling is Category 5E Ethernet throughout the Council's three sites. There are optic fibre connections from the Administration Centre to the Depot, the Visitor's Information Centre and the Explorer's Caravan Park.

WINDOWS DOMAIN

Name: bulloo.local
Domain function level: Windows Server 2012
Forest function Level: Windows Server 2012
Domain Controllers
BULLSC-DC01 Microsoft Windows Server 2022 Datacenter Azure Edition
BULLSC-DC02 Microsoft Windows Server 2022 Standard

SERVERS

The servers active on the Council's Azure Tenancy are:

BULLSC-DC01	Windows Server 2022 Datacenter Azure Edition	Domain Controller	Virtual Server
BSC-APP01	Windows Server 2016 Standard	Practical 2024. Firebird SQL database server for practical	Virtual Server
BSC-APP02	Windows Server 2019 Standard	SQL Server 2016. Database server for InfoCouncil	Virtual Server
Infopert01	Windows Server 2019 Standard	Magiq Documents Server	Virtual Server
BULLSC-VDI-0	Microsoft Windows 11 Enterprise multi-session	Published App VDI	Virtual machine

The servers active on the Council's Local network are:

FT-43751	Windows Server 2016 Standard	Host & Monitoring Server - ProLiant DL20 Gen11	Physical Server
BULLSC-DC02	Microsoft Windows Server 2022 Standard	Local Domain Controller	Virtual Server

EMAIL

Email Server is hosted, Microsoft 365 Exchange Server

DATABASE SERVERS

BSC-App01	Windows Server 2016 Standard	Practical 2024. Firebird SQL	Database Server for practical	BSC-App01
BSC-App02	Windows Server 2019 Standard	SQL Server 2016.	Database server for InfoCouncil	BSC-App02
infoXpert01	Windows Server 2016 Standard	SQL Server 2022	Database server for Magic Docs.	infoXpert01

BACKUP

Backups of the virtual machines are performed using Azure and cloud backup. It creates a backup on the Azure portal where the VMs are hosted, while the on-premises VM is stored in the cloud.

WORKSTATIONS

The user workstations consist of a mix of Lenovo and HP devices, each equipped with Intel i7 processors and 8 GB of RAM. The standard operating environment (SOE) for the Council is Windows 10 Professional, 64-bit versions in use. Currently 28 have Windows 11 Professional with the remaining to be upgraded or replaced by October 2025.

There are approximately 39 workstations and 18 laptops.

INTERNET

A Telstra Fibre Internet Direct service providing wide area network capability through the Telstra Private Network. The integration of **2 Starlink backups** means that, in case of failure or disruption in the primary Telstra network, the service will automatically switch to two independent Starlink satellite internet connections.

SECURITY

The primary components of a network security system are the router (perimeter device) and the network anti-virus system. Currently Bulloo Shire Council has a Sophos router/firewall and Symantec End Point Protection.

APPLICATIONS

- Practical Plus – Financial Application
- Magiq - EDRMS
- InfoCouncil – Agenda & Minute Software
- Microsoft Azure
- Sophos Endpoint Protection – Antivirus
- Microsoft Office 2019 – Mostly replaced with O365
- Office 365, Business Premium, F3 & Exchange Online Plan 1 licensing
- *Microsoft SQL Server (Azure)*
- File Server in Azure
- Printing is handled by Printix
- Backup Software – Acronis and Azure Backups