

# **WEST DUNBARTONSHIRE COUNCIL**

## **Report by Chief Executive**

**Tendering Committee – 25<sup>th</sup> April 2007**

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### **Subject: Tender for the Supply and Maintenance of an Externally Managed Anti-spam Service**

#### **1. Purpose**

- 1.1** This report seeks Committee approval to tender for an externally managed Anti-spam service.

#### **2. Background**

- 2.1** West Dunbartonshire Council has increasingly become dependant on Email for communication between Members, officers and partner agencies. Over time the volumes of electronic mail have risen dramatically, as have the risks associated with running mail services.
- 2.2** The Council's Email volumes are constantly rising as are the corresponding levels of SPAM and other types of unwanted messages. Currently the Council utilises an Email archive tool that archives all messages that touch the Council's mail servers.
- 2.3** Over the last 6 months, Email messages have been arriving at an approximate rate of over 10000 per day with around 35% of these classified as SPAM, this dramatic increase in SPAM has been reported world wide. As well as the inconvenience to the end user, the implication of this is that the archive tool is storing up to 17500 SPAM messages per week.

#### **3. Main Issues**

- 3.1** In the event that an externally managed Anti-Spam service is deployed:
- The overhead on the Council's mail archive tool would be less therefore reducing the likelihood that more additional disk space would need to be purchased to meet our legal requirements for data retention.
  - There would be a significantly reduced chance of inappropriate material reaching a users mailbox.

**3.2** The Council already deploys an internal Anti-Virus measure which interrogates data as soon as it touches the Council's networks, this proposal does not intend changing the existing setup, merely introducing a further protective layer that is able to interrogate all Email traffic before it touches any of the Council's networks.

**3.3** There are Anti-SPAM and Anti-Virus services available that will perform this function, WDC's ICT & BD department are seeking approval to tender for this service.

#### **4. Personnel Issues**

**4.1** There are no personnel issues.

#### **5. Financial Implications**

**5.1** The anticipated cost for this service is likely to be between £30000 and £32000 per annum. It is proposed that the initial contract will be awarded for three years with options for renewal thereafter. Approval was given by the CMT on 13<sup>th</sup> March to allocate revenue costs for this.

#### **6 Risk Analysis**

**6.1** The Council is currently receiving an increasing volume of SPAM and other types of unwanted mail. With the introduction of this proposal there would be a significantly reduced chance of inappropriate material reaching a users mailbox, resulting in a reduced risk of legal action against the Council as a result of failure to protect employees from offensive images/material.

#### **7. Conclusions**

**7.1** A tendering exercise will provide a competitive and transparent option for the delivery of this service.

#### **8. Recommendation**

**8.1** The Committee is invited to approve the initiation of an open tendering route for the supply of an externally managed anti-spam service.

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**David McMillan**  
**Chief Executive**  
**Date: 3<sup>rd</sup> April 2007**

**Person to Contact:** Angela Clements, Head of ICT & Business Development  
Telephone 01389 737574

**Appendices:** None

**Background Papers:** Report submitted to the CMT dated 16<sup>th</sup> January 2007

**Ward Affected:** None