

ICT Services Presentation Overview including Scoring Methodology

Tenderers are required to deliver a 20-minute presentation as part of the evaluation process.

The presentation will be timed and capped to a maximum of 20 minutes. Tenderers will be allowed a few minutes to prepare before the 20-minute time allocation is started. There will be **no** opportunity for questions or answers during or after the presentation. Tenderers are required to submit an electronic copy of the presentation to the evaluation panel. Instructions regarding the use of screens or projection & how devices can be connected will follow when the date/time/location of the presentation is finalised.

The topic of the presentation is as follows:

For the purposes of the presentation, the Tenderer is required to assume they are providing a Tier 1 managed service for Bishops Church of England Primary Academy and that the proposed active network, wireless and server solution outlined in the tender documentation has been implemented and is fully operational. The Tenderer is required to present on how they would respond to the following scenarios at this Academy:

Scenario 1:

A teacher has just started to deliver a 90-minute lesson plan on science. The lesson is happening in a standard non-specialist teaching room. The class group activity is 1:1 use of touch screen devices using a specialised piece of software. The wireless connection to all the groups touch screen devices fail. The classroom teacher phones the help desk from the classroom to report the issue.

Scenario 1 Question: What is the process you will undergo to address the issue and rescue the class activity? Describe the user experience (teacher, Recipient Representative, Customer/Trust Representative) throughout this process. What is the experience in regards to the interactions and type of response/support the teacher will receive to address the issue and rescue the class activity?

Scenario 2:

A power surge in the local electricity substation causes temporary spike of electricity supply to the Academy building. A server malfunctions causing a network issue. The resulting network issue is that users cannot authenticate (logon to any devices).

Scenario 2 Question: How will your service address the immediate action of restoring server function and what is the long-term action to investigate and take steps to ensure that this issue will not recur? Use a sample report detailing the investigation and mitigation actions following a serious network failure to illustrate your process.

Scoring Methodology

- Presentation clearly answers all questions relating to the 2 scenarios.
- Approach described reflects a relevant and appropriate response to each scenario.
- Process for resolution of each scenario is comprehensively described with each step outlined clearly.
- Sufficient and relevant information is accessible throughout the process to enable relevant parties to monitor progress and to plan accordingly.
- Means, methods, frequency and quality of communication with relevant parties throughout the process is sufficient and appropriate