



Response to Specification (Evaluation Criteria) - Technical Questions

Relating to: Invitation to Tender for the Provision of ICT Services at DNEAT

Tenderer Name: _____

Please provide responses in the boxes below enlarging the box as required.

Please also note the maximum word count for each question.

Tenderers are required to enter the word count for each response in the space provided. It should be noted that where attachments / sample documentation have been requested these will not count towards the overall word count for a question.

Tenderers may submit documents that supplement their response relating to specific questions, if requested. However, Tenderers must not include any extraneous information which has not been specifically requested (such as any sales literature and standard terms of trading). Any such information will not be evaluated by The Authority and will not form part of the resultant Contract.

Any supporting documentation (attachments) provided must include a reference in the filename and that filename must be referenced in the response below.

Please note a full outline of the questions scoring methodology is contained within the spreadsheet document entitled "**ICT Services Scoring Methodology**" contained within the Tender Document set. This document should be reviewed prior to completion of the below.

Question Number & Title	Question Outline and Response
<p>Q1 – Management of Legacy Assets.</p> <p>Max Word Count: 500 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>Tenderers are requested to describe their approach to the management of legacy assets for use within delivery of a managed service via the Framework, including the support of assets that are out of warranty or those that fall below a minimum requirement. Describe how you assess legacy assets and provide an indicative example of your minimum requirement for support of a Windows laptop within the agreed SLA. Using a Windows laptop as the example, where this asset falls below the minimum requirements, describe your approach to supporting this asset.</p>



<p>Q2 – Service Desk</p> <p>Max Word Count: 800 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>Tenderers are required to outline their methodology for delivering the Service Desk requirements as detailed within section 4.3.1 of the specification. Describe who can access the Service Desk and how. Describe how you ensure the quality of the Trust and Recipient user experience of the Service Desk.</p>
<p>Q3 – Service Requests</p> <p>Max Word Count: 500 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is required to outline their approach for delivering the Service Requests; as detailed within section 4.4.1 of the specification.</p>
<p>Q4 – Project Management</p> <p>Max Word Count: 500 Words</p>	<p>The Tenderer is required to outline their methodology for delivering Project Management Requirements; as detailed within section 4.4.2 of the specification.</p>



<p>Please enter your word count here for the response provided : _____</p>	
<p>Q5 – Cost Sustainability</p> <p>Max Word Count: 600 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is requested to give the Trust its top 5 recommendations for supporting its Academies in maintaining ICT solutions under increasing budgetary constraints.</p>
<p>Q6 – Managed Service Governance</p> <p>Max Word Count: 600 Words + Sample Report (not included in word count)</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is required to outline their methodology for delivering Managed Service Governance as required for this agreement. The Tenderer is requested to outline how the Service Management function can be used to continually improve the service and customer satisfaction. Provide a sample service report for a single Recipient. Provide a sample Trust managed service report assuming a minimum of 2 active managed service Recipients in place.</p>



<p>Q7 – Contract Governance Across the Trust</p> <p>Max Word Count: 500 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is required to describe how they intend to govern and manage the contract across the Trust. This includes managed service Recipients as well as Academies calling off other services via this contract. Include a description of the process for escalating issues and resolving disputes.</p>
<p>Q8 – Contract Growth</p> <p>Max Word Count: 500 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is requested to provide specific examples of the activities it would undertake to grow the account and to describe how these activities would benefit of the Trust and the Academies.</p>
<p>Q9 – Contract Exit Management</p> <p>Max Word Count: 500 Words</p>	<p>The Tenderer is requested to outline their methodology for delivering the Contract Exit Management requirements; as detailed within section 4.5.6 of the specification.</p>



<p>Please enter word count for response provided here: _____</p>	
<p>Q10 – Supply Chain Management</p> <p>Max Word Count: 400 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is requested to outline their methodology for identifying new providers, and vetting their supply chain for delivery of Procurement Services.</p>
<p>Q11 – Bishops Service Transfer</p> <p>Max Word Count: 1250 Words + Schematic (not included in word count)</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is required to outline their methodology for delivering the Service Transfer Requirements, using Bishops Academy for context; as detailed within the specification. Provide a project plan and the top 5 risks for service transfer at Bishops.</p>



<p>Q12 – Service Transfer Requirements</p> <p>Max Word Count: 1000 Words + Project Plan (not included in word count)</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is required to outline their methodology for delivering the Service Transfer Requirements, using Bishops Cof E Primary Academy (Bishops) for context; as detailed within section 5.2 of the specification. Provide a project plan and the top 5 risks for service transfer at Bishops.</p>
<p>Q13a – Service Levels and Customer Satisfaction</p> <p>Max Word Count: 250 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>Assuming a Recipient has taken up a full managed service and that an agreed Customer Satisfaction Survey has been undertaken, the Tenderer is required to describe the actions they would take to mitigate a dip in customer satisfaction.</p>



<p>Q13b – Service Levels and Customer Satisfaction – Temporary Suspension of Service Levels</p> <p>Max Word Count: 250 Words</p> <p>Please enter your word count here for the response provided : _____</p>	<p>The Tenderer is required to outline their method for implementing a mechanism that will enable the Temporary Suspension of Service Levels (The Pause Button); as detailed within section 6.6 of the specification.</p>
<p>14a – Team Structure – Organogram</p> <p>Response to be provided as an attachment: Maximum 1 page</p>	<p>Tenderers are requested to provide an organogram illustrating the overall structure of the service with named roles, responsibilities and escalation paths. Illustrate how the structure interfaces with the DNEAT structure.</p>
<p>14b – Team Structure - CVs</p> <p>Response to be provided as attachments: Maximum 4 pages</p>	<p>Tenderers are requested to provide the CVs for the Service Manager and the Service Transfer Project Manager.</p>



Q15, Q16	References and cost structure (see scoring criteria)
Q17 – Cost Model Max Word Count: 300 Words Please enter your word count here for the response provided : _____	Tenderers are requested to provide supporting commentary to provide further clarity to their approach to costing. Further commentary as required to provide absolute clarity on the costs – both for the planned service and how costs might be derived for any additional services.