

Managed Service Procurement

Invitation to Tender

Volume 3 Award Questionnaire

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# General Information

## Introduction

The ITT Award Questionnaire is an output-based set of requirements where The Trust identifies the outputs they want, the bidders propose technical solutions, costs, and benefits, and will include the requirement for a fully populated Cost Matrix.

Evaluation will be based on competence and the Evaluation Panel’s confidence in the Bidder being able to accurately deliver these services based on The Trust’s requirements. Evaluators will be looking for evidence of previous delivery, technical competence, successful supply chain relationships, and a deep understanding of the requirements within the education sector.

## Evaluation Criteria

The evaluation criteria will include acombined **quality score + cost score** to determine the most **economically advantageous** tender submission, according to the following weighting:

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| **Evaluation aspect** | **Weighting** |
| Quality score | 60% |
| Cost score | 40% |

The quality evaluation will be marked in accordance with the table below. Each individual question will be evaluated on a scale of 0-5 and the table shows the maximum marks available by question.

**Quality Evaluation Criteria table**

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| **Question** | **Evaluation Scale** | **Maximum Marks Available** |
| AQ1: Helpdesk Services | 0-5 | 10 |
| AQ2: Remote Support & Monitoring | 0-5 | 15 |
| AQ3: Onsite Support Services | 0-5 | 20 |
| AQ4: Ancillary Services | 0-5 | 10 |
| AQ5: Strategic Services | 0-5 | 10 |
| AQ6: Contract Management | 0-5 | 10 |
| AQ7: Migration & Exit Management | 0-5 | 20 |
| AQ8: Social Value | 0-5 | 5 |
| **Totals** | **0-40** | **100** |

The tender response will be evaluated using the scoring method described in Volume 1: Instruction and Guidance for Tenderers.

## Notes for completion

1. The ITT Award Questionnaire has been designed to assess the suitability of a Supplier to deliver The Trust’s contract requirements.
2. Bidders are requested to read through the **Award Questionnaire** questions (AQs)and submit a response to each question as directed in the **Required Response** section. You must write your response in the **Bidders Response** section for each AQ in this document. Your answers may include tables, diagrams, and pictures as required.
3. Please take note of the page limits and ensure that you comply with them. Any submissions longer than the page count will be evaluated up to the page count limit and any additional information provided beyond the page limit count will not be evaluated. Tables, diagrams, pictures, and screenshots are not included in the page count.
4. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’.
5. If you have provided supplementary information as a separate document, you **MUST** reference the document in the text of your answer and the file names **MUST** include the AQ number that they refer to if they are to be considered for evaluation.
6. Please complete and sign the Declaration of Compliance and the Declaration of Conflict / No Conflict of Interest before returning. Electronic signatures will be accepted.
7. Please submit this document in its original Word format and not as a PDF file.

# Contracting Authority’s Current Solution

This information is contained within the separate document BCAT Current Support Arrangements and Solution*.*

# Appendices

The Trust has included the following supporting documentation with the Further Competition ITT pack.

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| **File Name** | **Description** |
| Appendix 1: Cost Matrix - Final.xlsx | Cost Matrix to be completed. |
| Appendix 2: BCAT Current Support Arrangements and Solution – Final.docx | A document describing the current support arrangements at the schools within The Trust. |

# ITT Award Questionnaire

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## Technical Capability

Requirements are defined below under two key categories:

* **Core Requirements (CR):** Requirements that will be implemented by the Supplier from contract commencement for the duration of the contract.
* **Optional Requirements (OR):** Requirements that may be required from time to time during the contract and procured on a project basis or added to the core service through change control.

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| **AQ1:** Helpdesk Services |
| Customer Requirements |
| As part of a Managed Service, The Trust requires a range of Helpdesk Services to be delivered to support their ICT provision, as follows:  **AQ1.1. Helpdesk**   * A central helpdesk with availability during normal office hours to log, respond, diagnose, propose solution and if required, implement solution (CR). * All staff involved must have DBS clearance and all sessions should be logged/recorded. A minimum age limit would apply for end-user as agreed by all parties (CR). * End users should be able to log calls by phone, e-mail, an app, or from the Internet (CR). * Calls should be responded to in line with the agreed service and all helpdesk staff should be aware of the specific systems, equipment, and SLAs in use across the Authority. (CR) * Calls should be escalated to more senior/technical staff if resolution cannot be made within a reasonable timeframe to an agreed Service Level Agreement. This may require on-site engineer time, if necessary (CR). * There should be an appropriate response to users using phone, Google Chat, Skype, MS Teams, or a similar solution, to communicate directly with the user, remotely view screens, and deal with ICT issues (CR). * There should be appropriate call handling/logging software with an interface that can be utilised by the Authority where required (CR). * There should be an expert response to logged calls by appropriately skilled engineers capable of supporting a wide range of ICT products and services in use by the Authority (CR). * There should be appropriate reporting and statistics for all helpdesk activities (CR).   **AQ1.2. Emergency Support**  Provision of an emergency support service:   * If there is a significant ICT failure, serious virus/malware/ransomware issue, extended outage or critical support requirement, there should be a rapid response capability to be deployed potentially to any location (CR). * Critical Support Requests will only be invoked by the Senior ICT contact or its representative, but   may happen at short notice and include the need for experts or extra staff on-site, out-of-hours working, stay-overs, etc depending upon the nature of the emergency (CR).   * Provision of a temporary ICT support service to provide interim cover (CR). |
| Required Response |
| Bidders should:   1. describe their solutions to the requirements specified and articulate their scale, capacity, capability, and experience to deliver these services to the trust. 2. describe where their support provision is located, and its capacity & capability to deliver support up to 24/7/365. 3. state if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. 4. add all associated costs to the Cost Matrix provided.   The Trust will be looking for evidence of the Bidder’s expertise in delivering these products and services to demonstrate capacity, capability, and experience by providing the following relevant examples/evidence:   * Case Studies/Customer Examples/Customer Testimonials. * CV’s/Job Descriptions/Roles & Responsibilities. * Sample Reports/Audits/Surveys. * Processes/Flow Charts. * Sample Project Plans. * Indicative SLAs/Example SLA Reports. * Implementation and/or Delivery Approaches. * Screenshots of any relevant software or tools. * Any information that provides consistent, significant, relevant added value that is Economically Advantageous.   Answers should be no more than **4 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |

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| **AQ1:** Helpdesk Services  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ2:** Remote Support and Monitoring |
| Customer Requirements |
| As part of a Managed Service, The Trust requires a range of Remote and Monitoring Services to be delivered to support their ICT provision:   * A range of remote support and monitoring tools that will enable issues to be resolved without the need for onsite visits (CR). * Remote support with the capability for the Supplier to access all systems remotely, and complete diagnostics, implement changes and fixes, talk through issues with members of staff, and deliver appropriate patches or workarounds (CR). * Monitoring of all key systems both onsite and offsite, and for any cloud services that are available to the Supplier for monitoring to enable faults, issues, malware / virus / ransomware, and other events to be logged and fixed / rectified before alerted to do so by a user (CR). * Regular and routine maintenance activities to be completed remotely including updates, patches, fixes, upgrades, and other key maintenance activities (CR). * Communications from the supplier to ensure all remote support, maintenance and activities resulting from monitoring is communicated to the trust to enable them to plan for any downtime or loss of service (CR). * Regular and appropriate reporting on all key activities undertaken by the supplier remotely, including monitoring and maintenance activities, presented to the trust at an agreed interval. Reporting and statistics should meet the agreed Service Level Agreement (SLA) (CR). * A comprehensive range of cloud device reporting including cloud device usage, Device Management, Asset Management, and end of life management (CR). |
| Required Response |
| Bidders should:   1. describe their solutions to the requirements specified and articulate their scale, capacity, capability, and experience to deliver these products and services to the trust. 2. describe where their support provision is located, and its capacity & capability to deliver support up to 24/7/365. 3. state if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. 4. add all associated costs to the Cost Matrix provided.   The Trust will be looking for evidence of the Bidder’s expertise in delivering these products and services to demonstrate capacity, capability, and experience by providing the following relevant examples/evidence:   * Case Studies/Customer Examples/Customer Testimonials. * CV’s/Job Descriptions/Roles & Responsibilities. * Sample Reports/Audits/Surveys. * Processes/Flow Charts. * Sample Project Plans. * Indicative SLAs/Example SLA Reports. * Implementation and/or Delivery Approaches. * Screenshots of any relevant software or tools. * Any information that provides consistent, significant, relevant added value that is Economically Advantageous.   Answers should be no more than **4 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |

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| **AQ2:** Remote Support and Monitoring  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ3:** Onsite Support Services |
| Customer Requirements |
| As part of a Managed Service, The Trust requires a range of onsite support services to be delivered to support their ICT provision:   * To support configuration and implementation of hardware or software solutions (CR). * For the resolution of more complex technical issues (CR). * To support planning for larger ICT implementations (CR). * To conduct ICT technical audits (CR). * To support technical investigations following an incident (CR). * For routine fixes and improvements to the provision (CR). * Management of renewals for licensing and management of refresh of equipment and software (CR). * Support of Print Solutions, and liaison with 3rd party Print providers (CR). * Support of Identity Management provision for Staff including ID Cards, and liaison with 3rd Party providers (CR). * Active management of the Trust’s ICT Asset List and Inventory (CR). * Support of associated systems such as CCTV, Cashless Catering, BMS, and other systems where they interface with the ICT Network, and liaison with third party providers (CR).   The Authority will require:   * Appropriate permanent resources deployed to site to ensure the full range of support is provided at all times required to the trust (CR). * Regional management of staff that are part of any managed service. This should include absence management, management of priority calls and management of any performance issues (CR). * Out of hours support prearranged with the Authority (CR). * Flexible deployment of staff to ensure appropriate resource is in place and available as need and demand arises (CR). * A full TUPE process where appropriate for existing staff migrating to a new managed service or TUPE from another supplier. The Trust does not anticipate that TUPE will apply to any of the staff delivering the current provision (CR).   All staff attending site must be appropriately trained and must hold a valid enhanced DBS certificate. The Trust will complete a site-specific enhanced DBS for members of staff who will be onsite permanently. Support will be required across the geographic locations appropriate to the Authority (CR). |
| Required Response |
| Bidders should:   1. describe their solutions to the requirements specified and articulate their scale, capacity, capability, and experience to deliver these services to the trust. 2. describe where their support provision is located, and its capacity & capability to deliver support up to 24/7/365. 3. state if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. 4. add all associated costs to the Cost Matrix provided.   The trust will be looking for evidence of the Bidder’s expertise in delivering these products and services to demonstrate capacity, capability, and experience by providing the following relevant examples/evidence:   * Case Studies/Customer Examples/Customer Testimonials. * CV’s/Job Descriptions/Roles & Responsibilities. * Sample Reports/Audits/Surveys. * Processes/Flow Charts. * Sample Project Plans. * Indicative SLAs/Example SLA Reports. * Implementation and/or Delivery Approaches. * Screenshots of any relevant software or tools. * Any information that provides consistent, significant, relevant added value that is Economically Advantageous.   Answers should be no more than **6 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |

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| **AQ3:** Onsite Support Services  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ4:** Ancillary Services |
| Customer Requirements |
| As part of a managed service, The Trust will require the following additional ancillary services and reporting to support their ICT provision:  **AQ4.1. Third Party Interfacing**  A range of support provision interfacing with third parties including (but not limited to):   * Take calls relating to third party services (CR). * Undertake essential triage to establish if the fault is on a system that the provider supports e.g. a fault or issue with the underlying server platform / network / hardware and resolve, working with the institution and the relevant third party (CR). * If a fault/issue with the third-party service or product itself, ensure that a call gets raised with the relevant support provider (CR). * Continue to oversee the handed-over third-party support call and liaise with both the third party and institution to ensure that calls are expedited. It is accepted that conventional service levels would not apply in these instances (CR).   **AQ4.2. Other Ancillary Services**   * Proactive analysis and generation of proposals, which would include one of the following:   + Scoping and providing advice to staff (CR).   + Disposal of the asset according to WEEE directive (CR).   + Sale of the asset or taking advantage of cashback arrangements (CR).   + Refurbishment and redeployment of the asset, including rebuilding the asset (CR).   + Procurement of a new device which is cost-effective, fit-for-purpose and in line with the institutions ICT strategy (CR). * Provision of a Service Catalogue (OR). * Provision of asset auditing and management (CR). * License portfolio management and auditing (CR).   **AQ4.3. Rate Card Services**  Provision of resourcing and services to be called off for specific projects using costs from an agreed rate card, including but not limited to the following:   * Provision of technical resource to provide:   + Implementation support (technical and floorwalkers) (OR).   + 1st, 2nd, and 3rd level ICT technical support (OR).   + Systems and equipment upgrades, replacement and/or development (OR).   + Specialist resources (e.g., CCNA/MTA qualified Technicians) (OR).   + Technical/Solutions architects (OR).   + Resources to assist with scoping, design, and deployment (OR).   + Provision of Integration services for new and third-party solutions (OR). * Programme and Project Management (OR). * Business analysis (OR). * Proactive analysis and generation of proposals (OR). * Disposal of assets according to WEEE directive (OR). * Refurbishment and redeployment of assets where possible (OR). * Procurement of equipment or additional services (OR). * Training on a full range of products and services onsite and remotely for technical and non-technical staff to cover usage, support, development, deployment, management, and maintenance (OR). * Specialist training for individual components of the ICT provision as required during deployment, and post deployment for both non-technical and technical staff (OR). * Any other relevant technical or support post that may be implemented in an education environment (OR). |
| Required Response |
| Bidders should:   1. describe their solutions to the requirements specified and articulate their scale, capacity, capability, and experience to deliver these services to the trust. 2. describe where their support provision is located, and its capacity & capability to deliver support up to 24/7/365. 3. state if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. 4. add all associated costs to the Cost Matrix provided. For Rate Card Services, please complete the 4.3 Rate Card sheet in the Cost Matrix.   The Trust will be looking for evidence of the Bidder’s expertise in delivering these products and services to demonstrate capacity, capability, and experience by providing the following relevant examples/evidence:   * Case Studies/Customer Examples/Customer Testimonials. * CV’s/Job Descriptions/Roles & Responsibilities. * Sample Reports/Audits/Surveys. * Processes/Flow Charts. * Sample Project Plans. * Indicative SLAs/Example SLA Reports. * Implementation and/or Delivery Approaches. * Screenshots of any relevant software or tools. * Any information that provides consistent, significant, relevant added value that is Economically Advantageous.   Answers should be no more than **4 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |

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| **AQ4:** Ancillary Services  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ5:** Strategic Services |
| Customer Requirements |
| As part of a managed service, The Trust will require the following additional strategic services for the outsourcing and management of their ICT provision:  **AQ5.1. ICT Strategy**   * Support in the strategic direction of the trust, including regular strategic advice, guidance, and support, either informally or by formally providing specific onsite days per annum at the supplier’s discretion (CR). * Creation and yearly review of an ICT Strategy document and Vision, which will include:   + A five-year hardware refresh and upgrade programme including options, timelines, risks, benefits, and costs covering:     - Network Infrastructure and wi-fi (CR).     - Broadband, filtering & WAN services (CR).     - Servers, storage & backup (CR).     - AV systems & in class technologies (CR).     - User devices (CR).     - Print & peripherals (CR).     - Building control systems such as access control, CCTV etc. (CR).   + Technologies/solutions the trust could implement to:     - Increase the effectiveness of teaching and learning (CR).     - Reduce the ICT workload (and support resource required) (CR).     - Reduce ICT costs (CR).     - Reduce the trust’s carbon footprint (like moving the trust to the cloud (CR).   + A 5-year ICT Carbon Reduction Plan to reduce the trust’s carbon footprint with yearly targets. * Management of an ICT Strategy document (CR).   **AQ5.2. Account Management**   * Named account/relationship management available to the trust for reviews and escalations (CR). * Regular service reviews with account/relationship manager (at least quarterly). * Quarterly service rport to be produced for the trust to include (as a minimum) by the 15th of the following month:   + Performance against SLAs (CR).   + List of hardware that needs to be replaced in the next 12 months (for planning) (CR). * Technical development sessions and regular technical updates including recommendations and suggestions (CR). * Input into and management of deployment projects for upgrades, enhancements, changes, and developments. (CR).   **AQ5.3. Project and Programme Management**   * Expert project and programme management for a wide range of projects which may be undertaken during the service (CR). * Input into and management of deployment projects for upgrades, enhancements, changes, and developments (CR). * Project management for the addition of new schools into the trust for auditing, joining the service, strategic planning, and supporting as required (CR).   **AQ5.4. Partnering Services**  The trust will require a range of partnering services to be performed for the duration of the contract, including:   * Providing the trust with technical capacity to assist them with making decisions about future developments of ICT; informing and assisting a wide range of stakeholders across the trust; assisting the trust with future planning for ICT and ensuring that it meets the changing needs of users across the trust. (CR) * Monitoring, reporting and regular reviews of the contract. (CR) * A service management provision which will engage with the trust in partnership to assist with the development of strategy, assist with the development of the service, and engage with the schools to support the trust in improving and maintaining all aspects of ICT over time. (CR) * Tactical, strategic, and technical thought leadership and guidance to enable the trust to develop ICT over the period of the contract. (CR) * Assist the trust in understanding how best to achieve Net Zero and how ICT can support and assist with this aim (CR)   1. **Partnering Support Services**   To support the requirements of the partnering service, the trust will also require a range of partnering support services to be provided which will include (but not be limited to):   * A range of partnering support services including technical architecture, solutions architecture, and project management available on a project-by-project basis with costs based on project requirements. (CR) * The provision of technical management, design authority and systems expertise in the areas of: (CR)   + Server.   + Infrastructure (passive and active).   + WAN.   + Cloud.   + Enterprise software.   + Cyber security.   + Single sign-on & identity management.   + Backup and DR.   + Technology integration.   + User management.   + Device management.   + Audio visual & presentation.   + Applications. * Data strategy and data management support and advice as required throughout the contract including auditing and cleansing data, data protection compliance, security of data, and data storage/backup across the trust. (CR) * Advice on IT and sectoral developments. (CR)   The trust is particularly keen to work with a Supplier who will offer a developing and supportive partnership to support their schools in achieving the very best from their ICT provision. |
| Required Response |
| Bidders should:   1. describe their solutions to the requirements specified and articulate their scale, capacity, capability, and experience to deliver these products and/or services to the trust. 2. describe where their support provision is located, and its capacity & capability to deliver support up to 24/7/365. 3. state if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery.   The trust will be looking for evidence of the Bidder’s expertise in delivering these products and services to demonstrate capacity, capability, and experience by providing the following relevant examples/evidence:   * Case Studies/Customer Examples/Customer Testimonials. * CV’s/Job Descriptions/Roles & Responsibilities. * Sample Reports/Audits/Surveys. * Processes/Flow Charts. * Sample Project Plans. * Indicative SLAs/Example SLA Reports. * Implementation and/or Delivery Approaches. * Screenshots of any relevant software or tools. * Any information that provides consistent, significant, relevant added value that is Economically Advantageous.   Answers should be no more than **4 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |

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| **AQ5:** Strategic Services  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ6:** Contract Management |
| Customer Requirements |
| As part of a managed service, The Trust will require the following contract management services for the full outsourcing and management of their ICT provision:   * A contract manager who will be responsible for all aspects of the contract, the support provisions, and the operation of the service (CR). * A fully developed change control process (CR). * A full suite of performance reporting delivered regularly at intervals to be agreed with the trust (CR). * A developed disaster recovery and business continuity plan with full implementation processes (CR) * Reporting on data protection issues and relevant impact analysis (CR). * a full escalations process (CR). * A fully developed Service Level Agreement jointly developed with the trust (CR). * Management of all communications with users and other stakeholders on all aspects of the service provision (CR). |
| Required Response |
| Bidders should:   1. describe their solutions to the requirements specified and articulate their scale, capacity, capability, and experience to deliver these products and/or services to the trust. 2. describe where their support provision is located, and its capacity & capability to deliver support up to 24/7/365. 3. state if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery.   The trust will be looking for evidence of the Bidder’s expertise in delivering these products and services to demonstrate capacity, capability, and experience by providing the following relevant examples/evidence:   * Case Studies/Customer Examples/Customer Testimonials. * CV’s/Job Descriptions/Roles & Responsibilities. * Sample Reports/Audits/Surveys. * Processes/Flow Charts. * Sample Project Plans. * Indicative SLAs/Example SLA Reports. * Implementation and/or Delivery Approaches. * Screenshots of any relevant software or tools. * Any information that provides consistent, significant, relevant added value that is Economically Advantageous.   Answers should be no more than **4 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |

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| **AQ6:** Contract Management  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ7:** Migration & Exit Management |
| Customer Requirements |
| As part of a managed service, The Trust will require the following migration and exit management services for the full outsourcing and management of their ICT provision:   * A phased and planned migration and start-up programme to transition from existing provision to the new service (CR). * A full range of auditing, due diligence, and start-up planning (CR). * A migration communications and delivery plan (CR). * service commencement training, handover, and testing (CR). * A fully populated and planned exit strategy (CR). * Full documentation and operating manuals for the full service for handover on contract exit or extension (CR).   The trust will also require the Supplier to provide a comprehensive migration package during year 1 of the contract to migrate the trust’s existing service from Bedford College to a new solution. In particular the trust requires a fully costed solution, including options appraisal for:   * A full migration from the existing college-based system to a new service which may be onsite, hosted or cloud based depending on the supplier’s recommendations (CR). * A migration to be completed by 19th April 2023 at the very latest (CR). * A programme of capital works recommending the right hardware for the trust to purchase, along with the right software and licensing (CR). * Appropriately costed resource for the planning, design, delivery, sign-off and maintenance of the new solution once migrated away from the college (CR). * A full set of programme plans including risks & issues with mitigation, dependencies, and timescales (CR). |
| Required Response |
| Bidders should:   1. describe their solutions to the requirements specified and articulate their scale, capacity, capability, and experience to deliver these products and/or services to the trust. 2. describe where their support provision is located, and its capacity & capability to deliver support up to 24/7/365. 3. state if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. 4. In addition, Bidders should detail a full options appraisal for the migration from the college as described above and ensure that costs are given in the separate cost tab in the Cost Matrix. Note that costs should only be provided for resources, software and licensing, and indication of the relative advantages/disadvantages for each solution type should include reference to expected hardware costs.   The trust will be looking for evidence of the Bidder’s expertise in delivering these products and services to demonstrate capacity, capability, and experience by providing the following relevant examples/evidence:   * Case Studies/Customer Examples/Customer Testimonials. * CV’s/Job Descriptions/Roles & Responsibilities. * Sample Reports/Audits/Surveys. * Processes/Flow Charts. * Sample Project Plans. * Indicative SLAs/Example SLA Reports. * Implementation and/or Delivery Approaches. * Screenshots of any relevant software or tools. * Any information that provides consistent, significant, relevant added value that is Economically Advantageous.   Answers should be no more than **6 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |
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| **AQ7:** Migration & Exit Management  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ8:** Social Value |
| Customer Requirements |
| The Trust must fulfil obligations under current legislation to consider the Social Value inherent in any tendered proposition. As such, the trust requires providers to demonstrate a level of additional social value that they bring to the contract.  In addition, the trust wishes to understand the Social Value inherent in the solutions proposed in relation to Carbon Neutrality and Net Zero.    The trust wishes to consider in particular:   * How suppliers can assist the trust in planning and delivering a low energy Net Zero Strategy for ICT. * What measures the Supplier is taking to tackle the carbon footprint in its supply chain. * How the Supplier is addressing Carbon Neutrality and Net Zero as a business. * Whether the Supplier can offer additional value add to the trust in terms of Carbon Neutrality and Net Zero. * Any partnerships, sponsors, associates, or other parties that the Supplier may have which may bring additional value to the trust in terms of Carbon Neutrality and Net Zero. |
| Required Response |
| Bidders should describe their solutions to the requirements specified. There is no cost or pricing requirement for this AQ. Bidders may use this as an opportunity to describe their overall approach to Social Value, and in addition may choose to describe the following:   * Any value-added services the Bidder can offer the trust to help them achieve their Net Zero target and reduce their carbon footprint. * Their experience of working with similar trusts to reduce their carbon footprint and or energy efficiency, and how this experience will be of benefit to the trust. * Their approach to Social Value and any sponsored or other activities that they can bring to the partnership. * Their approach to Net Zero and how they may be able to assist the trust in lowering the energy consumption of ICT and achieving a lower carbon output. * Their internal Net Zero targets, and the business processes and projects they have in place or are planning to implement to reduce their carbon footprint and achieve Net Zero.   This requirement will be evaluated on the appropriateness of responses, the credibility of the Suppliers response and their ability to evidence Social Value through references and previous case studies.  Answers should be no more than **2 pages.** |

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| **AQ8:** Social Value  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]