



# National College of High Speed Rail

## Invitation to Tender

### Audio Visual

**Responses to this ITT must be submitted by 17:00  
GMT on  
17 May, 2017**

***Confidential***

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## **1. Introduction**

### **1.1 Programme Goals & Objectives**

The National College for High Speed Rail is scheduled for opening in September 2017. The College is fully incorporated under the Further and Higher Education Act 1992 (National College for High Speed Rail (Incorporation) Order 2015, Statutory Instrument No. 1457).

The College's vision is to deliver training at the cutting edge of technology and to embed technology throughout the fabric of the College and the experience for learners, teachers and users. The College should be recognized for being at the vanguard of technology in FE and rail training.

The College has been working with a partner to develop an IT Blueprint and Roadmap that sets out a high level map and design of all technology required to run the College from both business and learning and teaching perspective. In addition to system requirements for Year 1 and beyond to Years 2 and 3, the blueprint lays out options, an implementation roadmap and Indicative costs for both set up and ongoing maintenance. The blueprint has been a substantive piece of work that has formed the first stage of the IT procurement process and will be used to make decisions on final requirements and potential suppliers.

The second stage of procurement of IT services is now to implement an IT infrastructure and application to support both College sites. The IT suite will support teaching and back office functions, as well as provide IT support for building security and branding/signage.

### **1.2 Purpose of this ITT**

This document constitutes a formal Request for Proposal for the provision of an Audio Visual Solution in line with the requirements expressed within this document.

The overall scope of this ITT is:

- Implementation services (including procurement, infra-setup, provision, quality assurance and deployment)
- Trainings for designated staff
- Hyper care/warranty support for a period agreed with the College
- Keep the lights on (on-going support) for a period of 2 years
- Version upgrades to implemented solution (software & hardware)

Details of the scope are available in the subsequent sections of the document.

## 2. Instructions to Bidders

### 2.1 Intention to Respond

Bidders are required to confirm their intention to submit a proposal within the timescales shown below in Section 2.5. Any Bidder wishing to decline to submit a proposal is requested to confirm this via email to the contact named below in Section 2.6 clearly stating the reasons for their decision.

### 2.2 Overview of Request for Proposal

**Annex A: Supplier General Information – this section is not scored**

Requests supplier general information.

**Annex B: Contract Terms and Conditions**

Terms and Conditions and Qualifications.

**Annex C: Response Guidance**

Questions that bidders are requested to answer as part of this procurement process.

**Annex D: Commercial framework response template**

Template to be used by bidders to submit their pricing offer.

### 2.3 Form of Response

**Annex A:** Please provide responses to the supplier general information in the table provided; please provide your response in a PDF document.

**Annex B:** Please confirm your acceptance of the terms and conditions in the table provided. Bidders should note that acceptance with no amendments of the Terms and Conditions set out in Annex B is a pass/fail requirement for the ITT

**Annex C:** Provide responses to the questions in Annex C: Response guidance in Word format, font Arial 11 and in line with Page Limits provided.

**Annex D:** Please complete the commercial framework response template, Annex D (if the prices quoted include or exclude certain fees, charges, features, services, deliverables, additions, optional items or third party products, you must provide details of any additional costs to meet the stated requirements and explain why these items have not been included in the price quoted for the service).

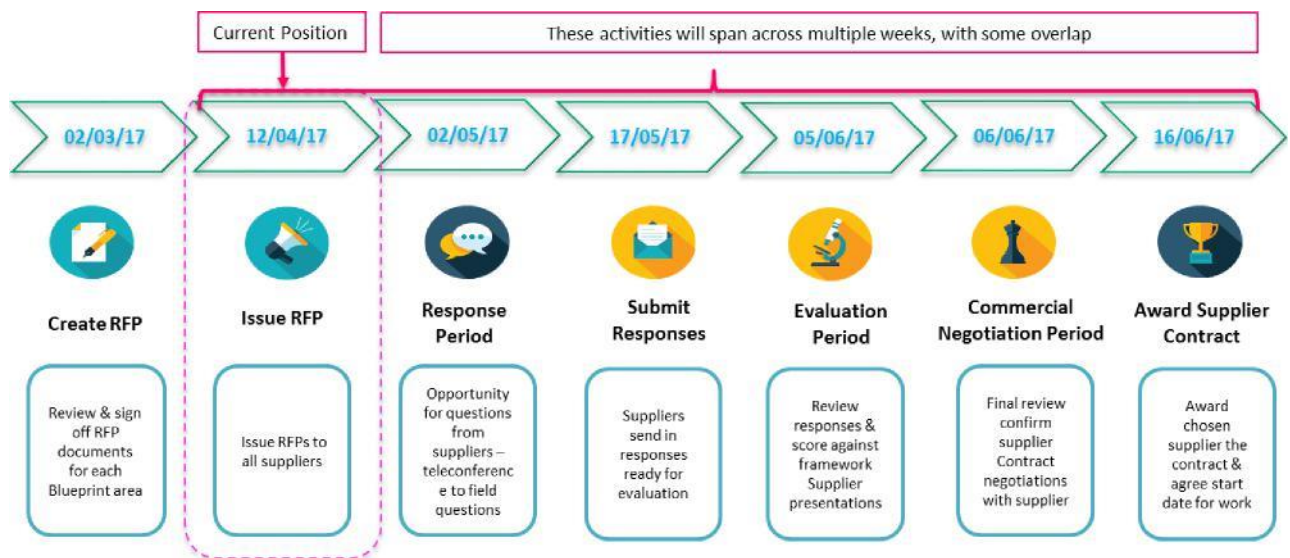
The College reserve the right to disqualify bidders who do not adhere to instructions in submitting their response.

### 2.4 Format of Response

- 2.4.1 You must respond to each of the requirements in sufficient detail for an assessment to be made of whether your solution is fit for purpose.
- 2.4.2 Neutral comments such as “Noted” will not be accepted. Failure to respond in detail may lead to your Proposal not being considered for the evaluation.
- 2.4.3 Proposals prepared simply and economically, providing a straightforward, concise description of your ability to meet the requirements of the ITT are required. You are solely responsible for the accuracy and completeness of your Proposal.

- 2.4.4 Unnecessarily elaborate Proposals, beyond that sufficient to present a complete and effective response, are not required. Unless specifically requested, the inclusion of corporate brochures and narratives are discouraged.
- 2.4.5 All responses should be submitted as electronic documents in MS Word, MS Excel and MS Project.
- 2.4.6 You should not embed documents or website links within the documentation.
- 2.4.7 You are required to comply with every instruction.
- 2.4.8 You should not include or reference any promotional materials in your response.
- 2.4.9 Please ensure font size is limited between 9-12 pt.

## 2.5 Procurement Timetable



The above timetable is indicative and is provided for information purposes only. The actual timing of activities will be dependent on the outcome at each stage of the process and upon a range of external factors. The National College for High Speed Rail may vary the proposed timetable and/or change the process at any time at its sole discretion.

## 2.6 Enquiries and Contacts

All email correspondence (including intention to bid, submission of questions and submissions of bid) must be sent [to procurement@nchsr.ac.uk](mailto:to_procurement@nchsr.ac.uk)

It is your responsibility to seek clarification of any requirements of this ITT which are not understood. Enquiries are to be in written form or e-mail to the contact person shown above.

On no account should you contact anybody within NCHSR other than the person named in this section in connection with this ITT. Failure to comply could lead to immediate disqualification.

## 2.7 Preparation Costs

Bidders shall be liable for all their costs associated with the preparation and submission of their proposal and the attendance at any meetings, presentations or site visits in connection with this proposal.

## **2.8 Deviations, Qualifications and Innovation**

Bidders are strongly recommended to respond to the stated requirements in the format suggested above. Any deviations from or qualifications to meeting the requirements must be clearly stated in the submission.

If there is an alternative or more innovative way of meeting the requirements it is recommended that this option is discussed first with the contact before submitting a proposal based on an alternative approach. Any additional material provided over and above that specifically requested may not be reviewed or taken into account when evaluating the response.

## **2.9 Validity Period**

Bidders are required to abide by their proposals and leave them open for acceptance by the College for a period of up to 100 days from the proposal submission date.

## **2.10 Acceptance/Rejection of Proposals**

Notwithstanding any other provision in your Proposal, The NCHSR has, in its sole and absolute discretion, the unfettered right to:

- enter into negotiations with you or with any other bidders concurrently;
- accept any Proposal;
- reject any or all Proposals;
- accept a Proposal which is not the lowest priced Proposal;
- accept a Proposal that deviates from the Specification or the conditions specified in this Proposal;
- reject a Proposal even if it is the only Proposal received by The NCHSR;
- accept all or any part of a Proposal;
- cancel this ITT at any time.

A Proposal which contains an error, omission, or misstatement, contains qualifying conditions, does not fully address all the requirements of this ITT, or which otherwise fails to conform to this ITT may be rejected by The NCHSR in whole or in part.

Your Proposal will be corrected for arithmetical errors as follows:

- where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
- where there is a discrepancy between any unit rate and the total amount derived from the product of the unit rate and quantity, the unit rate as quoted will govern.

It is your responsibility to thoroughly examine these documents and satisfy yourself as to the full requirements of this ITT. Inadequate knowledge will not be accepted as justification for errors or omissions in any Proposal.

In the event that your Proposal is short listed or selected for further consideration and you are notified accordingly, such notification is not intended to and will not constitute an acceptance of your Proposal and no binding agreement will arise from such notification.

## **2.11 Confidentiality**

Bidders are required to treat this ITT and any other information that you receive during this process in strict confidence. Details provided within this document and any associated

**Information should only be circulated to those necessary within your organisation to provide the required responses.**

**We are sending the data on the proviso that you will destroy the data as soon as we notify you the exercise is complete (unless of course you are the chosen provider) and that you shall comply at all times with the Data Protection Act 1998. The data is to be used only for the purpose of providing quotes for this exercise.**

**Please note all non-commercially sensitive clarification questions will be shared with all bidders.**



### 3. Background

#### 3.1 Who is The NCHSR

The National College for High Speed Rail (The College) is a new college that is being established to deliver specialist education to enable a UK workforce to deliver HS2 and other rail related projects.

The College is due to open to first learners in September 2017, with two campuses - one in Birmingham, which will have a digital learning focus, and one in Doncaster, which will have a hi-tech engineering focus. Both sites are currently under construction and are due to be completed in August 2017. The College will operate on a 'hub and spoke' model, with the main sites being the hub and partnership arrangements with a number of other education and training facilities across the UK forming the 'spokes'. The spokes are yet to be identified but are planned to be around 8-10 in number.

The College is directed at the age group of 18+ and aimed at school-leavers wishing to enter the rail sector, those currently working in the sector who require up-skilling, and career-changers looking to enter the sector from other industry areas.

The College will be initially offering Level 4 and above: Higher Apprenticeships, HNC or equivalent in High Speed Rail with Specialist Pathways, and CPD modules covering:

- Railway Infrastructure
- Civil Engineering for Railways (including advanced construction)
- Digital and Information (including logistics)
- Operation
- Traction and Rolling Stock (including engineering and advanced manufacture)
- Power
- Command, control and communications
- Business leadership and management
- Systems engineering and integration

Projected volumes for users (staff, teaching staff and learners) are as follows:

	Year 1*	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Learners Birmingham** (FTE)	390	425	703	780	835	851	853
Learners Doncaster** (FTE)	390	320	533	592	633	646	648
CPD learners across both sites	547	1094	1094	1094	1094	1094	1094
SMT	8	4	4	4	4	4	4
Teaching & Admin Staff FTE	20	15	28	42	45	45	45
Visiting Faculty	0	3	5	10	10	10	10
Users from Spokes	50	50	50	50	50	50	50



**\*\*Assume approximately 35% of learners on site at any time. Note that September 2017 is an initial launch with a limited number of student cohorts.**

**The College's aim is to:**

- **Create a world-class training facility that develops a highly skilled workforce required to deliver HS2 and meet the future needs of the wider railway industry**
- **Deliver an industry-led curriculum, that sets new standards for technical training**
- **Act as a flagship for the railway industry workforce focusing on equality, diversity and inclusion**
- **Establish High Speed Rail at the cutting edge of innovation in science and technology transforming the image of the rail industry**

**Since October, the College has been working with a partner to develop an IT Blueprint to provide a high level view of the infrastructure, networking and applications that will be required to welcome students in September 2017.**

**Key among these are:**

- **Student Records System**
- **Virtual Learning Environment**
- **Lecture Capture**
- **Teaching specific applications such as CAD/CAM**
- **HR**
- **Finance**
- **Digital Signage & Wayfinding**
- **Audio Visual**

**Given the timescales that are being worked towards, it was decided that the College would be best served through a cloud based infrastructure. Furthermore, it was decided that the best option for the College in terms of affordability and education specific focus is to use Microsoft Azure where possible, with Office 365 as the productivity and collaboration platform.**

## **4. Specification**

**The NCHSR seeks to create a state-of-the-art teaching and learning experience. To this end, the College is seeking an innovative Audio Visual partner who can demonstrate leading edge solutions around interaction and collaboration. The preferred supplier will have over 10 years experience in providing solutions into the education market sector, with an understanding of the relationship between technology and pedagogy in Further Education. Ideally, the College is looking to appoint a partner with experience in deploying solutions in vocational and continued professional development environments, and also in large scale deployments in any sector. The company will have a complete wrap of services, including:**

- **Consultation- Pre and Post Sales**
- **Solution Design**
- **Project Management**
- **Vendor Qualified Installation Team with skill sets in AV Installation, Data Networking and Electrical Services**
- **On-site and remote support**
- **Training facilities and external trainers**

The successful organisation must be agile and flexible to meet the College's evolving requirements.

The College requires an Audio Visual (AV) Solution that supports remote and interactive teaching, learning and collaboration, whilst supporting the retrieval of information and management of personal technology. The solution must be device-agnostic to ensure compatibility in a 'bring your own device' (BYOD) learning space, where students and staff will be encouraged to use their own devices and connect them to the NCHSR network. The College will be operating through a 'hub and spokes' model, working with a number of spokes across the UK. The College will therefore have to be able to link between the hub sites of Birmingham and Doncaster and with its 'spokes' through video conference and allow learners and staff to join interactive sessions remotely. The solution will have up to 700 users in year one and phase up to 2450 users in year three (not concurrent). The solution will need to be implemented by July 2017 in order to be in use by The College from September 2017.

The solution needs to be capable of providing:

- Interactive display with a 'walk up and use' user experience
- Videoconferencing in a multi-site learning space
- Lecture delivery with synchronicity across multiple virtual users
- Interactive-collaborative spaces that support panoramic interactive walls and canvasses. These spaces are likely to be used for command and control traffic management, BIM cave and station management
- Ability to share content to and from devices, students and teaching staff

The solution will need to accommodate the following spaces:

## **Birmingham Campus**

- Classrooms x 30
- Conference / Event Space x 1 – with capacity to host 150 delegates plus presenters
- Social Spaces –restaurant area x 1, coffee area x 1 and open social area x 3
- Reception
- Meeting rooms x 10 (varied sizes)

## **Doncaster Campus – duplicated across both sites:**

- Classrooms x 30
- Conference / Event Space x 1 – with capacity to host 150 delegates plus presenters
- Social Spaces –restaurant area x 1, coffee area x 1 and open social area x 3
- Reception
- Meeting rooms x 10 (varied sizes)

Further, the solution needs to incorporate the following hardware specifications. Please note that these specifications and numbers are indicative and may change during the design phase:

Campus	Floor	Room	Room Ref.	Required
Birmingham	Ground Floor	Workshop Room	GF32b	55" (Samsung/LG)
Birmingham	Ground Floor	Project	GF05	55" (Samsung/LG)
Birmingham	Ground Floor	Project	GF06	55" (Samsung/LG)
Birmingham	Ground Floor	Informal		55" (Samsung/LG)
Birmingham	Ground Floor	Advanced Construction	GF53	8075i
Birmingham	Ground Floor	Core Project/Bench	GF52	8075i
Birmingham	Ground Floor	Core Project / Components	GF51	8075i
Birmingham	Ground Floor	Core Project / Models	GF50	8075i
Birmingham	First Floor	Meeting	1.16	55" (Samsung/LG)
Birmingham	First Floor	Meeting	1.17	55" (Samsung/LG)
Birmingham	First Floor	CCC Rail Comm	1.23	48 x 20" Per Room - 8 per User
Birmingham	First Floor	VR Simulation	1.24	Dual Span Nureva System
Birmingham	First Floor	CCC Tech & Innovation	1.25	48 x 20" Per Room - 8 per User
Birmingham	First Floor	CCC Train Control	1.26	8075i
Birmingham	First Floor	Track Design	1.24	8075i
Birmingham	First Floor	BIM tech	1.34	Triple Span Nureva System
Birmingham	First Floor	DR/Asset	1.33	8075i
Birmingham	First Floor	Project/Lecture	1.32	Projection System Controlled by Lectern
Birmingham	First Floor	Project/Lecture	1.31	8075i
Birmingham	Second Floor	Boardroom	2.28	Dual Span Nureva System
Birmingham	Second Floor	Meeting	2.26	8075i
Birmingham	Second Floor	CEO	2.21	55" (Samsung/LG)
Birmingham	Second Floor	Meeting	2.16	55" (Samsung/LG)
Birmingham	Second Floor	Staff/Student	2.31	55" (Samsung/LG)
Birmingham	Second Floor	Core/Project	2.32	55" (Samsung/LG)
Birmingham	Second Floor	Core Sust & Env	2.42	55" (Samsung/LG)
Birmingham	Second Floor	Project/Lecture	2.50	Projection System Controlled by Lectern
Birmingham	Second Floor	Project/Lecture	2.52	8075i
Birmingham	Second Floor	CC Rail Comm	2.53	8075i
Birmingham	Second Floor	DR IT	2.54	55" (Samsung/LG)
Birmingham	Second Floor	CC Systems Eng		8075i
Doncaster	Ground Floor	Staff Support	0.03	Smart Kapp
Doncaster	Ground Floor	Class / Project	0.25	8075i
Doncaster	Ground Floor	Class / Project		8075i
Doncaster	First Floor	Meeting Room	1.04	55" (Samsung/LG)
Doncaster	First Floor	Meeting Room	1.05	55" (Samsung/LG)
Doncaster	First Floor	Meeting Room	1.06	55" (Samsung/LG)

Doncaster	First Floor	BIM Cave	1.19	Dual Span Nureva System
Doncaster	First Floor	IT Room	1.20	8075i
Doncaster	First Floor	IT Room	1.21	8075i
Doncaster	First Floor	Class / Project	1.26	8075i
Doncaster	First Floor	Class / Project	1.29	55" (Samsung/LG)
Doncaster	First Floor	Class / Project	1.30	55" (Samsung/LG)
Doncaster	First Floor	Class / Project	1.31	8075i
Doncaster	First Floor	Staff/Academic	1.32	55" (Samsung/LG)
Doncaster	First Floor	Staff/Academic	1.33	55" (Samsung/LG)
Doncaster	First Floor	Classroom/Project	1.34	8075i
Doncaster	First Floor	Classroom/Project	1.35	8075i
Doncaster	Second Floor	1 to 1	2.21	55" (Samsung/LG)
Doncaster	Second Floor	Staff/Academic	2.22	55" (Samsung/LG)
Doncaster	Second Floor	IT/Class	2.17	8065i
Doncaster	Second Floor	IT/Class	2.18	8065i
Doncaster	Second Floor	Class/Project	2.27	Projection System Controlled by Lectern
Doncaster	Second Floor	Class/Project	2.28	Projection System Controlled by Lectern
Doncaster	Second Floor	Class/Project	2.29	Projection System Controlled by Lectern
Doncaster	Second Floor	Class/Project	2.30	Projection System Controlled by Lectern
Doncaster	Second Floor	Staff/Academic	2.31	55" (Samsung/LG)
Doncaster	Second Floor	Staff/Academic	2.34	55" (Samsung/LG)
Doncaster	Second Floor	Staff Support	2.35	Smart Kapp

**\*please refer to the attached floorplans**

**Please note, there will be a mix of wall mounted and stand mounted – stands in some room need to be adjustable up and down to account for teachers / presenters using wheelchairs**

**In costing, suppliers are to assume core power and data connections will be in place in close proximity to installations. All costs should assume all hardware, software, installation and project management costs plus ongoing support.**

***Please note detailed hardware specifications are provided to allow for direct price comparison. Suppliers may offer equivalent alternatives, provided they demonstrate the same capabilities. When working with the chosen supplier, hardware requirements would be subject to change.***

**The College's IT Blueprint Partner is KPMG LLP and will be responsible for the following:**

- Acting as an intermediary between the College and appointed supplier
- Running of the Project Management Office and Design Authority
- Working with their sub-contractor CoreAzure to implement the underlying infrastructure where SaaS is not provided
- Acting as an intermediary between the College and appointed supplier

**The appointed supplier will be expected to collaborate with KPMG and lead on the following tasks:**

- Provision of a PMO to support the implementation and work alongside the IT Blueprint Partner

- Proposing the phased delivery of their solution to the College
- Ensure all technology solutions comply with all relevant legal and regulatory requirements

It is important that the appointed supplier acts as a Partner and delivers the contract in a flexible way to support the goals and outcomes of the College. The Colleges requirements will change and develop over time and the appointed supplier will be expected to propose a solution that can be implemented on a phased basis and is upgradable in the future.

A full specification of The NCHSR's AV requirements are set below:

ID	Requirement	Importance
AV1	The solution shall promote remote and interactive teaching	High
AV2	The solution shall have the capacity to run all its functions through both wired and wireless internet connections. This must be present for both College and remote access.	High
AV3	The solution should enable video link access between two large conference rooms across the two hub sites	High
AV4	The solution shall permit international live streaming of classes and presentations via the internet	High
AV5	The system shall support lecture delivery with synchronicity across multiple virtual users	High
AV6	The solution shall incorporate a panning capability which permits full classroom capture	Medium
AV7	The system shall cater for BIM Level 2	Medium
AV8	The solution shall support a BYOD environment and thus shall have a device agnostic operating system	High
AV9	The interactive solution shall be self-explanatory and require no prior induction or training	High
AV10	The solution shall support switch on and control at the interactive displays	Medium
AV11	The solution shall support multiple concurrent users	High
AV12	The solution shall provide interactive panels in wall mounted and mobile stands, in various sizes, as would be appropriate for the teaching space	High
AV13	The solution shall support both large and smaller scale multi-monitor arrays	High
AV14	The solution should support panoramic interactive walls and canvasses in communal areas	High
AV15	The solution shall support the management of off-site display panels	Medium



<b>AV16</b>	<b>The solution shall support the projection of material from personal devices onto interactive displays</b>	<b>High</b>
<b>AV17</b>	<b>The solution shall capture and store all inputs to interactive displays</b>	<b>High</b>
<b>AV18</b>	<b>The solution shall enable edits to interactive canvasses/displays whilst the device is offline. These edits should have restricted remote control.</b>	<b>Medium</b>
<b>AV19</b>	<b>The solution shall manage visual limitations caused by poor light and reflections</b>	<b>High</b>

There will be no integration between system components in the first academic year. Once the system has been tested in real life use, deeper consideration will be given to system integration requirements and any required system integration will follow as part of a second phase.

The provider will be required to adhere to the College's Service Management processes as prescribed by the college's service management partner. This is expected to be light touch support, but will include the support of and partnering with the Colleges IT Service Management partner for the delivery of incident, problem, service requests, change and capacity processes. The supplier should support the IT Service Management partner in the documentation of processes and 'remote hands' activities which can be performed by the College staff or IT Service Management staff in supporting the activities to resolve incidents. The provider will use the IT Service Management tool for the management of processes.

Specifications of how the NCHSR requires suppliers to work with their appointed IT Service Management (ITSM) partner are set out below:

ID	Requirement
S1	Supplier must use the ITSM tool provided by the NCHSR's designated IT Service Management partner for logging, tracking and managing incident, problem, change and service requests assigned to them. This will include support of and adherence with the processes defined and managed by the ITSM tool.
S2	Supplier must work with the NCHSR's designated IT Service Management partner who will co-ordinate and facilitate incident, problem, service request, change and capacity management
S3	Supplier must provide required data/information to the IT Service Management partner who will be providing the Service Desk facility, to ensure on boarding of ITSM Tool
S4	Supplier must ensure that the NCHSR's systems and data (including the Service Management tool) are only accessible to its designated staff working for the College
S5	Supplier must partner with the NCHSR's IT Service Management partner, who will be managing the Suppliers agreed SLA's. The Supplier will work within an SLA framework which will include a handling duration for opening and closure of tickets by the ITSM function. The ITSM function will assign tickets to the Supplier to be resolved within the agreed SLA's. The tickets will be closed as agreed with the College. The handling duration and framework is to be confirmed.
S6	Supplier must partner with other supplier/providers (e.g. Infra team) that have upstream or downstream dependencies on the scope of its services to develop OLA's to support their respective SLA obligation.
S7	Supplier must ensure defining underpinning contracts with their respective product/technology vendors in-line with the overall SLAs
S8	Supplier must ensure participation of its personnel in the process and tools trainings conducted by the IT Service Management partner
S9	Supplier must ensure creating knowledge documents and provide the required knowledge transfer to the IT Service Management partner for low risk incidents and service requests. This will support the documentation of the support process and activity training for the local NCHSR staff who are on site and can support (in conjunction with the IT Service management partner) the resolution of incidents prior to requiring on-site attendance by the Supplier to resolve an incident.
S9	Supplier must prepare an escalation matrix (i.e. governance structure) and share that with the IT Service Management partner and other NCHSR stakeholders



<b>S10</b>	<b>Supplier must provide onsite support, if required, to meet the SLA's to resolve incidents and problems, deliver change and service requests, without any additional cost</b>
<b>S11</b>	<b>Supplier must work the IT Service Management partner and perform problem management and RCA for frequent, related and redundant incidents</b>
<b>S12</b>	<b>Supplier must work the IT Service Management partner take ownership of end to end Change Release Management of their respective technology and / or system</b>
<b>S13</b>	<b>Supplier must prepare/update/maintain the training documents, technical design documents and use case documents associated with their respective system(s)</b>
<b>S14</b>	<b>Supplier must perform ongoing Capacity Management for the system or service provided. Supplier should produce a capacity plan for the same. The capacity plan must cover current load, peak load demand, forecast load, available capacity and required capacity.</b>
<b>S15</b>	<b>Supplier should share its Capacity Management process and periodic capacity reports with the College and its IT Service Management partner</b>
<b>S16</b>	<b>Supplier must document the monitoring thresholds and exceptional conditions for its respective systems and services and share that with the IT Service Management partner</b>
<b>S18</b>	<b>Supplier must ensure that its personnel/staff working for the college, participate in the knowledge transfer sessions organized by IT Service Management partner. Supplier should own the responsibility of transferring knowledge of respective systems/applications to the IT Service Management partner, complying with the knowledge acquisition plan prepared by the latter.</b>
<b>S19</b>	<b>Provide IT Service Management partner with monitoring facilities for visibility of supplied services and systems</b>

**Note:** Please note that these are generic requirements and all the suppliers are expected to meet these requirements. If a supplier wishes to raise an exception in meeting any of the above requirements due to any practical challenges, then must be highlighted before submitting the final proposal.

The NCHSR's Indicative Service Level requirements are documented in Appendix D

## 5. Contract Requirements

- 5.1 The successful bidder will be required to enter into the Form of Agreement with the NCHSR. 5.2 If you consider that any of the terms set out in the Agreement are unacceptable, you must identify such terms in your response.
- 5.3 In no event are you to submit your own standard contract terms and conditions as a response to this ITT. You need to address the specific language in the sample contract and submit with your Proposal any exceptions or exact contract deviations that you wish to negotiate.
- 5.4 Any deviation from the requirements, the Specification, terms or the conditions set out in this ITT, must be clearly stated in your Proposal. NCHSR will be the sole judge as to what constitutes an acceptable deviation. If no deviations are indicated in your Proposal, NCHSR is entitled to interpret that you offer to perform in full compliance with this ITT.
- 5.5 The Contract Period shall be for 36 months with the possibility of extending the contract period for a further 12 months.

## 6. Evaluation Process

### 6.1 Phase 1: Initial Compliance Check

Each Tender shall first be reviewed to ensure that it has been submitted on time and meets the Employer's submission requirements as notified in all instructions to Tenderers.

Only Tenderers which have not been disqualified shall be admitted to Evaluation Phase 2.

### 6.2 Phase 2 – Evaluation of Qualification Envelope

The Employer will evaluate each of the questions within the Qualification Envelope “Pass” or “Fail” and reserves the right to disqualify forthwith any Tenders which score “Fail” against any of the questions within the Qualification Envelope.

Only Tenders which have not been disqualified shall be admitted to Evaluation Phase 3.

### 6.3 Phase 3 – Evaluation of Technical Envelope

The Employer will evaluate the Tenderer's responses to each of the questions set out in the Technical Envelope. Tenderers should note that each question relates to the Scope of Services set out in Section 2 of the Schedule of Requirements. Tenderers should ensure that their responses give the Employer confidence that each of the requirements will be met.

6.4 The Employer shall assign a score (between 0 and 5) to each response, according to the methodology set out in Table 1.

**Table 1 – Scoring methodology**

Marking Scheme	Evaluation Marking Scheme	Marks awarded
5	The bidder's response demonstrate their full ability to meet the Requirement providing innovation within the stated character limit.	100% of available marks
4	The bidder's response demonstrate their full ability to meet the Requirement within the stated character limit.	80% of available marks
3 (Minimum Pass Mark)	The bidder's response satisfactorily addresses the Requirement within the stated character limit.	60% of available marks

2	The bidder's response satisfactory meet more than half of the Requirements within the stated character limit.	40% of available marks
1	The bidder's response only partially meet the Requirement.	20% of available marks
0	The bidder's response does not meet the Requirement OR the question has not been answered.	0% of available marks

**6.5** The requirements listed in Section 4 of the specification which will be prioritised using the MoSCoW method; Must have Requirements labelled as **MUST** are critical to the delivery of the service and need to be delivered in day one of the contract.

Requirements labelled as **SHOULD** are important but not critical for delivery on day of the contract. Delivery of these can be agreed for a later phase.

Requirements labelled as **COULD** are desirable but not necessary,

Requirements labelled as **WOULD** like have been agreed by stakeholders as the nice to haves.

**6.6** Specific requirements to be responded to (responses to be provided in line with Annex C: Response Guidance).

The scores attached to each of the responses shall then be weighted as set out in Table 2 Annex C. The table also sets out the evidence expected of Tenderers to achieve the highest possible score against each question.

**6.7** The weighted scores will then be totalled to determine the Tenderer's Total Quality Score. Tenderers may be disqualified, and therefore not progress to the Commercial Evaluation stage, if:

- (i) their Tender fails to achieve a minimum Total Quality Score of 30% (out of a maximum possible 70%); and/or
- (ii) their Tender is awarded a '0' or '1' score against any of the Questions.

#### **6.8 Evaluation of Commercial Envelope**

We shall calculate the Assessed Price of each Tender using the information provided within the Pricing Schedule Annex D.

**8.4.3** Tenders with abnormally low prices may be rejected, any Tender with a contract price that is 25% below the average of all the contract prices excluding the highest assessed price will be deemed suspiciously low. Suspiciously low prices will be considered further by the Employer before a decision is taken as to whether the price is abnormally low.

**6.9** Commercial Scores shall be calculated as follows:

**Score = Lowest Assessed Price x available score (30% or 450 points)**

**Tender's assessed Price**

**Example: Tenderer 1 - £100K**

**Tenderer 2 - £120k**

**Tenderer 2 commercial weighting:**

**£100,000 x 30% = 25%**

**£120,000**

#### **6.10 Phase 4: Tender Bid Presentations**

Following the tender evaluation, short-listed suppliers may be invited to present. The presentation of bids will provide The College with the opportunity to validate the short listed Tenderers' bid submissions, which will be informative to the final moderation part of the evaluation process. The purpose of the presentation is to provide the panel with further confidence in the Tenderer's technical proposal.

Presentations will be held at Faraday Wharf, Holt Street, Birmingham, B7 4BB. Whilst face to face meetings are preferred, if these cannot be organised with bidders web or teleconferencing facilities may be available. Bidders invited to the presentation stage will be provided with a slot to present in the week commencing 15 May. The exact date and further instructions will be provided to shortlisted tenders regarding the presentations. The College understands bidders may have other commitments, and will endeavour to meet bidders' timing requests where possible. An agenda for the presentations will be shared with successful bidders following evaluation of ITT responses. Suppliers should ensure that a number of the key people identified in the tender submission will be required to attend the presentation.

The College confirms that, in the interests of fairness to Tenderers, the Employer will not disclose the scores awarded to the Tender Response prior to the Tenderer Interview. The College will only provide details of scoring at the end of the evaluation process i.e. as part of the "Notification of award decision" communication.

## Annex A: Bidder General Information

### Question 1 COMPANY INFORMATION

- Please state your full company name
- Please state your registered office address
- Please state the country of your registered office address (England, Wales, Scotland, Northern Ireland)
- Please state your company or charity registration number
- Please state whether your company is a SME
- Please state whether your company is a voluntary, community or social enterprise organisation
- Please state the name of your immediate parent company

If you are bidding as a Group of Economic Operators (a Consortium), please specify:

- Name of Group of Economic Operators
- Proposed legal structure if the Group of Economic Operators intends to form a single legal entity prior to signing the Contract, if awarded

For each member of the Group of Economic Operators, please specify:

- Full company name
- Registered office address
- Country of registered company address (England, Wales, Scotland, Northern Ireland):
- Company or charity registration number
- Whether the company is a SME
- Whether the company is a voluntary, community or social enterprise organisation.
- The role each member will take in providing the Services (for example which of the topics and or core service they will provide)

### Question 2 TENDER CONTRACT

- Please state the contact's name.
- Please state the contact's address, Postcode and Country.
- Please state the contact's telephone number.
- Please state the contact's mobile number.
- Please state the contact's e-mail address.

### Annex B: Terms and Conditions

Suppliers shall agree to the NCHSR’s terms and conditions set out in the document provided. These terms and conditions are under review and may be adjusted.

#### Schedule of Qualifications

Clause	Original Text	Revised Text	Commentary

## Annex C: Response Guidance

This Annex sets out the questions that will be evaluated as part of this ITT

Reference	Title of Question	Question	Available Scores	Evaluation Criteria
<b>RG1</b>	Capability	<p>Please include an overview of your organisation, including details of your market share and how it has changed over the past 5 years.</p> <p>Please provide your company number and financial accounts for the past 3 years. If your company is a subsidiary, please supply both subsidiary and parent company accounts.</p> <p>Please provide details of 2 case studies demonstrating your capability of delivering similar services in a similar environment and understanding of the relationship between technology and pedagogy in Further Education.</p> <p>Please supply a list of Key Staff including their core skills, as at the Effective Date, and the respective roles of those Key Staff.</p> <p>Please detail how you will deliver a project of this scale. Include details of any risks and challenges that could arise based on your experience and how you would mitigate them.</p> <p>Page Limit: 4 – 6 pages</p>	33	<p>Supplier has demonstrated ability to deliver services as outlined in this ITT.</p> <p>Supplier has the ability to deliver their solution in similar environments.</p> <p>The core staff have the relevant capability and skills to deliver the contract effectively.</p>



Reference	Title of Question	Question	Available Scores	Evaluation Criteria
RG2	Solution	<p>Please provide an executive summary of the solution, addressing:</p> <ul style="list-style-type: none"> <li>• Overall proposal</li> <li>• Key elements of the solution</li> <li>• Recommendations to implement the proposed solution &amp; resources required</li> <li>• Key elements of service transition and transformation</li> <li>• Key risks and mitigation approaches</li> <li>• Dependencies on NCHSR</li> </ul> <p>The College is taking a Microsoft first approach for its infrastructure, please explain how your solution can leverage this approach?</p> <p>What is the system/solution roadmap for the next 3-5 years?</p> <p>What level of proficiency is required to effectively use the system? What support is available for staff and students? Do you offer an interactive knowledge base for use by support staff and/or end users of the system?</p> <p>How are functionality updates and new features in upcoming version releases communicated and promoted to user groups?</p>	33	<p>Supplier has provided a comprehensive summary of the solution with clear recommendations, details or resources and details of risks and dependencies with relevant mitigations.</p> <p>Supplier demonstrates a solution that delivers against the specification detailed in Section 4.</p>

Reference	Title of Question	Question	Available Scores	Evaluation Criteria
		<p>What resources within your system can produce automatic notifications?</p> <p>Please include details of any software support.</p> <p>Page Limit: 10 pages</p>		
<b>RG3</b>	<b>Non Functional Performance</b>	<ul style="list-style-type: none"> <li>• Speed of interactive performance</li> <li>• Cross-site performance</li> <li>• Refresh rates</li> </ul> <p>Video standards</p>	<b>32</b>	Supplier demonstrates a solution that delivers against non-functional performance requirements.
<b>RG4</b>	<b>Support services</b>	<p>Please include details of any software and system support including:</p> <ul style="list-style-type: none"> <li>• How does your system support less digitally competent users in building their confidence and competence over time?</li> <li>• What level of proficiency is required to effectively use the system?</li> <li>• While the College currently has a skeleton team in place, they will be appointing a growing number of staff over the upcoming years. Please outline how new staff will be on boarded to your system and which</li> </ul>	<b>33</b>	<p>Supplier provides details of support services with details of support for staff and end users which are relative to the needs of the College.</p> <p>Supplier has a clear provision of functionality updates.</p> <p>Solution has the ability to integrate with additional systems.</p>

Reference	Title of Question	Question	Available Scores	Evaluation Criteria
		<p>training/support will be available to them.</p> <ul style="list-style-type: none"> <li>What support is available for staff and students? Do you offer an interactive knowledge base for use by support staff and/or end users of the system?</li> <li>How are functionality updates and new features in upcoming version releases communicated and promoted to user groups?</li> </ul>		
<b>RG5</b>	<b>Solution Integration</b>	<p>How well does your system integrate with other systems? E.g. Digital Signage &amp; Wayfinding</p> <p>Do you recommend any systems that work well with your solution?</p> <p>What analytics are available as standard within your product?</p> <p>Which file types does your system support?</p> <p>Would it be possible to duplicate or split content across both College sites?</p> <p>What interactive features are included within the core product?</p> <p>Page Limit: 6 pages</p>	<b>32</b>	<b>Supplier provides details of possible system integration</b>

Reference	Title of Question	Question	Available Scores	Evaluation Criteria
RG6	Delivery Plan	<p>Please provide an MS Project Plan that outlines the end to end implementation process, including a critical path, as well as identifying the resource you will provide and the resource the college will need to provide. Working on the assumption that the first students will start at the College in September 2017, please confirm what the required timescales are to achieve this date.</p> <p>Page Limit: 2-4 pages</p>	32	<p>Supplier provides a detailed implementation plan identifying a critical path, milestones, dependencies and resources.</p> <p>The suppliers plan aligns to the College requirements and timescales.</p>
RG7	Methodology & Approach	<p>The College currently has a skeleton staff in place. Please outline your approach to accommodating limited availability of the College staff.</p> <p>Please detail your approach to delivering the service as a partner alongside the College and its other suppliers.</p> <p>Please detail how you will be agile and flexible to meet the College's evolving requirements.</p> <p>Page Limit: 6 pages</p>	32	<p>Supplier provides a comprehensive, agile and collaborative methodology and approach to working with the College and its supply chain.</p>
RG8	Value Added	<p>Please provide an outline of your approach to added value and how the NCHSR will benefit from this approach. What innovation can you deliver to the College, in particular to interaction and</p>	32	<p>Supplier demonstrates added value and innovation.</p>

Reference	Title of Question	Question	Available Scores	Evaluation Criteria
		collaboration? Page Limit: 2-4 pages		
<b>RG9</b>	Implementation and Exit	<p>The supplier must complete a Transition Project Initiation Document comprising a detailed plan document in MS Word, detailing how they will transition over to the college.</p> <p>Page Limit: 6 pages</p>	32	Supplier provides a detailed transition plan and Project Initiation Document addressing all relevant areas.
<b>RG10</b>	Service Level Agreements	<p>Please confirm your ability to adhere to the Service Levels detailed in Appendix D.</p> <p>Please provide any details of additional Service Levels applicable to support this service.</p>	32	Supplier adheres to all Service Levels and provides details of additional service levels to aid the delivery of the service.
<b>RG11</b>	Account Management	<p>Please provide details of your account management process including details of:</p> <ul style="list-style-type: none"> <li>• the frequency and method of communication,</li> <li>• your consulting approach,</li> <li>• upgrade management; and</li> <li>• how you address escalation points.</li> </ul> <p>Page Limit: 2 pages</p>	32	Supplier has an appropriate account management structure to support the service.
<b>Total Available Scores:</b>			<b>355</b>	

**Technical Requirements – Table 1**

Please provide a table containing a Yes / No column confirming if you can meet the requirement and a comments column details any additional information to support your statement or that you deem to be relevant.

<b>ID</b>	<b>Requirement</b>	<b>Importance</b>	<b>Rating</b>	<b>Available Scores</b>	<b>Supplier Provision Yes/No</b>	<b>Commentary</b>
<b>AV 1</b>	<b>The solution shall promote remote and interactive teaching</b>	<b>High</b>	<b>Must</b>	<b>35</b>		
<b>AV 2</b>	<b>The solution shall have the capacity to run all its functions through both wired and wireless internet connections. This must be present for both College and remote access.</b>	<b>High</b>	<b>Must</b>	<b>35</b>		
<b>AV 3</b>	<b>The solution should enable video link access between two large conference rooms across the two hub sites</b>	<b>High</b>	<b>Must</b>	<b>35</b>		
<b>AV 4</b>	<b>The solution shall permit international live streaming of classes and presentations via the internet</b>	<b>High</b>	<b>Must</b>	<b>35</b>		
<b>AV 5</b>	<b>The system shall support lecture delivery with synchronicity across multiple virtual users</b>	<b>High</b>	<b>Must</b>	<b>35</b>		
<b>AV 6</b>	<b>The solution shall incorporate a panning capability which permits full classroom capture</b>	<b>Medium</b>	<b>Should</b>	<b>22</b>		
<b>AV 7</b>	<b>The system shall cater for BIM Level 2</b>	<b>Medium</b>	<b>Should</b>	<b>22</b>		
<b>AV 8</b>	<b>The solution shall support a BYOD</b>	<b>High</b>	<b>Must</b>	<b>35</b>		

	environment and thus shall have a device agnostic operating system					
AV 9	The interactive solution shall be self-explanatory and require no prior induction or training	High	Must	35		
AV 10	The solution shall support switch on and control at the interactive displays	Medium	Should	22		
AV 11	The solution shall support multiple concurrent users	High	Must	35		
AV 12	The solution shall provide interactive panels in wall mounted and mobile stands, in various sizes, as would be appropriate for the teaching space	High	Must	35		
AV 13	The solution shall support both large and smaller scale multi-monitor arrays	High	Must	35		
AV 14	The solution should support panoramic interactive walls and canvasses in communal areas	High	Must	35		
AV 15	The solution shall support the management of off-site display panels	Medium	Should	22		
AV 16	The solution shall support the projection of material from personal devices onto interactive displays	High	Must	35		
AV 17	The solution shall capture and store all inputs to interactive displays	High	Must	35		
AV 18	The solution shall enable edits to interactive canvasses/displays whilst the device is offline. These edits	Medium	Should	22		



	should have restricted remote control.					
AV 19	The solution shall manage visual limitations caused by poor light and reflections	High	Must	35		
<b>Total Available Scores:</b>				<b>600</b>		

**Service Management Requirements – Table 2**

<b>ID</b>	<b>Requirement</b>	<b>Importance</b>	<b>Rating</b>	<b>Available Scores</b>	<b>Supplier Provision Yes/No</b>	<b>Commentary</b>
<b>S1</b>	<b>Supplier must use the ITSM tool provided by the NCHSR's designated IT Service Management partner for logging, tracking and managing incident, problem, change and service requests assigned to them. This will include support of and adherence with the processes defined and managed by the ITSM tool.</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S2</b>	<b>Supplier must work with the NCHSR's designated IT Service Management partner who will co-ordinate and facilitate incident, problem, service request, change and capacity management</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S3</b>	<b>Supplier must provide required data/information to the IT Service Management partner who will be providing the Service Desk facility, to ensure on boarding of ITSM Tool</b>	<b>High</b>	<b>Must</b>	<b>5</b>		

<b>S4</b>	<b>Supplier must ensure that the NCHSR's systems and data (including the Service Management tool) are only accessible to its designated staff working for the College</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S5</b>	<b>Supplier must partner with the NCHSR's IT Service Management partner, who will be managing the Suppliers agreed SLA's. The Supplier will work within an SLA framework which will include a handling duration for opening and closure of tickets by the ITSM function. The ITSM function will assign tickets to the Supplier to be resolved within the agreed SLA's. The tickets will be closed as agreed with the College. The handling duration and framework is to be confirmed.</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S6</b>	<b>Supplier must partner with other supplier/providers (e.g. Infra team) that have upstream or downstream dependencies on the scope of its services to develop OLA's to support their respective SLA obligation.</b>	<b>High</b>	<b>Must</b>	<b>5</b>		

<b>S7</b>	<b>Supplier must ensure defining underpinning contracts with their respective product/technology vendors in-line with the overall SLAs</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S8</b>	<b>Supplier must ensure participation of its personnel in the process and tools trainings conducted by the IT Service Management partner</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S9</b>	<b>Supplier must ensure creating knowledge documents and provide the required knowledge transfer to the IT Service Management partner for low risk incidents and service requests. This will support the documentation of the support process and activity training for the local NCHSR staff who are on site and can support (in conjunction with the IT Service management partner) the resolution of incidents prior to requiring on-site attendance by the Supplier to resolve an incident.</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S9</b>	<b>Supplier must prepare an escalation matrix</b>	<b>High</b>	<b>Must</b>	<b>5</b>		

	(i.e. governance structure) and share that with the IT Service Management partner and other NCHSR stakeholders					
<b>S10</b>	<b>Supplier must provide onsite support, if required, to meet the SLA's to resolve incidents and problems, deliver change and service requests, without any additional cost</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S11</b>	<b>Supplier must work the IT Service Management partner and perform problem management and RCA for frequent, related and redundant incidents</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S12</b>	<b>Supplier must work the IT Service Management partner take ownership of end to end Change Release Management of their respective technology and / or system</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S13</b>	<b>Supplier must prepare/update/maintain the training documents, technical design documents and use case documents associated with their respective system(s)</b>	<b>High</b>	<b>Must</b>	<b>5</b>		

<b>S14</b>	<b>Supplier must perform ongoing Capacity Management for the system or service provided. Supplier should produce a capacity plan for the same. The capacity plan must cover current load, peak load demand, forecast load, available capacity and required capacity.</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S15</b>	<b>Supplier should share its Capacity Management process and periodic capacity reports with the College and its IT Service Management partner</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S16</b>	<b>Supplier must document the monitoring thresholds and exceptional conditions for its respective systems and services and share that with the IT Service Management partner</b>	<b>High</b>	<b>Must</b>	<b>5</b>		
<b>S18</b>	<b>Supplier must ensure that its personnel/staff working for the college, participate in the knowledge transfer sessions organized by IT Service Management partner. Supplier</b>	<b>High</b>	<b>Must</b>	<b>5</b>		

	should own the responsibility of transferring knowledge of respective systems/applications to the IT Service Management partner, complying with the knowledge acquisition plan prepared by the latter.					
S19	Provide IT Service Management partner with monitoring facilities for visibility of supplied services and systems	High	Must	5		
<b>Total Available Scores:</b>				<b>95</b>		



## Annex D: Service Level Requirements

### 1 Incidents

Priority	Target Response Time	Target Resolution Time	Target Service Level Objective
Critical	1 hour	4 hours	99%
High	2 hours	8 hours	99%
Medium	4 hours	24 hours	98%
Low	8 hours	48 hours	98%

### 2 Service Request

Priority	Target Response Time	Target Resolution Time	Target Service Level Objective
High	2 hours	8 hours	99%
Medium	8 hours	16 hours	99%
Low	16 hours	24 hours	98%
Information	24 hours	48 hours	98%

### Change Requests (including new service requests)

Category	Target Response Time	Target Lead Time
Normal - Major	2 Business Days	15 Business Days
Normal - Minor	2 Business Days	7 Business Days
Standard	1 Business Day	7 Business Days
Emergency	2 Hours	2 Hours
Expedited	2 Hours	8 Hours

### Definitions:

- **Response Time:** Total time between 'requesting a change' and 'change acknowledgement'
- **Lead Time:** Total time between 'change acknowledgement' and 'release approval' (covered milestones – build, test, CAB approval, UAT)

Category	Risk	Impact	Urgency	Example
Normal - Major	High	High	Normal	Major functionality changes, version upgrades
Normal - Minor	High	Low	Normal	Minor functionality changes, non-critical defect fixes
Standard	Low	Low	Normal	Server Patching
Emergency	Low	High	High	Same as normal changes with higher urgency
Expedited	High	High	High	Fixes due to Incident resolution/ Unplanned outages



**System Availability: 24x7 [All Weekdays]**

- Operating Hours: Monday to Saturday, 8:00AM to 5:30PM
- Target uptime: 99.8%

## Annex E: Commercial Framework

Pricing & Commercial		
<b>Pricing Summary</b>	<b>Template Provided</b> No  <b>Format:</b> MS Word	The supplier must complete the provided pricing schedule template that summarises their Proposal.
<b>Service Delivery Locations</b>	<b>Template Provided</b> No  <b>Format:</b> MS Word	The supplier must supply a list of locations from which the service will be delivered.
<b>Subcontractor List</b>	<b>Template Provided</b> No  <b>Format:</b> MS Word	The supplier must supply a list of subcontracted service providers to be used to deliver the service.

## **Annex F: Floor Plans**

**Please refer to the attached floorplans of both College sites for costing hardware requirements.**