Swan Housing Customer Segmentation and Journey Mapping 2021

## **Appendix 5 – Presentation Stage**

Following evaluation of the written quality submission and cost, we will invite a maximum of 3 suppliers to present their proposal on Friday 16<sup>th</sup> April 2021. Those invited to presentation will have sufficient written scores to enable them to win the competition. The presentations will take place over Microsoft Teams and times will be allocated on first come, first served basis following shortlisting.

Date	Time	Bidder
Friday 16th April 2021	10:00 AM	Bidder A
Friday 16th April 2021	11:00 AM	Bidder B
Friday 16th April 2021	12:00 PM	Bidder C

The presentation will provide an opportunity to discuss the proposal in more detail and meet the team. Each presentation will last for 45 minutes.

## Agenda

Item		Time	
1. Introduction	ns	5 minutes	
2. Overview of	of Proposal from Bidder	20 minutes	
3. Q & A		20 minutes	
4. Close and	Next Steps		

Specifically, the bidder should consider and present on:

- Examples of the outputs they expect to deliver for Swan
- How will you bring the personas to life to ensure they are understood and relatable across Swan?
- How will your team embed themselves in the organisation?
- How will you engage with, and motivate our people, with consideration for working virtually during the pandemic?

For those successful at written stage, we will also be requesting references of previous similar work. Please refer to Appendix 6 References for further information.