

**Instructions for Tenderers:**

Please complete all fields in this document which have been highlighted in green.

Please ensure that your responses to the mandatory questions are contained to the fields highlighted in green within this document.

All other questions may be answered in an MS Word document unless otherwise specified

**Mandatory Questions:**

Reference	Criteria	Response (Yes/No)
M1	Please advise whether all supplier staff working on this contract shall have a minimum-security clearance level of Security Clearance (SC)	
M2	Please advise whether your organisation shall deliver the requirements of this contract using the Authority's instance of ServiceNow to receive incident and service requests.	
M3	Please confirm whether your organisation is ISO27001 certified, and Cyber Essentials Plus accredited.	
M4	Please confirm that data centres used in the provision of the service are in the United Kingdom and/or EU as a minimum, and that all supplier staff working on this contract are located in the UK.	

Quality Question:

End to end Service

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
Q1	Quality	End to end Service	Please provide a summary (with diagrams if appropriate) of how the Services in their entirety will be delivered and managed.	0	<p>Suppliers should note that although this response will not be scored it will be used to provide context to the response to other questions within the Quality Evaluation Criteria to give assurance to the Customer that each part of the proposed solution sits within the overall structure.</p> <p>Suppliers should include here their overall management structure for the services, and how any performance information and escalations will be managed.</p> <p>Should there be discrepancies between the responses to Evaluation Criteria and the response to this question the scoring of the Evaluation Criteria may be affected.</p> <p>The response to this question should be contained within a max of 5 double sided A4 size pages (including diagrams)</p>

## Service Desk requirements

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
Q2	Quality	Incident & Problem Management	Explain how your processes for managing incidents and standard requests will draw on best practice in customer-centricity and align to common good practice IT service frameworks (such as ITIL)	25	<p>The Suppliers response should set out the makeup of the incident and problem management teams, including out of hours cover for Major Incident Management.</p> <p>The response should cover the Supplier's strategy for knowledge transfer, training on the Buyer's ITSM tool ServiceNow, and KPI's that will apply during the transition of service.</p> <p>The response should demonstrate that the Supplier has read the Buyer's Policy and Process documents provided as part of the ITT on Incident, Major Incident and Problem Management</p> <p>The response to this question should be contained within a max of 10 double sided A4 size pages (including diagrams)</p>
Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
Q3	Quality	Performance Management and CSI	How will you use data to monitor performance and work with the Buyer to improve outcomes	5	<p>The response to this question should be contained within a max of 10 double sided A4 size pages (including diagrams)</p>

**Commented [DH1]:** @Ric Allen - the emphasis should be on the team of service desk agents who deal with incident and service requests. I am not sure I would even mention Change management - they are stakeholder of the change process and they need to be ready to take calls on new services and changes to existing services

## Innovation

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
Q4	Quality	Innovation	How will you enable users to access the best possible service, within the available budget?	5	<p>The Supplier should include in their response their strategy to drive down calls to the service desk and drive up interactions via other channels such as self-serve, automation, etc.</p> <p>The Buyer expects the Supplier to attend regular meetings to discuss Continuous Service Improvement, as well as support other suppliers in improving their services to help drive overall user experience improvement.</p> <p>The supplier should include their approach to innovation, and how they will identify and review opportunities to reduce cost, or where annual investment may improve Service Desk quality and outcomes.</p> <p>5 Pages</p>
Q5	Quality	Risk	How will the supplier manage risk during both the implementation and running of the service?	5	<p>The supplier should include a RAID log to show Risks, Assumptions, Issues and Dependencies, both for the implementation phase of the service and during BAU running of the service.</p> <p>Where the Supplier's pricing model has risks or dependencies on the Buyer, these should be set out here.</p> <p>The RAID log should be a separate document, accompanied by a narrative that explains any risks or dependencies on the Buyer with a maximum of 5 pages.</p>

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## Implementation

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
Q6	Quality	Implementation	The Supplier is to set out an outline implementation plan showing the critical path milestones and phases that will ensure the services are transferred from the incumbent supplier to the new supplier on contract award.	20	<p>The Supplier Outline Implementation plans should set out and describe the key Milestones, (including but not limited to the milestones set out in Attachment 3 – Implementation)</p> <p>Where applicable for each milestone set out the Deliverable(s) associated with the milestone and provide acceptance criteria for the milestone.</p> <p>The Supplier is asked to set out the phases that make up the Implementation plan and the logic behind the phasing and the timing and order of the phases.</p> <p>The Outline Implementation plan should include both Service Onboarding and Knowledge Transfer aspects as well as the core implementation tasks.</p> <p>The Outline Implementation plan is to be provided in MS Project as well as PDF format.</p> <p>The Narrative accompanying the plan should be in MS Word format.</p> <p>The narrative response to this question should be contained within a max of 5 double sided A4 size pages (including diagrams)</p>

## Social Value

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
SV1	Social Value – Equal Opportunity	<p><b>Policy Outcome:</b> Reduce the disability employment gap</p> <p><b>Award Criteria:</b> Support disabled people in developing new skills relevant to the contract, including through training schemes that result in recognised qualifications.</p>	Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.	5	<p>Please include:</p> <ul style="list-style-type: none"> <li>• your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and 8 Set an appropriate character limit. We recommend that a substantial word count is allocated for the responses to questions, subject to IT system capabilities.</li> <li>• a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> <li>◦ timed action plan</li> <li>◦ use of metrics</li> <li>◦ tools/processes used to gather data</li> <li>◦ reporting ◦ feedback and improvement</li> <li>◦ transparency</li> </ul> </li> </ul> <p>The award criteria (listed above) and sub-criteria (shown below) will be used to evaluate the response:</p> <p>Activities that demonstrate and describe the tenderer’s existing or planned:</p>

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
					<ul style="list-style-type: none"> <li>● Understanding of the issues affecting the development of new skills by disabled people in the workforce in the market, industry or sector relevant to the contract, and in the tenderer's own organisation and those of its key sub-contractors.</li> <li>● Understanding of the underlying factors affecting improvements to reduce barriers to training schemes for disabled people in the contract workforce.</li> <li>● Inclusive and accessible development practices, including those provided in the Guide for line managers on recruiting, managing and developing people with a disability or health condition.</li> <li>● Other measures to offer development opportunities for disabled people in the contract workforce. Illustrative examples: <ul style="list-style-type: none"> <li>○ offering a range of quality opportunities with routes of progression if appropriate, e.g., T Level industry placements, students supported into higher level apprenticeships.</li> <li>○ working conditions which promote an inclusive working environment and promote retention and progression.</li> </ul> </li> <li>● Public reporting on the health and wellbeing of staff comprising the contract workforce, following the recommendations in the Voluntary Reporting Framework.</li> </ul> <p>Reporting Metrics</p>



Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
					<ul style="list-style-type: none"> <li>● Total percentage of full-time equivalent (FTE) disabled people employed under the contract, as a proportion of the total FTE contract workforce, by UK region.</li> <li>● Number of full-time equivalent (FTE) disabled people employed under the contract, by UK region.</li> <li>● Total percentage of disabled people on apprenticeship schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on apprenticeship schemes (Level 2, 3, and 4+) within the contract workforce, by UK region.</li> <li>● Number of disabled people on apprenticeship schemes (Level 2, 3, and 4+) under the contract, by UK region.</li> <li>● Total percentage of disabled people on other training schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on other training schemes (Level 2, 3, and 4+) within the contract workforce, by UK region.</li> <li>● Number of disabled people on other training schemes (Level 2, 3, and 4+) under the contract, by UK region</li> </ul>
SV2	Social Value – Wellbeing	<b>Policy Outcome:</b> Improve health and wellbeing	Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.	5	<p>Please include:</p> <ul style="list-style-type: none"> <li>● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and 8 Set an appropriate character limit. We recommend that a substantial word count is</li> </ul>

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
					<p>allocated for the responses to questions, subject to IT system capabilities.</p> <ul style="list-style-type: none"> <li>• a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> <li>○ timed action plan</li> <li>○ use of metrics</li> <li>○ tools/processes used to gather data</li> <li>○ reporting ○ feedback and improvement</li> <li>○ transparency</li> </ul> </li> </ul> <p>The award criteria (listed above) and sub-criteria (shown below) will be used to evaluate the response:</p> <ul style="list-style-type: none"> <li>• Influencing support for health and wellbeing Activities that demonstrate and describe the tenderer's existing or planned: <ul style="list-style-type: none"> <li>○ Measures to raise awareness or increase the influence of staff, suppliers, customers, communities and/or any other appropriate stakeholders to promote health and wellbeing, including physical and mental health, through its performance of the contract, e.g., through engagement; co-design/creation; training and education; partnering/collaborating; and volunteering. 9 The Mental Health at Work website includes documents, guides, tips, videos, courses, podcasts, templates</li> </ul> </li> </ul>

Ref	Criteria	Sub-Criteria	Description/Quality Question	Weighting	Guidance Notes
					<p>and information from key organisations across the UK, all aimed at helping employers get to grips with workplace mental health.</p> <ul style="list-style-type: none"> <li>● Reporting Metrics <ul style="list-style-type: none"> <li>○ Percentage of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees.</li> <li>○ Percentage of all companies in the supply chain under the contract to have implemented the 6 standards in the Mental Health at Work commitment.</li> <li>○ Number of companies in the supply chain under the contract to have implemented the 6 standards in the Mental Health at Work commitment.</li> <li>○ Percentage of all companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in Thriving at Work.</li> <li>○ Number of companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in Thriving at Work.</li> </ul> </li> </ul>