

ICT Managed Support Service Scoring Template

<i>Commercial</i>	30%
<i>Technical</i>	30%
<i>Quality & Service</i>	40%
TOTAL	100%

MODEL ASSUMES AT LEAST 3 POTENTIAL SUPPLIERS

COMMERCIAL

1: Contract Terms and Conditions

	Scoring	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Contract terms are reasonable and acceptable. Please provide details of an appropriate contract, similar to the scope detailed in this specification, managed by your Company. Please include an overview of the services provided and an indication of length of contract and value. These should conform to TUPE requirements and the requirements of the Welsh Government regulations for the Revised Code of Practice on Workforce Matters including pensions.	100%				

Score 0 to 5 15%

Contract terms weighted score

2: Price

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Overall price for base service scoring (Supplier X score = 5* lowest bidder price/ Supplier X price) so the lowest price scores 5	90%				
Price for add on services out of hours rates etc	10%				

Score 0 to 5 15%

Price weighted score

Please provide 2 quotes for Price - 1 with Network Manager only and the other with both Network Manager and ICT Technician

COMMERCIAL OVERALL SCORE 30%

TECHNICAL

Section 1: ICT & Telecommunication Solution

Score 0 to 5

30%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Please detail the support and maintenance solution you propose to deliver the services as defined in the Main Procurement document Section A. Details of processes/personnel - including personnel on-site/any equipment/system lead-times and contingency/cover should be included. Please outline your solution with 1 member of onsite staff (Network Manager only) and your solution with 2 (Network Manager and ICT Technician).	25%				
Please detail provision for individual cover on site for long term individual absence (greater than 10 working days). Please prescribe the arrangements you would put in place.	9%				
Please detail your provision for third line or remote support	9%				
Please detail how your provision for 24/7 network monitoring and preventative maintenance and security. Please detail provision of appropriate systems support for core ICT infrastructure (servers, storage and backup, firewall, router, switches, etc.) The monitoring of school devices.	15%				
Describe the anti-virus solutions you have in place for the systems you will be providing.	5%				

<p>Provide details of the disaster recovery methodology that you would use, including:</p> <ul style="list-style-type: none"> - backup - the recovery procedure for the system provided - restoration times - testing that would be required - regular testing that would be carried out. 	15%				
<p>Please provide details of how you would ensure continuous service. Also include:</p> <ul style="list-style-type: none"> - time it would take to restore services - plans to provide reads at critical time 	10%				
<p>Please detail arrangements for helpdesk, e.g. Connectwise Helpdesk Package Analyst or similar package</p>	7%				
<p>Please detail how you would provide appropriate asset management by use of AuditWizard Asset or similar package and how this would be audited, updated and maintained according to audit and financial regulations</p>	5%				

Weighted Score

TECHNICAL OVERALL SCORE 30%

Please provide 2 solutions for Technical - 1 with Network Manager only and the other with both Network Manager and ICT Technician

SERVICE & QUALITY

1. Quality Service and Experience

Score 0 to 5 4%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Please outline your company’s experience of ICT Management Services in the education sector. Explain how you would effectively ensure high standards of ICT managed services at St Teilo’s CIW High.	100%				

2: Quality Communication & KPIs

Score 0 to 5 7%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Explain how you would propose to manage and administer the contract to ensure effective communication with the school and customer satisfaction. Please include details of <ul style="list-style-type: none"> • method of service delivery management for service, contractual, operational and performance management • how you would monitor service level and produce monthly (periodic) reporting from appropriate monitoring and tracking / audit systems • attendance at monthly service review meetings with school management • how would you monitor and ensure that identified KPIs are met, such as minimal complaints from staff, and meeting targets for customer satisfaction including that of students, staff and governors 	100%				

Weighted Score

3: Implementation Mobilisation and Absorption

Score 0 to 5

7%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Provide details of an implementation/continuation plan to support the delivery of the managed service solution.	50%				
What processes does your company have in place to ensure a smooth transition from an incumbent contractor? This should include details of how you would deal with any TUPE requirements.	50%				

Weighted Score**4: Ethos**

Score 0 to 5

5%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
How would you build and maintain good relations with the school, and support the ethos of the school and its mission, its Anglican faith and the local community.	100%				

Weighted Score

5: Training including Health & Safety training

Score 0 to 5

5%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Explain how you would ensure that all ICT Managed Service staff on site would undertake appropriate and suitable basic Health and Safety training when working around the school's ICT equipment.	100%				

Weighted Score

6: Safeguarding & Child Protection

Score 0 to 5

5%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
You should outline the process by which you will guarantee that all members of staff working at the St Teilo's site or who have access to school systems are vetted under the DBS, Disclosure and Barring System, to the enhanced level of disclosure, and that these records are carefully monitored and updated and any changes are communicated post haste to the school. You should outline how you would ensure all members receive initial safeguarding and child protection training and how you would ensure all members of staff on site can update their safeguarding and child protection training as required	100%				

Weighted Score

7: Health & Safety and Environment

Score 0 to 5

7%

	Scoring Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
Please state how you would ensure that your business and all the members of your staff in connection with St Teilos conform strictly to the highest standards of health & safety practice, and conformity to compliance and regulations at all times. You should explain in conjunction with this how you would ensure any Health and Safety issues that would concern schools users are communicated effectively in the school.	60%				
Please state how you would ensure high levels of environmental control with regard to disposal of ICT equipment in accordance with applicable regulations and ISO14001	40%				

Weighted Score**SERVICE & QUALITY FACTORS OVERALL SCORE****40%**

Each question will be scored out of 5 using the following mechanism:

Score	Evidence
No evidence provided	0
Little or no evidence provided / proposal clearly does not meet NGP's minimum acceptable standard	1
Evidence shows general understanding of question but lacks relevant substance and is poorly presented / proposal falls below minimum standard	2
Evidence is adequate and addresses all aspects of the question / proposal meets minimum acceptable standards	3
Evidence addresses all aspects of the question with full descriptions of techniques or methods employed / clearly meets minimum acceptable standards	4
Evidence addresses all aspects of the question with full descriptions of techniques or methods employed and includes innovations or evidence of a desire to overcome particular problems /exceeds minimum expectations	5