

Category	Sub category
Device/Hardware Management	Asset register and device management
	Proactive device
Device/Hardware Management	management/depreciation
Device/Hardware Management	Server management
Device/Hardware Management	Router management
Helpdesk support	Hardware support included
Helpdesk support	Remote IT support but with ability to do on site IT support where required (All sites)
Helpdesk support	Portal access
Helpdesk support	Option for out of hours support
Helpdesk support	Tickets to be resolved within 24 hours SLA
Helpdesk support	Business critical issues SLA < 2 hours to resolve?
Helpdesk support	Cost effective level of support hours
Helpdesk support	Users to be able to access support directly
Helpdesk support	Ability to provide support to accounting software (via IT provider)
Helpdesk support	Can support with adhoc requests (e.g. installing additional software/purchasing ipads) as part of normal IT support (no extra costs)
Onboarding/Offboarding	New starter process
Onboarding/Offboarding	Leavers process

Onboarding/Offboarding	Leavers process
Onboarding/Offboarding	Leavers process
Pricing and contractual terms	Straight forward pricing (no hidden/additional fees)
Pricing and contractual terms	Price can flex based on # users
Pricing and contractual terms	12 month contract
Pricing and contractual terms	Account management meetings or reporting
Pricing and contractual terms	Dedicated account manager/similar
Pricing and contractual terms	Penalties for not achieving SLA? Anything which has not gone to plan following their advice, costs to rectify are covered by them not us
Pricing and contractual terms	covered by them not us
Software	Cyber security
Software	Licenses for 365 inc back up
Software	Antivirus solution
Software	VPN support
Software	RMM support
Software	Back up process
Software	Firewall
Software	Phishing tests

Software	Network equipment
Value add	Ability to support project work at reasonable cost
Value add	Proactive recommendations (suits our needs and trusted partner)
Value add	Look after telecommunications/mobile phones
Value add	Train staff as part of onboarding
Value add	Sharepoint guidance
Value add	IT Roadmap or similar
Value add	Charity expertise (understand discounts available to us)
Value add	Staff wellbeing
Value add	Well planned transition process/cross over period

Question

How do you manage assets and devices?

How do you manage hardware depreciation?

How do you manage on site servers? Do you offer better alternatives?

How do you manage on site routers?

Can you confirm hardware support is included?

What would you do if an individual was suffering hardware failure?

What portal access is available? If there is not a support portal how do they access support if email is the issue?

What out of hours support is available and is there an additional cost for this?

What are your standard SLA's?

What are your business critical SLA's?

What support hours will we receive and at what cost?

What does your customer support look like?

Do you have anything to support users to solve their own problems eg. support articles on , chatbots etc

Do you provider support for any other software software (eg Sage)?

Should we need adhoc additional IT expertise, is this something you would provide, what would this support look like and at what cost?

What is your new starter process for IT equipment and system set up?
What is your leavers process for IT equipment and system shut down?

How do you ensure that data protection is protected when staff leave and devices are re-issued?

How do you deal with BYOD when staff leave?

What is your pricing model? Are there any additional charges we would expect to pay during the contract?

Does the price flex on a monthly basis based on # users and is there flex in the contract should our organisation size increase/decrease?

How long would the contract terms be?

What do your regular client meetings look like, and how regularly would these occur?

Will we be allocated a dedicated point of contact for the contract?

Are there any penalties included should SLA's not be met?

What is your process should something not go according to plan and unexpected costs are incurred?

What recommendations would you make around cyber security? Are you able to support with cyber essentials accreditation?

What is your solution for Office 365?

What is your antivirus solution? If NOT Microsoft 365 solution, why? What are the added benefits for the additional cost?

How do you manage and support VPN?

What is your RMM solution?

What are the backup processes you plan to use?

What firewall option would you propose and how would you support it?

Do you do phishing tests?

What recommendations for network equipment would they make and how would they support it?

Are you able to support additional project work? How would this be planned and implemented and at what cost?

Tell us about how you work proactively with partners?

Do you provide services to support telecommunications/mobile phones?

Do you support with training staff as part of onboarding you as a provider?

Are you able to support and provider guidance on getting the most from Sharepoint?

Do you work with partners to agree an IT roadmap/strategy. If yes, tell us more about this?

Do you have charity expertise? Are you familiar with the discounts available to us and do you work with charity partners?

How do you take care of your own staff wellbeing and mental health?

What would the transition process look like should you be chosen as the new provider?

What would you need from us?

What we're looking for	Level	Weighting
Provider to have oversight of how many devices we have (including additional IT equipment provided), where they are, who is using them and transporting them to the right places when needed	Essential	
Ability to share in advance which devices are not performing well, require updating/replacing and are ensuring we have visibility of this for accurate budgeting. Plan re laptop lifecycle, should be 5 year refresh. Every year buy 20% of laptop stock. Can lease laptops so they can do the replacement. We have one physical on-site server used as a print server. Servers are all managed and monitored by provider.	Essential	20%
Routers are all managed and monitored by provider	Essential	
Provider will provide hardware support as part of the contract.	Essential	
Ability to attend site where needed to resolve issues, out of hours support	Essential	
Access to portal to view tickets, trends, users, invoices Option available for staff working evenings and weekend to contact IT support for anything high or critical priority Majority of tickets to be actioned and resolved within 24 hours (as a minimum acknowledged and solution being worked on) Business critical issues to be resolved (or have a clear plan to resolve) within 2 hours	Desirable Essential	20%
Best solution which is fit for purpose for Teesside Mind with minimal hidden costs for additional support as and when required	Essential	
Users can access support directly via phone/email and portal as and when required. Good customer service and able to upskill staff members and speak in non IT expert language.	Essential	
Internal knowledge of chosen accounting software and able to provide support and guidance via IT provider (rather than software support)	Desirable	
Able to support users with adhoc requests as part of the IT support costs. Happy to advise and purchase the correct equipment needed.	Essential	
New starter form/process for managers to complete for their new starters, all required equipment and email/software is set up and ready for day 1. Leaver form/process that managers complete when someone leaves, provider manages system shut down.	Essential Essential	10%

Provider ensures that all access is terminated on time and devices are ready to be used by the next user.	Essential	
Provider has a process in place to manage this.	Essential	
Clear pricing broken down clearly, invoices and costs are clear and visible	Essential	
Monthly cost per device/user is flexed based on actual usage (only charged for what we have)	Essential	
12 month contract preferred with clear reasonable notice periods Minimum quarterly contact with Office & Facilities Manager at Teesside Mind including reporting on issues and tickets raised and identifying trends to manage the day to day operations of IT.	Desirable Essential	30%
One person who is our main point of contact	Essential	
Potential for penalties should SLA not be met. Anything which has been recommended by provider, or been implemented but is not working/requires additional unplanned work is covered by provider.	Desirable Essential	
Provider to manage Cyber security, Cyber Essentials and Cyber Essentials Plus accreditation including owning all actions to achieve. Plans for testing.	Essential	
Licenses for 365 and support is included in costs. All managed by provider (including accessing discounts from charity digital exchange).	Essential	
Antivirus solution is fit for purpose and cost effective, all antivirus licenses are purchased and managed by the provider. Details for provision. Please detail what the additional benefits are where extra charges are added.	Essential Essential	10%
What is the solution you offer/recommend. Details for provision. Please detail what the additional benefits are where extra charges are added.	Essential	
What is the solution you offer/recommend. How is back-up tested. Please detail what the additional benefits are where extra charges are added. What is the solution you offer/recommend. Please detail what the additional benefits are where extra charges are added.	Essential	
Phishing tests are completed and flags raised, along with a plan to resolve any issues.	Essential	

What support is provided. Please detail what the additional benefits are where extra charges are added.	Essential
Provider can offer proactive advice on project work, fully project manage and advise on steps that need to be taken (e.g. implementation of new software). This support is offered as part of the IT support or at a reasonable transparent cost (e.g. cost of hours/day rate for support + clear plan of hardware/software purchase requirements)	Future Essential
Proactive recommendations made well in advance in order to budget accurately. Provider understands our situation and are able to speak in non IT expert language to help us make informed decisions.	Essential
Provider can manage all IT infrastructure including mobile phones (as well as owning this for new starters/leavers), broadband and landline phones. One point of contact that we can use for these areas rather than being passed to 3rd party providers.	Desirable Essential 10%
Provider will own the full onboarding process, from working closely with existing provider, providing communication and training to our staff on portal/helpdesk/other elements that will change as part of the transition.	Desirable
Sharepoint support is included in the IT support costs. Expert on hand to be able to ensure we are getting the most from Sharepoint.	Desirable
Proactive partner who knows what the upcoming changes are in the IT world and are able to make us aware for accurate budgeting and project management. Will work with us to optimise our systems.	Future
Understanding of charity discounts available to us and has a focus on ensuring cost efficient solutions are put forward.	Desirable
A partner who understands the importance of supporting their staffs wellbeing and mental health in line with our values.	Desirable
Clear, realistic project plan for managing the transition managed by new provider. Minimal input from Teesside Mind and they manage handover with existing provider directly.	Desirable