

| Category | Sub category |
|----------------------------|--|
| Device/Hardware Management | Asset register and device management |
| Device/Hardware Management | Proactive device 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 |

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| 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 |
| 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 |
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| 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 provide 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 regular 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 |
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| <p>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</p> <p>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.</p> <p>Routers are all managed and monitored by provider</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> | 20% |
| <p>Provider will provide hardware support as part of the contract.</p> <p>Ability to attend site where needed to resolve issues, out of hours support</p> <p>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</p> <p>Best solution which is fit for purpose for Teesside Mind with minimal hidden costs for additional support as and when required</p> <p>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.</p> <p>Internal knowledge of chosen accounting software and able to provide support and guidance via IT provider (rather than software support)</p> <p>Able to support users with adhoc requests as part of the IT support costs. Happy to advise and purchase the correct equipment needed.</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> | 20% |
| <p>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.</p> | <p>Essential</p> <p>Essential</p> | 10% |

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| 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 | Desirable | |
| Minimum quarterly contact with Office & Facilities Manager at Teesside | | 30% |
| Mind including reporting on issues and tickets raised and identifying trends to manage the day to day operations of IT. | Essential | |
| One person who is our main point of contact | Essential | |
| Potential for penalties should SLA not be met. | Desirable | |
| Anything which has been recommended by provider, or been implemented but is not working/requires additional unplanned work is covered by provider. | 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. | Essential | |
| Details for provision. Please detail what the additional benefits are where extra charges are added. | 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. | Essential | |
| 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 | |

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| 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 | |
| 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 | |
| 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. | Essential | 10% |
| 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 | |