**TR3: Technical Quality Questions**

1. Please respond to each of the below questions.
2. Each question has a prescribed maximum response word count; and the weighing afforded that question in the tender evaluation process is noted.
3. Additional information can be submitted in support of the response to any of the below questions, subject to the following:
   1. The information is clearly referenced to the question to which it relates; and
   2. The information is provided supplementary to and in support of the response and not additional to the upper word count limit for the question to which relates.

**Question 1 Presentation Question** – Integration and Compatibility (50%)

The College’s existing wired network is Cisco with a Cisco Maraki Wi Fi network, and ideally proposed solutions would allow for the wired network to be managed through the same portal. However, other brands will be considered that meet the integration, compatibility and minimum technical specification.

* Detail your proposed solution and how this will integrate with the Colleges existing Wi Fi network, preferably including the management portal.

**NO RESPONSE TO QUESTION 1 IS REQUIRED AT THIS STAGE. IF SUCCESSFUL IN BEING INVITED TO THE PRESENTATION STAGE, YOU WILL BE REQUIRED TO ANSWER THIS QUESTION AT THAT POINT.**

**Question 2 Presentation** Question – Delivery & Mobilisation (30%)

* Confirmation your organisation is able to meet the dates outlined within the proposed timetable. In particular, the proposed project commencement and handover dates.
* Detail your experience of delivery and proposal for new system to meet essential requirements, including technical requirements
* Explain your site-specific mobilisation plan including:
  + Mobilisation Manager/Lead
  + Details of the onsite and offsite management for this contract
* How often the Contract Manager will be on site

**NO RESPONSE TO QUESTION 2 IS REQUIRED AT THIS STAGE. IF SUCCESSFUL IN BEING INVITED TO THE PRESENTATION STAGE, YOU WILL BE REQUIRED TO ANSWER THIS QUESTION AT THAT POINT.**

**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

**Tenderers may attach additional documentation as separate appendices, in support of the response provided in the Tender Response Form such as diagrams, certificates or spreadsheets, although this should be clearly referenced.**

**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

**Question 3** Technical Assistance & After Sales Services (10%)

* Detail the technical assistance support/helpdesk which will be available to the College throughout the process from mobilisation to handover of the completed project
* How your organisation proposes to manage the handover process to the College’s incumbent IT Services provider.
* Confirmation/explanation to be provided on how solution can be serviceable/maintained by the incumbent IT provider going forward

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| **Response** (word limit: maximum of 1,000 words for each of the 3 questions in Question 3) |

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**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

**Question 4** Added Value/Innovation (5%)

* Additional wrap around services that can be included or accessed as part of the solution.
* Any other added value initiatives you propose for this contract.

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| **Response** (word limit: maximum of 1,000 words for the total response to question 4) |

**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

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**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

**Question 5** Use of Supply Chain/Partner (5%)

* Provide details on the relevant IT partners your organisation will be working with to deliver this contract including your accreditation/partnership level

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| **Response** (word limit: maximum of 500 words for question 5) |