Returnable Forms

NoWCard Concessionary Travel System (Managed Service)

Instructions

All interested service providers should provide a response to each of the following questions below (green boxes) to ensure we understand fully your solution and service capabilities. Service providers may, if they wish, support their response with additional documents. Within the relevant question, please reference the specific document that should be referred to for each respective question.

Interested bidders' information

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| **Bidding organisation:** |  |
| **Clarification contact name:** |  |
| **Contact phone number:** |  |
| **Contact email address:** |  |

Technical

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| **Question 1:** Core managed services  Please describe the core managed services that you currently provide vs those that you can deliver through a partner? |
| **Response**: |
| **Question 2:** Partnership  Do you have a partnership with a specific partner or a range of partners for various elements? |
| **Response**: |
| **Question 3:** Account management  Can you describe your account management and governance structure, including with external partners? |
| **Response**: |
| **Question 4:** Roadmap  Detail any parts of the Council's requirements that your unable to currently meet? If you are unable to meet any of the requirements, are they on your delivery roadmap? |
| **Response**: |
| **Question 5:** Additional requirements  Detail any future requirements that the Council should consider including and outline what the benefit of these requirements would be? |
| **Response**: |
| **Question 6:** Continuous improvement  How do you foster innovation and continuous improvement in your managed services? |
| **Response**: |

Pricing

This pricing shall be for information only, and any potential service provider will be free to modify their pricing in the future Invitation to Tender.

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| **Question 7:** Indicative costings  Please detail indicative costings for your solution, including the following;   * Onboarding costs (including development, data migration, testing and training) * Annual licence costs (including licence models and options that exist) * Support and solution maintenance * Offboarding costs (including data extractions, sharing and disposal)   Please confirm if the prices are firm and fixed, or subject to indexation (with details of the indexation or caps on increases year on year). |
| **Response**: |
| **Question 8:** Optional costings  Please detail indicative optional costings for your solution, including the following;   * Future enhancement and change request resources (day rate or quoted) * If there are additional costs for further modules that the NoWcard partners may be interested, please detail these. |
| **Response**: |