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 servicesPlease describe the core managed services that you currently provide vs those that you can deliver through a partner? |
| **Response**: |
| **Question 2:** PartnershipDo you have a partnership with a specific partner or a range of partners for various elements? |
| **Response**: |
| **Question 3:** Account managementCan you describe your account management and governance structure, including with external partners? |
| **Response**: |
| **Question 4:** RoadmapDetail 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 requirementsDetail any future requirements that the Council should consider including and outline what the benefit of these requirements would be? |
| **Response**: |
| **Question 6:** Continuous improvementHow 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 costingsPlease 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 costingsPlease 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.
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| **Response**: |