

Technical Response — Provision of IT Managed Services and Service Desk Support

Tender Reference	ECCC-2028-IT-0120
Tenderer	Granite Solutions Limited
CRO Number	992991
Date	02 November 2028

Q1 Service Delivery Methodology

This section responds to Q1: Describe your methodology for delivering the service desk and managed services. Incidents are logged in our ITSM platform and categorised according to the agreed priority matrix. Our team has delivered similar services for local authorities, agencies and government departments. Our mobilisation plan covers knowledge transfer, staffing, systems access and communications. Our approach is built on clear governance, measurable service levels and continuous improvement. Customer satisfaction is measured quarterly and actions are tracked to completion.

Our approach is built on clear governance, measurable service levels and continuous improvement. Customer satisfaction is measured quarterly and actions are tracked to completion. Device builds are standardised and deployed using automated imaging tools. Incidents are logged in our ITSM platform and categorised according to the agreed priority matrix. Customer satisfaction is measured quarterly and actions are tracked to completion.

Change requests follow a documented change advisory board process with rollback plans. Knowledge articles are maintained so that first line analysts can resolve common requests. Device builds are standardised and deployed using automated imaging tools. Sustainability considerations, including waste reduction and energy efficiency, are built into our processes. Knowledge articles are maintained so that first line analysts can resolve common requests. Device builds are standardised and deployed using automated imaging tools.

Our team has delivered similar services for local authorities, agencies and government departments. Priority 1 incidents trigger an immediate call-out to the on-duty senior engineer. We maintain business continuity plans that are tested at least annually. Sustainability considerations, including waste reduction and energy efficiency, are built into our processes.

Customer satisfaction is measured quarterly and actions are tracked to completion. Monitoring alerts are triaged by our network operations centre within fifteen minutes. Performance is reported against each key performance indicator in a monthly service report. Subcontractor performance, where applicable, is managed under the same service levels. Monitoring alerts are triaged by our network operations centre within fifteen minutes. Our mobilisation plan covers knowledge transfer, staffing, systems access and communications.

Performance is reported against each key performance indicator in a monthly service report. We maintain business continuity plans that are tested at least annually. Incidents are logged in our ITSM platform and categorised according to the agreed priority matrix. Lessons learned from comparable public sector contracts inform our delivery model.

Our team has delivered similar services for local authorities, agencies and government departments. Incidents are logged in our ITSM platform and categorised according to the agreed priority matrix. All staff complete induction, data protection and health and safety training before deployment. Performance is reported against each key performance indicator in a monthly service report. Our team has delivered similar services for local authorities, agencies and government departments.

We use a documented quality management system aligned with ISO 9001 principles. We maintain business continuity plans that are tested at least annually. The contract manager is supported by a deputy to ensure continuity during leave. Lessons learned from comparable public sector contracts inform our delivery model. Incidents are logged in our ITSM platform and categorised according to the agreed priority matrix.

Risks are recorded in a shared risk register and reviewed at every contract meeting. Change requests follow a documented change advisory board process with rollback plans. Our.

Q2 Mobilisation and Transition

This section responds to Q2: Describe your mobilisation and transition plan, including key milestones. Patches are tested in a pilot group before deployment across the estate. Change requests follow a documented change advisory board process with rollback plans. Patches are tested in a pilot group before deployment across the estate. Change requests follow a documented change advisory board process with rollback plans. Risks are recorded in a shared risk register and reviewed at every contract meeting.

We assign a single accountable contract manager who meets the Contracting Authority monthly. Escalation paths are agreed during mobilisation and published to all stakeholders. Patches are tested in a pilot group before deployment across the estate. We assign a single accountable contract manager who meets the Contracting Authority monthly. Our mobilisation plan covers knowledge transfer, staffing, systems access and communications.

Our team has delivered similar services for local authorities, agencies and government departments. Risks are recorded in a shared risk register and reviewed at every contract meeting. Lessons learned from comparable public sector contracts inform our delivery model. Device builds are standardised and deployed using automated imaging tools.

Performance is reported against each key performance indicator in a monthly service report. Sustainability considerations, including waste reduction and energy efficiency, are built into our processes. Sustainability considerations, including waste reduction and energy efficiency, are built into our processes. The contract manager is supported by a deputy to ensure continuity during leave. We use a documented quality management system aligned with ISO 9001 principles. Our mobilisation plan covers knowledge transfer, staffing, systems access and communications.

We maintain business continuity plans that are tested at least annually. Our mobilisation plan covers knowledge transfer, staffing, systems access and communications. Escalation paths are agreed during mobilisation and published to all stakeholders. Incidents are logged in our ITSM platform and categorised according to the agreed priority matrix.

Subcontractor performance, where applicable, is managed under the same service levels. We maintain business continuity plans that are tested at least annually. Sustainability considerations, including waste reduction and energy efficiency, are built into our processes. Sustainability considerations, including waste reduction and energy efficiency, are built into our processes.

Subcontractor performance, where applicable, is managed under.

Q3 Account Management and Reporting

This section responds to Q3: Describe how the account will be managed and how performance will be reported. Subcontractor performance, where applicable, is managed under the same service levels. The contract manager is supported by a deputy to ensure continuity during leave. We use a documented quality management system aligned with ISO 9001 principles.

Knowledge articles are maintained so that first line analysts can resolve common requests. Escalation paths are agreed during mobilisation and published to all stakeholders. We assign a single accountable contract manager who meets the Contracting Authority monthly. Device builds are standardised and deployed using automated imaging tools. Risks are recorded in a shared risk register and reviewed at every contract meeting.

We assign a single accountable contract manager who meets the Contracting Authority monthly. Our approach is built on clear governance, measurable service levels and continuous improvement. Change requests follow a documented change advisory board process with rollback plans. Incidents are logged in our ITSM platform and categorised according to the agreed priority matrix. Risks are recorded in a shared risk register and reviewed at every contract meeting. Our approach is built on clear governance, measurable service levels and continuous improvement.

We assign a single accountable contract manager who meets the Contracting Authority monthly. Performance is reported against each key performance indicator in a monthly service report. Change requests follow a documented change advisory board process with rollback plans. Our team has delivered similar services for local authorities, agencies and government departments. Customer satisfaction is measured quarterly and actions are tracked to completion.

Risks are recorded in a shared risk register and reviewed at every contract meeting. Our mobilisation plan covers knowledge transfer, staffing, systems access and communications. Device builds are standardised and deployed using automated imaging tools. Sustainability considerations, including waste reduction and energy efficiency, are built into our processes. We welcome regular review meetings to agree priorities and confirm that outcomes are being achieved.

Lessons learned from comparable public sector contracts inform our delivery model. We use a documented quality management system aligned with ISO 9001 principles. Lessons learned from comparable public sector contracts inform our.

Compliance with Mandatory Technical Requirements

Ref	Requirement	Compliant (Yes/No)	Comment
TR-01	Provide a service desk available from 08:00 to 18:00, Monday to Friday, excluding public holidays	Yes	Fully compliant; see methodology above.
TR-02	Respond to Priority 1 incidents within 30 minutes and resolve them within 4 hours	Yes	Fully compliant; see methodology above.
TR-03	Provide an ITIL-aligned incident, problem and change management process	Yes	Fully compliant; see methodology above.
TR-05	Deliver a monthly service report covering all agreed key performance indicators	Yes	Fully compliant; see methodology above.
TR-06	Provide on-site support at each of the four Authority locations within one business day	Yes	Fully compliant; see methodology above.

Key Personnel

Role	Name	Years of relevant experience
Service Delivery Manager	Orla Gallagher	3

Orla Gallagher will act as our Service Delivery Manager and will be the single point of contact for the Contracting Authority. CVs for all key personnel are provided as separate documents.

Mobilisation

Proposed contract start date: 01/01/2029. Mobilisation will be completed within four weeks of contract award.

Certifications and Insurance

Details of our insurance cover are provided in Appendix 2 – Insurance Certificate.

We hold current ISO 9001 certification (see Appendix 3 – ISO 9001 Certificate).

We hold current ISO 27001 certification (see Appendix 4 – ISO 27001 Certificate).

We also hold ISO 14001 certification, demonstrating our commitment to best practice.

Subcontracting

We do not intend to subcontract any part of the services.