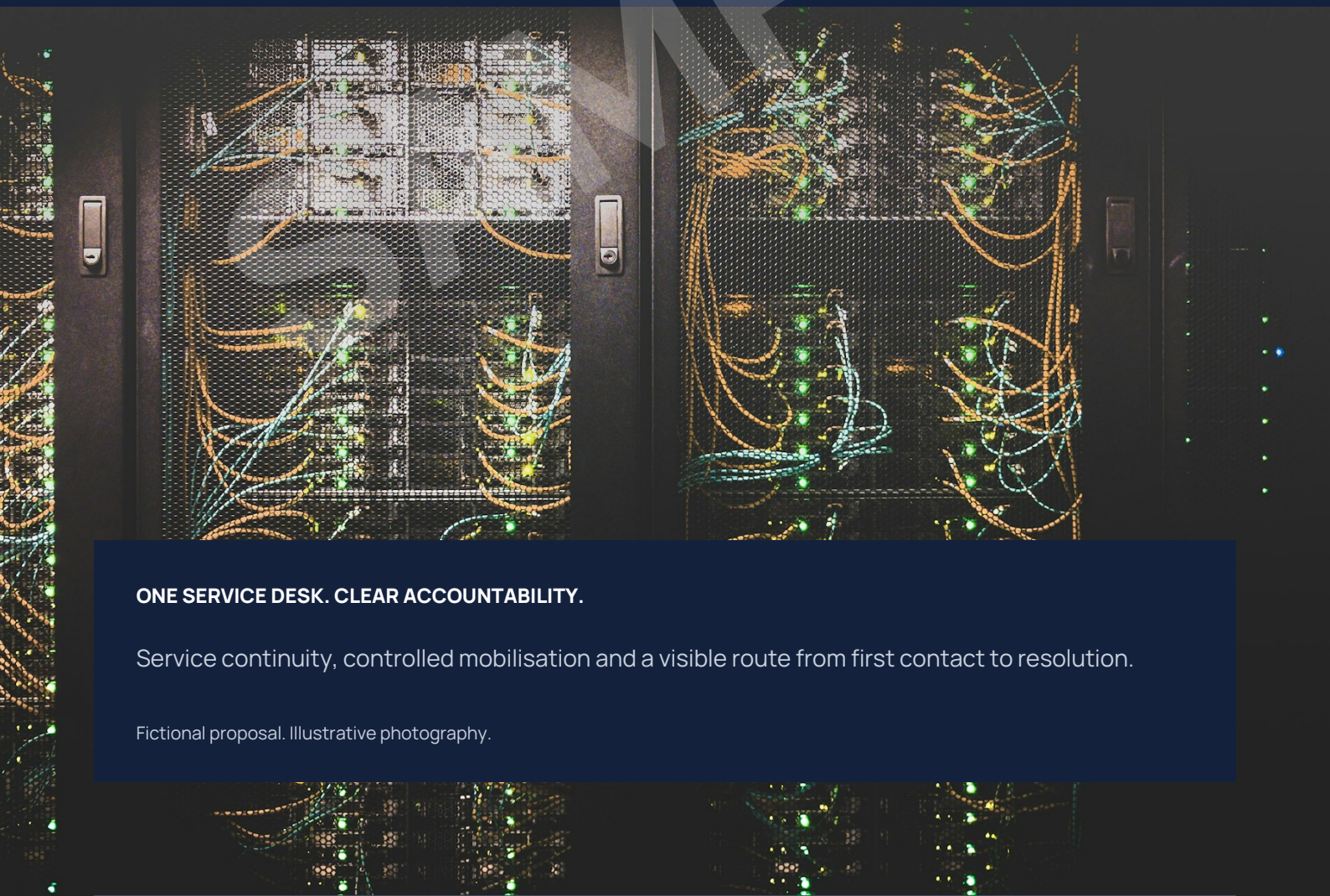
MANAGED IT SUPPORT

Connected. Supported. Ready.

A practical service proposal for a growing, multi-site business.

SAMPLE



ONE SERVICE DESK. CLEAR ACCOUNTABILITY.

Service continuity, controlled mobilisation and a visible route from first contact to resolution.

Fictional proposal. Illustrative photography.

01 / EXECUTIVE PROPOSAL

Support that keeps work moving.

THE BRIEF

Your team needs dependable day-to-day support without losing sight of the issues that interrupt the business.

In this fictional scenario, the buyer operates across three workplaces, with remote colleagues and a shared application estate. Its priorities are straightforward: a reliable point of contact, clear ownership and a controlled change of supplier.

Our proposed model connects the service desk, technical team and account lead through one shared record. The buyer can see who owns an issue, what happens next and which decisions need its approval.



ILLUSTRATIVE WORKPLACE

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01 / Establish control

Map the estate, agree priorities and confirm the support boundary.

02 / Protect continuity

Prepare named cover, tested access and a usable account runbook.

03 / Make progress visible

Review service trends, assign actions and track them to closure.

SCENARIO BASIS / Three workplaces; business-hours support; buyer-approved systems and access. Final scope, capacity and targets would be agreed before contract.

02 / TECHNICAL RESPONSE

Continuity by design.

BUYER QUESTION / SERVICE CONTINUITY

How will you maintain support during unexpected absence and ensure that incidents retain clear ownership?

Named cover before service begins

We will assign a primary engineer and a named deputy for each supported environment. During mobilisation, both will review the asset register, dependencies, open risks and recovery instructions. Access will be granted through the buyer's approval process and checked before either person is added to the support rota. The service lead will retain responsibility for the adequacy of cover.

A handover that preserves context

When absence is reported, the service desk will review the shared queue and reassign open work to the deputy. The handover will include business impact, actions already taken, outstanding dependencies and the next commitment made to the user. The duty manager will resolve capacity conflicts. No ticket will be treated as handed over until a receiving owner has accepted it.

Communication through one accountable route

Users will continue to contact the same service desk. The ticket record will show the current owner and agreed next update. For a major incident, the duty manager will nominate a coordinator to bring the relevant technical resources together and provide the buyer with a consistent account of impact, recovery activity and decisions required.

Review after cover is activated

The service lead will review the handover with the primary engineer on return, identify missed information and update the runbook. Any recurring capacity or access issue will enter the service improvement log with an owner and a review date. Response targets and update intervals will be documented in the agreed service schedule.

ACCOUNTABILITY

Service desk

Records impact, assigns work and keeps the user informed.

Duty manager

Resolves conflicts and coordinates urgent escalation.

Named deputy

Accepts the handover and owns the next action.

Service lead

Checks cover, reviews risks and closes improvement actions.

Illustrative method statement. Staffing, access arrangements and commitments require supplier validation for a real tender.

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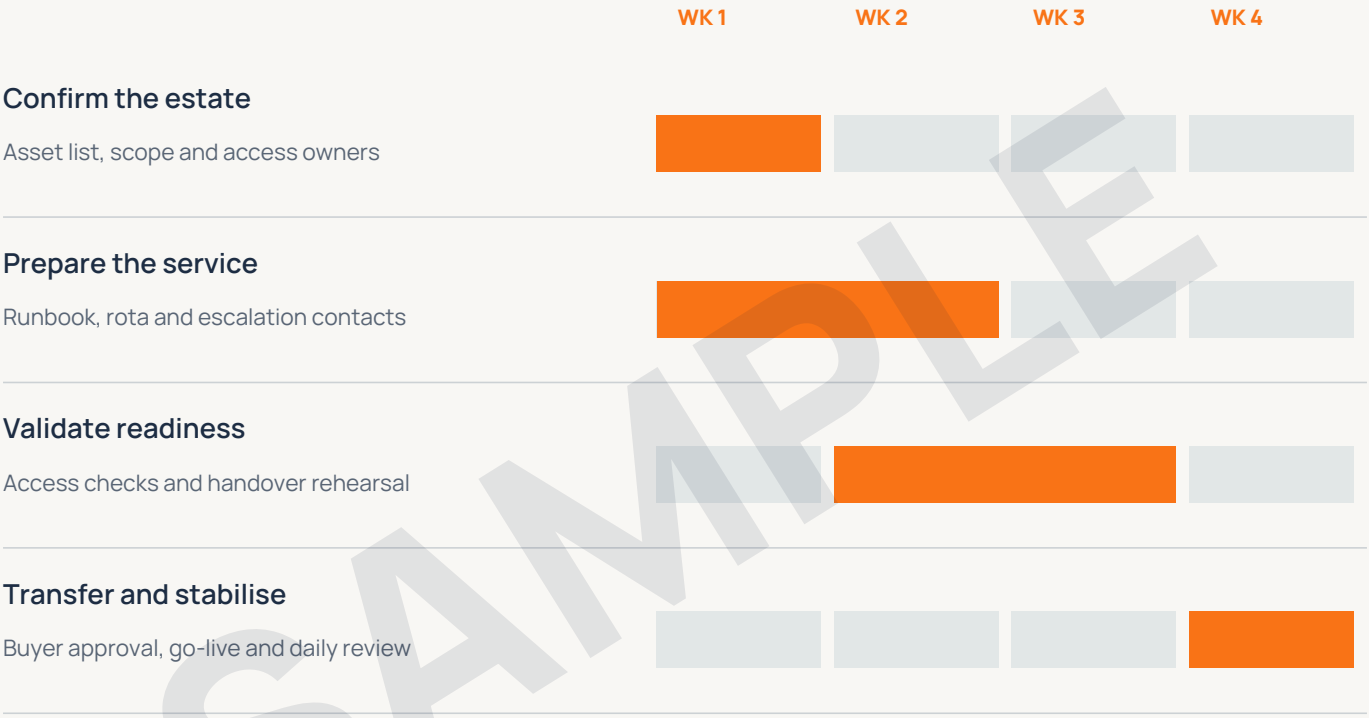
03 / MOBILISATION

A controlled start.

A proposed four-week transition, with approval gates before responsibility moves to the new service.



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THE GO-LIVE GATE

Readiness is a decision, not just a date.

The account lead and buyer will review the access checks, open risks, contact list and support boundary before accepting the service. Unresolved dependencies will have a named owner and a documented interim arrangement.

FIRST TEN WORKING DAYS

Daily check-in with the buyer, a live issue log and a review of corrective actions. Move to the agreed review cycle once the service is stable.

04 / SERVICE CONTROL

Every incident. A visible next step.

The service desk retains the record from first contact to confirmed restoration. Technical escalation adds expertise without losing ownership.

01

REPORT

Capture the impact

Record affected users, services and any available workaround.

02

ASSIGN

Confirm the owner

Agree priority using business impact and urgency.

03

RESTORE

Coordinate the response

Keep the next action and user update visible in the ticket.

04

CLOSE

Confirm and learn

Check restoration with the user and capture follow-up work.

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WHEN THE RISK GROWS

The duty manager escalates a threatened service commitment or a wider business impact. The buyer receives the decision needed, available options and the next review point.

05 / GOVERNANCE & EVIDENCE

Clear reporting. Traceable commitments.

The proposed review pack brings together delivery, exceptions and improvement actions. Every action has an owner; unresolved risks stay visible until the buyer agrees the next step.

At the service review

Review trends, open actions, feedback and changes to the agreed scope.

When an issue repeats

Identify the cause, agree a corrective action and check whether it worked.

EVIDENCE TO SUPPORT THE PROPOSAL

01	People & resilience	Support rota; deputy access checks; account runbook.
02	Incident control	Ticket procedure; priority matrix; escalation responsibilities.
03	Transition readiness	Asset register; risk log; buyer-approved handover checklist.
04	Service governance	Agreed service schedule; review pack; improvement log.

ABOUT THIS SAMPLE

This is a fictional proposal created to demonstrate Bid Flow's writing and presentation style. It is not a client project or evidence of contract wins. Proposed methods and evidence references are illustrative; no supplier credentials or achieved results are claimed.

Photography: Taylor Vick and Neon Wang / Unsplash. Images are illustrative.

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