

## Vitality Hockey Women's World Cup London 2018 IT Services and Operations Provider – Brief and Opportunity

### 1. Background

England Hockey is excited to be playing host to the Vitality Hockey Women's World Cup in the summer of 2018. For further details of the event, including the schedule, please see the event web site [here](#).

England Hockey is seeking an IT Services and Operations provider to deliver these services in partnership with us and the International Hockey Federation (FIH).

This is the largest stand alone hockey event to be held in the UK and with an event of this size, there is a requirement for significant additional IT infrastructure and services to be supplied on a temporary basis. Therefore a comprehensive, efficient, customer focused service is required from a contractor evidencing previous experience of delivery at World and, or, European level sports events.

### 2. Summary Responsibilities

To plan, manage and deliver the integrated, efficient and effective delivery of IT Services and Operations for the Vitality Hockey Women's World Cup 2018 (VHWWC). The Services should be delivered in line with an agreed range of Key Performance Indicators (KPIs) that will be developed in association with the appointed Contractor.

### 3. Scope

The IT infrastructure design will focus on the Lee Valley Hockey and Tennis Centre and the Spectator Village on Hopkins Fields on the Queen Elizabeth Olympic Park. Please see Appendix 2 for further detail on the location and indicative planning.

The responsibility for the planning, management and delivery of the infrastructure and services lies with the Contractor who will report into the Operations Delivery Group, lead by the Assistant Event Manager and Operations Manager.

The IT delivery will see an uplift of broadband supply, an associated network and hardware to the venues for the event period in accordance to the timeline as outlined below. To service the client base, indicative hardware requirements are summarised in Appendix 1. Communication is an essential component in all areas across the event and utilising the internet and network provided is key to the delivery of this. It is imperative that we deliver a positive experience and effective service to our client groups through reliable connectivity and easy access to event information.

### 4. Summary Delivery Timescales

The appointed contractor will contribute to the further development of this timeline as the project progresses and all requirements are identified.

Date	Activity
15/06/2018	Initial installation to support Bump In phase – Logistics in Operation
12/07/2018	Bump in at remainder of LVHTC and Spectator Village
15/07/2018	Team training begins (site operational)
21/07/2018	Competition begins
05/08/2018	End of competition

06/08/2018	Bump Out begins
TBC	End of Bump Out – Logistics out of operation

## 5. Contractor Management Requirements & Responsibilities

### 5.1 Pre Event Requirements

- In liaison with the Assistant Event Manager and Operations Manager develop and define a customer focused approach to managing, planning and delivering the IT architecture, systems and infrastructure, including communication and timelines.
- In line with the host FIH contract requirements and scoping work completed to date, design the provision, fit out, technology and services proposed for LVHTC and the Spectator Village, liaising with relevant Functional Area Managers.
- Host an IT workshop at England Hockey offices to identify needs of each functional area (date TBC).
- Feedback as appropriate on the proposed solutions and make changes as agreed with England Hockey.
- Where appropriate seek quotes for the supply of additional equipment required to deliver the IT provision for the event. See appendix 1 for indicative requirements.
- Define clear roles and responsibilities for any additional sub-contractors where required and recruit experienced personnel to these roles/services.
- Working closely with the Hockey Maker Operations Manager, agree the roles, selection, appointment and rostering of Hockey Makers (volunteers) for all IT Services and Operations roles.
- Develop an FAQs for the event guide, producing the content where required for various client groups attending the event.
- Develop appropriate Daily Run Sheets and Session Check Lists to ensure the effective daily operation of IT services.
- Liaise on a regular basis with the Assistant Event Manager to monitor progress against the agreed Event Project Plan, KPIs and the approved budget. Provide summary status reports where requested.
- Attend a minimum of two Operation Team briefings (dates tbc). Attend a compulsory Readiness Training Session on 24 May 2018.

### 2.2 During Event Responsibilities

- Working in close liaison with contractors and other Functional Area Managers, manage and deliver the setup (bump in) of the IT infrastructure and services at LVHTC and the Spectator Village with all the specified IT requirements. (15 June 2018 onwards).
- Manage and co-ordinate an appropriate IT Operations on call support service and Help Desk between the dates of 15 July to 5 August. Provide a reduced service on 2 rest days (23 July & 3 August).
- On a daily basis and through all direct reports and contractors, implement the above range of IT Operations in a safe, timely and efficient manner at LVHTC and the Spectator Village to the agreed service levels.
- As a member of the Operations Delivery Management team 'on event' take collective responsibility for delivering a great experience for all our client groups visiting LVHTC and the Spectator Village.
- Feedback any concerns from the IT Support Team to other Functional Area Managers and support a collective approach to resolution.

- At the end of competition, work closely with contractors and the other Functional Managers to oversee the de-rig (Bump Out) of the IT infrastructure at LVHTC and Spectator Village to agreed dates.

### 2.3 Post Event

- Provide a summary report and recommendations.

Title Partner



FIH Global Leadership Partner



FIH Official Media Partner



Event Partners



MAYOR  
OF LONDON



FIH Official Partner



Event Suppliers



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## 6. Core IT Infrastructure

In order to deliver the applications and services required by the event, a network infrastructure will need to be delivered, comprising of the following elements:

- Local Area Network
- Internet Connectivity
- Hard Wired LAN Access Points
- WiFi Access Points

The infrastructure will need to deliver the following:

- Access to applications, services, and the internet for the Event Team
- Access to internet only for the following key Client Groups:
  - VIPs (120 guests)
  - Hospitality Guests (250 guests)
  - Spectators (circa max 17,000 at any one time across LVHTC and the Spectator Village)
  - Retailers and Public Caterers (circa 40 outlets across both LVHTC and the Spectator Village)
  - Media (circa 180 including up to 40 photographers at any one time)
  - Broadcast (circa 100 at LVHTC)
  - Athletes & Officials (circa 100 at LVHTC)

It will be necessary to deliver some form of separation / prioritisation on the internet connectivity, in order to ensure that public use of the connection does not adversely affect the availability of sufficient bandwidth to the events team and Clients Groups, ensuring its operational efficiency. Since the internet connectivity is likely to be unfiltered, it will be necessary to deliver a firewall, and possibly content filtering functionality in order to ensure the security of event IT services.

For the Spectator Wi-Fi, an external provider may be required to facilitate their needs separate from other Client Groups.

To provide business continuity in the event of the main internet connection failing (either temporarily, or for a longer period of time), contingency plans will need to be drawn up to provide alternative methods of connectivity, based on clear prioritisation criteria.

## 7. IT Equipment

In order for the network to be used effectively, the contractor will need to supply a number of laptops, printers, photocopiers and other IT equipment to satisfy the needs of the Event Team and Functional Areas. It must be identified whether the equipment is hired or on loan and the costs of such provision identified. Appendix 1 outlines the indicative equipment required in different spaces and the application requirements. However a full evaluation will take place through 1-2-1 workshops with Functional Area Managers in consultation with the chosen contractor in February 2018.

In addition England Hockey owns a stock of cables, switches and network equipment which the appointed Contractor will be expected to maximise the use of to minimise on costs.

## 8. IT Support Systems

Title Partner



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Event Partners



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Event Suppliers



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In order to provide an excellent IT service to the event, there will be a need for an IT support monitoring and management system, including helpdesk / fault logging functionality, at the event. This will enable Event IT staff to proactively monitor the applications and infrastructure, both locally and remotely, and record and resolve faults reported to them. There will be a number of experienced Hockey Makers dedicated to this and it is the Contractors responsibility to engage with these volunteers and train / advise where applicable.

All services are subject to development and variation during the planning stage.

## 9. Commercial Opportunities

There are a number of associated commercial opportunities that can be activated and linked to this tender opportunity.

If you are interested in discussing Official Supplier status ahead of submitting the Bidders Submission Form please contact our Business Development Manager Graham Swanson.

Direct 01628 330331 Mobile 07590189904

[graham.swanson@englandhockey.co.uk](mailto:graham.swanson@englandhockey.co.uk)

Please see details of our Premium Experiences hospitality packages [here](#).

## 10. Next Steps

This is the first time England has hosted a Hockey Women's World Cup, and it's going to be the **biggest stand alone hockey event** the United Kingdom has ever seen. The Vitality Hockey Women's World Cup provides a great opportunity to play a part in delivering this event.

We hope that you will share our excitement and vision to provide a world-class event and look forward to receiving your submission.

Please note the following key dates:

- Thursday 1 February 2018 – Deadline for Bidders Submission Form return.  
Forms must be received by 17:00
- Friday 2 February 2018 – Confirmation of Interviews for Shortlisted Applicants
- Wednesday 7 February – Friday 9 February 2018 – Interviews for Shortlisted Applicants\*  
\*subject to requirements

The successful contractor will be notified by Monday 12 February. There will be opportunity for an unsuccessful Bidder to request to receive feedback if they have submitted a proposal. England Hockey reserves the right to control the format and content of any such briefing, and to limit it in any way believed by England Hockey to be appropriate which includes, in exceptional circumstances, the right to refuse a briefing without giving any reason for doing so.

Should you have any queries at any stage during the development of your submission form please don't hesitate to contact Nicky Milford, Assistant Event Manager.

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