



Crown
Commercial
Service

**Network Services Agreement RM1045
Framework Schedule 4
(Template Order Form and Template Call Off Terms) Part 1(c)**

General Further Competition Order Form

This Order Form must be used to run a General Further Competition under the Network Services Agreement

Before commencing a General Further Competition and completing this Order Form, please refer to the guidance ([How to complete a general further competition order form](#)) provided which is available from the Crown Commercial Service (CCS) website on the agreement web page:
<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>

Order Form completion

The Order Form consists of the following sections, please complete as follows:

Section A – General information

The Customer must complete the blue boxes in this section before issue to Suppliers.
The Supplier must complete the grey sections as part of the General Tender Response.

Section B – Details of the requirement

The Customer must complete this section before issue to Suppliers.

Section C – Location details/requirements

The Customer must complete this section before issue to Suppliers.

Section D - Milestone plan

The Customer to complete this section, if required, before issue to Suppliers.

Section E - Compatibility information

The Customer to complete this section, if required, before issue to Suppliers.

Template Call Off Terms

The Customer must amend the template Call Off Terms as required. The revised terms must be issued to Suppliers with the Order Form.

Section F – Supplier response

The Supplier must complete this section for submission as part of the General Tender Response.

Section G - Call Off Contract award

The Supplier must complete the grey boxes in this section.

The Supplier must complete details in the signature box and **sign** before submitting a General Tender Response.

The Customer must complete and sign this section to award a Call Off Contract to the successful Supplier.



Section A General information

This Order Form is issued in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply the Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as the "Call Off Contract") for the duration of the Call Off Contract Period.

The Call Off Terms that will apply to the Call Off Contract are as specified in the Template Call Off Terms (Framework Schedule 4, Part 2). The only amendments that can be made, by the Customer, to the Call Off Terms are those identified in sections B and D of this Order Form, or where permitted in the Template Call Off Terms.

Customer details

Customer Organisation name

Highways England

Customer billing address

Your organisation's billing address, please ensure you include a postcode

[Click here to enter text.](#)

Customer Representative

The name of your point of contact for this requirement

[Click here to enter text.](#)

Customer Representative details

Please provide full address details, email address and telephone number

[Click here to enter text.](#)

Supplier details

Supplier name

The Supplier organisation name, exactly as it appears on the Framework Agreement. A document listing all Supplier names and registered addresses has been provided for Customers on the agreement web page.

Gamma Telecom Limited

Supplier address

The Supplier's registered address

The Port House, Marina Keep, Port Solent. Portsmouth. PO6 4TH

Supplier Representative

The name of the Supplier point of contact for this requirement

██████████

Supplier reference number

A unique number provided by the Supplier at the time of the General Tender Response. This number should be reported in the financial MI return.

██████████



Section B Details of the requirement

The following details form the basis of a Request for Proposal (RFP) which will be used to award a Call Off Contract.

Suppliers must refer to the Statement of Requirements (SoR) attached (which will form schedule 2, annex 1 of the Call Off Terms) when preparing their General Tender Response.

Customer project reference

Please provide a project reference, this will be used in Management Information provided by Suppliers to assist CCS with Framework management.

PRO.814

Customer Statement of Requirements (SoR) reference

Please complete an SoR in accordance and attach it to this Order Form, please provide the reference number of your SoR.

SoR - Voice Continuity Service v3.0

Closing date for Supplier responses

10/05/19.

Lot or Lots covered by this requirement

LOT 4

eAuction

Please indicate if you are proposing to utilise an electronic reverse auction following an initial full evaluation of all Supplier General Tender Responses. Framework Schedule 5 (Call Off Procedures) paragraph 5 (E-Auctions) outlines the requirements for an eAuction under the agreement.

Yes No

Last price paid

Please provide the expenditure in the last full financial year by your organisation covering the services being replaced by this Call Off Contract (if applicable). Please provide any relevant details to explain the figure.

N/A

Call Off Commencement Date

The Call Off Commencement Date is the date of dispatch of this Order Form, following signature by the Customer. This date can be found in section G of this Order Form.

Expected Call Off Commencement Date

Please provide an indication of the planned Call Off Commencement Date. This will assist Suppliers in preparing their bid, but if provided is for guidance only.

July 2019

Call Off Initial Period

Any period in Months, up to the maximum Call Off Initial Period of 60 Months.

24 Months

Call Off Extension Period

The maximum Call Off Extension Period is 24 Months.

12 Months

Implementation Plan required?

Tick as required. See clause 7 of the Call Off Terms

Yes No

Quality Plan required?

Tick as required. See clause 8 of the Call Off Terms

Yes No



Please note

Selecting, or ticking 'yes' to any of the following options may have cost implications and limit the ability of some Suppliers to respond to your request for a General Tender Response.
Please ensure you read the 'How to run a General Further Competition' guidance which is available on our agreement web page. Details of the implications and risks of the following options are outlined in this guidance.

Additional Standards (Quality Plan) required?

See clause 8 of the Call Off Terms.

Yes No

Please state with brief description

Milestone plan required?

Tick as required. See clause 6 of the Call Off Terms. See section D of this form, please complete the table.

Yes No

Service compatibility assessment required?

Tick as required. See clause 7.1.4 (c) to (k) of the Call Off Terms and Section E of this form which requires you to provide additional information.

Yes No

Testing required?

Tick as required. See clause 9 of the Call Off Terms

Yes No

Bespoke information security management systems (ISMS) required?

Tick as required. See call-off Schedule 7

Yes No

Customer Security Policy or ICT Policy to apply?

Tick as required. See call-off Schedule 7 and clauses 7.1.3 and 8.3.3 of the Call Off Terms for references.

Yes No

Perpetual licences required?

Tick as required. See clause 30.8 of the Call Off Terms.

Yes No

Exit provisions apply?

Tick as required. See clause 42.5 of the Call Off Terms.

Yes No

Service Maintenance Level (SML) option

Indicate required Service Maintenance Level (SML), or state that your SML requirements are detailed in your attached Statement of Requirements.

See clause 10 of the Call Off Terms and Call Off Schedule 6.

Details and Service Credit regime in SoR

Bespoke Service Period

The standard period is one Month.

Please specify any different requirement here. See Call Off Schedule 1 (Definitions) N/A



Benchmarking required?

Tick as required. See clause 23 of the Call Off Terms and Call Off Schedule 14.

Yes No

Benchmarker name

N/A

Benchmarker address

N/A

Comparison of price Please see Call Off Schedule 14

N/A

Comparison of Service Levels Please see Call Off Schedule 14

N/A

Benchmarker frequency

Please see Call Off Schedule 14, and detail required changes to the frequency described.

N/A

Additional performance monitoring requirements?

Tick as required. See Call-Off Schedule 6, Annex 1 to part B

Yes No

Additional performance monitoring requirements

Please provide details of requirements

N/A.

Bespoke Service Credit Cap?

Tick as required. See definition of Service Credit Cap in Call Off Schedule 1 (Definitions).

Yes No

New Service Credit Cap

Please provide the revised Service Credit Cap.

N/A

Appointment of Key Personnel?

Tick as required. See clause 24 of the Call Off Terms

Yes No

Continuous improvement required?

Tick as required. See clause 15 of the Call Off Terms.

Yes No

Full Audit transparency required?

Defined as Auditor access to those elements set out in clause 18.2.2 (r).

Tick as required. See clause 18 of the Call Off Terms. If required, please provide additional information in your SOR.

Yes No

Supplier business continuity and disaster recovery (BCDR) plans

Standard Supplier plan to apply?

See clause 12 of the Call Off Terms and Schedule 8 of the Call Off Terms.

Yes No

Bespoke BCDR Plan required?

Tick as required. See clause 12 of the Call Off Terms.

If required, please provide additional information in your SOR.

Yes No

**Call-off Guarantor required?**

Tick as required. See clause 4.1 of the Call Off Terms

Yes No

Financial distress provisions required?

Tick as required. See clause 20 of the Call Off Terms and Schedule 5 of the Call Off Terms.

Yes No

Rating Agency 1

Please give name of required Rating Agency, see Call Off Schedule 5.

N/A

Rating Agency 1 - Credit Rating Threshold

Please state the minimum credit rating level, see Call Off Schedule 5

N/A

Rating Agency 2

Please give name of required Rating Agency, see Call Off Schedule 5.

N/A

Rating Agency 2 - Credit Rating Threshold

Please state the minimum credit rating level, see Call Off Schedule 5

N/A

Payment terms/profile required?

Tick as required. See paragraph 4 of Call Off Schedule 3.

Yes No

Bespoke liability limits?

Tick as required. See clause 33.2.1 of the Call Off Terms.

Yes No

Liability limits

Please provide the revised liability limit(s)

N/A.

Bespoke insurance requirements?

Tick as required. See clause 34 of the Call Off Terms.

Yes No

Insurance requirements

Please provide details of your additional insurance requirements

N/A

Relevant Convictions apply?

Tick as required. See clause 25.2 of the Call Off Terms.

Yes No

Personal Data within UK only?

Tick as required. See clause 31.7.4.4 of the Call Off Terms.

Yes No

Additional clause "Security measures" required?

See Call Off Schedule 13, clause 2.2.1

Yes No

Additional clause "Access to MOD sites" required?

See Call Off Schedule 13, clause 2.2.2

Yes No

Additional clause "Other" required?

See Framework agreement, Schedule 5, clause 4.1

Yes No

Please state with brief description



Scots Law required?

Tick as required.

See Call Off Schedule 13, clause 2.1.1

Yes No

Northern Ireland Law required?

Tick as required.

See Call Off Schedule 13, clause 2.1.2

Yes No

Non-Crown Body?

Please indicate if you are a Crown or non-Crown Body.

See Call Off Schedule 13, clause 2.1.3

Crown Body Non-Crown Body

Non FOIA Public Body?

Please indicate if you are an FOIA Public Body or non-FOIA Public Body. See Call Off Schedule 13, clause 2.1.4

FOIA Public Body Non FOIA Public Body



Section C Location details/requirements

Please provide details of all the locations where the Supplier will be required to deliver the Service/s requested (this will be necessary for Suppliers to provide accurate quotations).

For each Site to be covered by this Order Form, please provide the full postal address, including postcode. If a postcode is not available please provide an Ordnance Survey National Grid reference, which can be found using an internet search such as [Grid Reference Finder](#).

Site address	Site postcode	Required service commencement date
NWRCC, Rob Lane, Newton-le Willows, Warrington, Cheshire	WA12 0DS	July 2019
Coleshill Data Centre, Coleshill Heath Road, Coleshill, Birmingham,	B46 6JB	TBC
WMRCC, Unit 1, Quinton Business Park, 1 Ridgeway, Birmingham	B32 1AF	TBC
SERCC, Nr M25 jct 6. Fosterdown, Godstone, Surrey	RH9 8BQ	TBC
NERCC, Kestrel House, Calder Business Park, Peel Avenue, Durkar, Wakefield, West Yorkshire	WF2 7UA	TBC
ERCC, St Albans Road, South Mimms, Potters Bar,	EN6 3NP	TBC
SWRCC, St Brendans Court, Avonmouth, Bristol	BS11 9FB	TBC
EMRCC, Eric Bellfield House, Lawrence Drive, Nottingham Business Park, Nottingham	NG8 6PZ	TBC
Hindhead Tunnel, Principal Tunnel Services Building, Boundless Road, Brook, Goodalming, Surrey	GU8 5LF	TBC

(Provide further Site details as required)



Section D Milestone plan

Please complete where specific Milestones, Milestone Payments or Delay Payments are required.

Please define the relevant Milestones (time or activity based) e.g. stage payments.

Under each Milestone add the detail which describes the Milestone to Suppliers in terms of time, responsibilities, value as appropriate.

Milestone	PORTING	IMPLEMENTATION	TESTING					
Deliverables Completion of porting requirements and implementation of routing plan.	Port numbers from Incumbent	1-2 Months	Yes					
Duration 1 day per site	N/A	N/A	N/a					
Milestone date Refer to Implementation Plan	From Kickoff							
Time of the essence? (Y or N)	N	N	N					
Customer responsibilities Agree Implementation plan Organise Business Continuity	Correct Information							
Milestone Payments Upon successful testing of calls / diversion plans per site	N/A	N/A	On completion					



Section E Compatibility information

This section is relevant where you have indicated that a service compatibility assessment required.

See question in section B.

Clause 7.1.4 (c) to (k) of the Call Off Terms refers.

Please provide additional information as required.

Customer Software

N/A

Customer System

Openscape 4000 PBX

Customer Property

N/A

Customer Assets

N/A



Section F Supplier response

Suppliers - use this section to provide any details that may be relevant to the General Tender Response. Please ensure that you attach your detailed response which will form Schedule 2, Annex 2 and Schedule 3 of the Call Off Terms

Commercially Sensitive Information

Commercially Sensitive Information relating to the Supplier, its IPR or its business, or which the Supplier is indicating to the Customer that, if disclosed by the Customer, would cause the Supplier significant commercial disadvantage or material financial loss.

[Click here to enter text.](#)

Key Personnel

Please see Customer response in section B to confirm if required. See clause 24 of the Call Off Terms for details

Key Role	Key Personnel Name	Key Personnel telephone number	Key Personnel email address
Senior Solutions Consultant	██████████	██████████	██████████

Complaint handling

Please provide details of a single contact who will be responsible for Complaint handling as detailed in clause 53 of the Call Off Terms.

Name of key contact	██████████
Job role	Head of Public Sector
Telephone number	██████████
██████████	██████████
Postal address	The Port House, Marina Keep, Port Solent, Portsmouth PO6 4TH



Supplier Equipment

Please detail any equipment that will be necessary to provide the services requested by the customer.
See clause 29 of the Call Off Terms

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Due Diligence response information

Please include any information that you wish to make the Customer aware of in accordance with clause 2 of the Call Off Terms.

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Call Off Guarantor

Where the Customer has requested a Call Off Guarantor in section B of this form please provide the **full legal name and registered address** of the Call Off Guarantor.

Please include any information that you wish to make the Customer aware of in accordance with clause 4.1 of the Call Off Terms.

Note, where the Customer has requested a Call Off Guarantor in section B of this form, the award of a Call Off Contract is conditional upon receipt of an executed Call Off Guarantee from the Call Off Guarantor on a form set out by the Customer or the form provided in Framework schedule 11 (as specified by the Customer) and a certified copy extract of the board minutes and/or resolution of the Call Off Guarantor approving the execution of the Call Off Guarantee.

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Rating Agency information

Please provide the ratings using the Rating Agencies identified (if appropriate) by the Customer in section B of this form, in accordance with Call Off Schedule 5.

Rated Organisation	Credit rating agency 1:		Credit rating agency 2:	
	Credit Rating (Long Term)	Credit Rating Threshold	Credit Rating (Long Term)	Credit Rating Threshold
Supplier				
Call-off Guarantor To be provided if a Call Off Guarantor has been requested by the Customer in section B and the details have been provided above.				
Framework Guarantor Where the Supplier has a Framework Guarantor the full legal name and registered address is to be provided:				



Performance Monitoring & Reporting

Please provide details (3.1.1 to 3.1.5) as required in part B of call-off Schedule 6 paragraph 1.2.

[Empty box for performance monitoring details]

Total contract value

Please provide an estimated total value (for the Initial Call Off Period) as detailed in your attached response to the Customer's Statement of Requirements.

£117,240.00

If you wish to provide a summary breakdown of the total contract value, please add details.

[Empty box for summary breakdown details]

Summary Cost Breakdown

Highways Agency

Service	Cost	Qty	Billing Period	Total Cost	Cost Over 24 Months
Contact Pro with no included minutes	██████	██████	Annual	£57,120.00	£114,240.00
Project management	£3,000.00	1	One Off	£3,000.00	£3,000.00



**Section G
Call Off Contract Award**

Customer organisation: see section A
 Customer project reference see section B
 Supplier name see section A
 Unique Call Off Contract identifier see section A

This Call Off Contract is awarded in accordance with the provisions of the Network Services Framework Agreement RM1045.

The Supplier shall supply the Services specified in this Order Form to the customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as the "Call Off Contract") for the duration of the Call Off Contract Period.

The Customer confirms that no amendments other those identified in sections B and D of this form have been made to the Template Call Off Terms.

Call Off Contract Commencement Date

The Call Off Contract Commencement Date will be the date of dispatch of this signed Order Form, by the Customer, to the successful Supplier, in accordance with Framework Schedule 5 (Call Off Procedures) paragraph 8 (Call Off Award Procedure).

SIGNATURES

For and behalf of the Supplier (at submission of General Tender Response)

Name	[Redacted]
Job role/title	[Redacted]
Signature	[Redacted]
Date	23 July 2019

For and on behalf of the Customer (at Call Off Contract award)

Name	[Redacted]
Job role/title	Procurement Delivery Partner
Signature	[Redacted]
Date of dispatch	26 July 2019

Please note that if an Order Form is sent to a supplier by post (See Framework Schedule 5 for details) the Order Form should be sent to the postal address provided on the agreement webpage <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>. Please see the documents tab and refer to Suppliers by lot, this document also provides an e-mail address for each supplier.

For Supplier use

Unique Call Off Contract identifier

A unique number provided by the Supplier at the time of Call Off Contract award. This number must be reported in the financial MI return.

Click here to enter text.



Crown
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FURTHER COMPETITION

FOR

RCC Voice Continuity Service and Flexible Call Routing

CONTRACT

UNDER FRAMEWORK RM1045 Lot 4

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1. GLOSSARY

- 1.1 In this Further Competition Invitation the following words and phrases have the following meanings:

“**Authority**” means Highways England Company Limited, Bridge House, 1 Walnut Tree Close, Guildford, Surrey, GU1 4LZ

“**CCS**” means Crown Commercial Service;

“**Contract**” has the meaning set out in Framework Agreement Schedule 4;

“**Further Competition**” means the process used to establish a Contract that facilitates the provision of RCC Voice Continuity Service.

“**Further Competition Template and Invitation to Tender**” means this document and all related documents published by the Authority in relation to this Further Competition;

“**Marking Scheme**” means the range of marks that may be given to a Potential Provider depending on the quality of its response to a question which is located in the boxes below the applicable question;

“**Minimum Total Score**” means the minimum score that the Potential Provider must obtain in order to be awarded the Contract;

“**Total Score Available**” means the maximum potential score that can be awarded for a response to a question;

“**Potential Provider**” means a company that submits a Tender in response to the Further Competition Invitation;

“**Supplier**” means the Potential Provider with whom the Authority has concluded the Contract;

“**Tender**” means the Potential Provider’s formal offer in response to the Invitation to Tender;

“**Tender Clarifications Deadline**” means the time and date set out in paragraph 4 for the latest submission of clarification questions; and

“**Tender Submission Deadline**” means the time and date set out in paragraph 4 for the latest uploading of Tenders.

2. INTRODUCTION

- 2.1 This Further Competition Invitation relates to the Further Competition to award a RCC Voice Continuity Service Contract to a sole Supplier.
- 2.2 This Further Competition Invitation contains the information and instructions the Potential Provider needs to submit a Tender.
- 2.3 This Further Competition is being conducted under the CCS Network Services Framework Agreement (reference RM1045).

3. OVERVIEW OF INVITATION TO TENDER

- 3.1 The following appendices accompany this ITT:

3.1.1 Appendix A – Order Form

Sets out rights and obligations which apply to the Potential Provider and the Authority during this Further Competition as per the core clauses of the contract, alternative and additional provisions and specific standards.

3.1.2 Appendix B – Specification services under the relevant Lot

A detailed description of the Services that the Supplier will be required to supply to the Authority.

3.1.3 Appendix C – Further Competition Questionnaire

The questionnaire created by the Authority, is used to test the suitability of the Suppliers to meet necessary criteria in order to provide the required services. This is used to provide final scoring and decide the successful supplier.

4. FURTHER COMPETITION TIMETABLE

- 4.1 The timetable for this Further Competition is set out in the table below.
- 4.2 The Authority may change this timetable at any time. Potential Providers will be informed if changes to this timetable are necessary.
- 4.3 The Authority must receive all Tenders before the Tender Submission Deadline.
- 4.4 Tenders received on or after the Tender Submission Deadline may be rejected by the Authority to ensure that all Potential Providers are treated fairly. The decision whether to reject a Tender received after the Tender Submission Deadline is made entirely at the Authority's discretion.

DATE	ACTIVITY
15/04/19	Publication of the Further Competition Invitation
15/04/19	Clarification period starts
03/05/2019	Clarification period closes (" Tender Clarification Deadline ")
10/05/2019	Deadline for the publication of responses to Tender Clarification questions
24/05/19	Deadline for submission of a Tender to the Authority Contract (" Tender Submission Deadline ")
10/06/19	Award notification and start date of 10-day Standstill
w/c 01/07/19	Expected commencement date for the Contract

5. QUESTIONS AND CLARIFICATIONS

- 5.1 Potential Providers may raise questions or seek clarification regarding any aspect of this Further Competition at any time prior to the Tender Clarification Deadline.
- 5.2 Clarifications must be submitted via BravoSolution eSourcing Portal
- 5.3 The Authority will not enter into exclusive discussions regarding the requirements of this Further Competition with Potential Providers.
- 5.4 To ensure that all Potential Providers have equal access to information regarding this Further Competition, the Authority will publish all its responses to questions raised by Potential Providers on an anonymous basis.
- 5.5 Responses will be published in a Questions and Answers document to all companies who expressed an interest and were subsequently invited to tender.
- 5.6 At times the Authority may issue communications to the email address for the Potential Provider contact provided in Appendix C (Tender Questionnaire), therefore please ensure that this mailbox is reviewed on a regular basis.

6. PRICE

- 6.1.1 The cost of transition of the service from the existing service provider to the Potential Provider and any network configuration changes required to provide this service.
 - 6.1.2 The cost of running the service for a 24-month period;
 - 6.1.3 The cost to exit the service and transition to a new service provider
 - 6.1.4 See Appendix C for Pricing Template
- 6.2 The Authority will calculate the Potential Provider's price as the overall charge for the service, excluding the transition cost, for competition purposes. The Authority will take into account the transition cost only for affordability purposes.

7. SUBMITTING A TENDER

- 7.1 Potential Providers must submit their Tender via the BravoSolutions e-sourcing portal.
- 7.2 A Tender must remain valid and capable of acceptance by the Authority for a period of 30 days following the Tender Submission Deadline. A Tender with a shorter validity period may be rejected.

8. TENDER EVALUATION

- 8.1 Tenders will be evaluated in line with the Marking Scheme set out in Appendix C (Tender Questionnaire).
- 8.2 The Quality / Price evaluation will be on a 70 / 30 basis.
- 8.3 The Total Score Available for each question set out in Appendix C (Tender Questionnaire) is as follows:

QUESTION NUMBER	QUESTION	TOTAL SCORE AVAILABLE
[1]	Company Information	Information Only
[2]	Potential Provider Contact	Information Only
[3]	Mandatory Questions	Pass / Fail
[4]	Quality Question – Overall approach and ability to provide required service.	20
[5]	Quality Question - Implementation	20
[6]	Quality Question – Experience / Track Record	10
[7]	Quality Question – Service Operations	15
[8]	Quality Question – Innovation / Continuous Service Improvement	5
Quality Total @ 70% Weighting		
[9]	Price Score	30
Price Total @ 30% Weighting		100

9. CONTRACT AWARD

- 9.1 The Potential Provider that achieves the highest total score will be awarded the Contract.
- 9.2 If two or more Potential Providers obtain the highest total score, the Potential Provider with the highest score for the Quality Question – Overall approach and ability to provide required service and Implementation element of the tender evaluation will be deemed the winner and awarded the Contract.
- 9.3 If the Authority receives only one Tender in relation to this Further Competition, the Potential Provider will be awarded the Contract provided that they meet the Minimum Quality Score of 70.

APPENDIX A – ORDER FORM - TERMS OF THE FURTHER COMEPTITION

1. INTRODUCTION

- 1.1 The Terms of the Further Competition regulate the conduct of the Potential Provider and the Authority throughout the Further Competition. These terms also grant the Authority specific rights and limit its liability.
- 1.2 In these Terms of the Further Competition any reference to 'person' includes, but is not limited to, any person, firm, body or association, corporate or incorporate.

2. CONDUCT

The Potential Provider agrees to abide by these Further Competition Terms and any instructions given in the Further Competition Invitation and agrees to ensure that any of its staff, contractors, subcontractors, consortium members and advisers involved or connected with the Further Competition abide by the same.

2.1 Contact and Canvassing During the Further Competition

The Potential Provider must not directly or indirectly canvass any Minister, public sector employee or agent regarding this Further Competition or attempt to procure any information from the same regarding the Further Competition (except where permitted by the Further Competition Invitation). Any attempt to do so may result in the Potential Provider's disqualification from this Further Competition.

2.2 Collusive Behaviour

- 2.2.1 The Potential Provider must not (and shall ensure that its subcontractors, consortium members, advisors or companies within its Group do not):
- 2.2.1.1 fix or adjust any element of the Tender by agreement or arrangement with any other person;
 - 2.2.1.2 communicate with any person other than the Authority about the value, price or rates set out in the Tender; or information which would enable the precise or approximate value, price or rates to be calculated by any other person;
 - 2.2.1.3 enter into any agreement or arrangement with any other person, so that person refrains from submitting a Tender;
 - 2.2.1.4 share, permit or disclose to another person access to any information relating to the Tender (or another Tender to which it is party) with any other person;
 - 2.2.1.5 offer or agree to pay, give or does pay, give any sum or sums of money, inducement or valuable consideration directly or indirectly to any other person,

for doing or having done or causing or having caused to be done in relation to the Tender any other Tender or proposed Tender, any act or omission,

except where such prohibited acts are undertaken with persons who are also participants in the Potential Provider's Tender, such as subcontractors, consortium members, advisors or companies within its group, or where disclosure to such person is made in confidence in order to obtain quotations necessary for the preparation of the Tender or obtain any necessary security.

2.2.2 If the Potential Provider breaches paragraph 2.2.1, the Authority may (without prejudice to any other criminal or civil remedies available to it) disqualify the Potential Provider from further participation in the Further Competition.

2.2.3 The Authority may require the Potential Provider to put in place any procedures or undertake any such action(s) that the Authority in its sole discretion considers necessary to prevent or curtail any collusive behaviour.

3. COMPLIANCE

The Potential Provider agrees that in cases where their Tender is deemed non-complaint when compared with the requirements set out within the Invitation to Tender (e.g. budget, terms and conditions) they will be excluded from the Further Competition.

4. RIGHT TO CANCEL OR VARY THE FURTHER COMPETITION

4.1 The Authority reserves the right:

4.1.1 to amend, clarify, add to or withdraw all or any part of the Further Competition Invitation at any time during the Further Competition;

4.1.2 to vary any timetable or deadlines set out in the Further Competition Invitation;

4.1.3 not to conclude a contract for some or all of the goods and/or services (as applicable) for which Tenders are invited;

4.1.4 to cancel all or part of the Further Competition at any stage at any time.

4.2 The Potential Provider accepts and acknowledges that by issuing the Further Competition Invitation, the Authority is not bound to accept a Tender or obliged to conclude a contract with the Potential Provider at all.

APPENDIX B – SPECIFICATION

1. INTRODUCTION AND BACKGROUND TO THE AUTHORITY

1.1 See attached Appendix B – RCC Voice Continuity and Flexible Call Routing Statement of Requirements.

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

2.1 See attached Appendix B – RCC Voice Continuity and Flexible Call Routing Statement of Requirements.

3. SPECIFICATION

3.1 The Authority is seeking the provision of a Flexible Call Routing Service for a period of two years from 01/07/19 to 30/06/21 with an option to extend for a further one year. Any future extension will be subject to obtaining all necessary approvals.

3.2 All quotations are to be sourced from Lot 4 under the CCS Network Services framework agreement (RM1045).

3.3 The full specification of the services required is contained in the associated document Appendix B – RCC Voice Continuity and Flexible Call Routing Statement of Requirements & Voice Continuity Service Mapping Criteria.

4. SUPPLIER OUTCOME LETTERS AND CALL OFF CONTRACTS

4.1 Upon Contract Award Suppliers will be notified of the tender outcome via BravoSolutions e-sourcing portal.

APPENDIX C – FURTHER COMPETITION QUESTIONNAIRE

1. INTRODUCTION

1.1 Appendix C sets out the questions that will be evaluated as part of this Further Competition.

1.2 The following information has been provided in relation to each question (where applicable):

1.2.1 Weighting – highlights the relative importance of the question;

1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response; and

1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

2.1 Potential Providers **must** provide a response to every question in the blue shaded boxes. All responses must be in Arial font, no less than size 11.

2.2 Potential Providers **must not** alter / amend the document in any way.

2.3 Potential Providers **must not** submit any additional information with your Tender other than that specifically requested in this document or Any additional documents (PDF) explicitly requested in the Quality Questions will be permitted, i.e. High-Level Plan.

3. RESPONSE TEMPLATE

[1] COMPANY INFORMATION	
[1.1]	Please state your full company name Gamma Telecom Limited

[2] POTENTIAL PROVIDER CONTACT	
[2.1]	Please state the contact's name [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[3] PASS/FAIL QUESTIONS	Pass/Fail
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Please Note: The following question[s] is a [Pass / Fail] question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by deleting the inappropriate answer.

[3.1]	Can your solution divert calls automatically and immediately on auto detection of a link failure, manually by customer or upon request from customer.	Yes	
[3.2]	Can the solution be implemented over existing Highways England telephony delivery method including (ISDN30)	Yes	
[3.3]	Can the solution retain / present all Calling Line Identifier information to the Highways England PBX estate.	Yes	

[4]	Quality Question – Overall approach and ability to provide required service.	Maximum Score 20 @ Weighting 70%
Guidance:		
<p>It is important to confirm that the Potential Providers fully understand the requirements, this section will enable Highways England to ensure that our requirements have been correctly interpreted.</p> <p>Suppliers should cross reference all responses to the appropriate BR ID within the Voice Continuity and Flexible Call Routing Options Statement of Requirements document.</p>		
Question:		
<p>Please describe your approach to delivering the flexible call routing solution to Highways England, outlining any potential changes to the existing network infrastructure currently delivering stakeholder calls into the Control Rooms. State whether any of your services will be provided outside of the UK.</p>		
<p>Gamma operate an inbound call management platform directly from our core network. The platform has been built and developed 'in house' based on not just offering number translation but offering a host of features that would normally be associated with a high-end PBX solution. Hunt group calling, IVR, routing calls automatically based on time of day, week, year etc. Failover to pre-determined destinations either within or outside of a user's network, can be automatically or manually invoked. Coupled to this there are extensive management reports available providing information on calls answered, missed or abandoned. A smartphone app is also available to allow users to invoke call plans at the push of a button.</p> <p>All of Gammas' network operations are solely based within the UK and we can confirm that this solution is a 100% UK based service. This includes all aspects of our customer services, and billing operations.</p> <p>The Inbound portfolio comprises of three products: Contact Point, Contact Path and Contact Pro. Additional services include; Voicemail, Advanced Statistics, Inbound Call Recording, Call Whisper and access to the Inbound App. For this service offering based on the requirement outlined herein, Gamma are proposing the Contact Pro service.</p> <p>Inbound services are provided in conjunction with a geographic Inbound number, a non-geographic 08 or a 03XX number. Existing geographic/ non-geographic numbers may be ported in and provisioned on the Inbound service providing that a live porting agreement is in place between Gamma and the originating and losing Communications Provider of the numbers.</p>		

There is also the option of implementing additional routing features such as call diverts according to time of day/day of week, inbound system announcements and network-based queuing. The Inbound portal also contains a customer link to 'View my Performance'. This link provides a range of online Inbound reporting on a per number basis for all numbers provisioned on the customer's account and consists of four summary reports which are updated on a daily basis: 'How many calls are getting through?' 'Where are my customers located?' 'What are my call trends' (this report is updated on a monthly basis) and 'When are my busy hours'.

(CTF 5.2/5.2.1) In the event of any service failure at the control room, services can be routed to an alternative operational control room. This is best achieved via pre-determined DR scenarios which allow calls to automatically divert in the event of no response from the primary destination. This can also be invoked manually via the portal or from our customer care team.

(CTF 5.4) Inbound is managed from a web portal and as such is accessible wherever internet access is available. Access security is provided by username and password protection. From the portal users can access their inbound call routing via the 'Point my Number' link, thus enabling them to change the UK fixed line/mobile destination that their inbound 'virtual' number is pointing to.

(CTF 5.5) As part of the service roll out, Gamma will provide all users and administrators with extensive user training. This will not be limited to the initial service implementation but be available throughout the life of the contract.

(CTF 5.6) This service is totally independent of any equipment requirements at any sites. All that is needed is a number for the inbound call traffic to be sent to. So with this solution there will be no changes required to any existing infrastructure within the stakeholders control rooms.

(CTF 5.9/5.9.1) The Inbound system will be able to support in excess of 120 simultaneous calls at any time. Every one of the numbers in use on the platform can take calls simultaneously so the theoretical capacity is that of the number of DDIs in use at any time.

(CTF 5.10) At any time, users can call our customer care teams to invoke any changes required. There are no additional charges associated with this service. Any call plans put in place will be instantly available on the platform.

Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

1 - 9	Weak response. The quality question response has not considered fully the requirements of the Authority and fails to address adequately the main management, technical risks.
10	Acceptable response. The quality question response demonstrates an adequate understanding of the requirements and covers the main management and technical risks to an acceptable standard. The programme and proposed resources are just sufficient for the methodology described.
11 - 15	Good. The quality question response demonstrates a good understanding of the requirements. It deals fully with the main management and technical risks. The programme and resources proposed are balanced against the resources and approach proposed to mitigate risks.

16 – 19	Very good. The quality question response demonstrates a very good understanding of the requirements which give a high degree of confidence that the potential provider can demonstrate ability to complete within the time and budget constraints and will mitigate risks. Optimal levels of resource have been allocated to the programme.
20	Excellent response. The quality question response has been tailored specifically to suit the requirements and uses innovative approaches to deal comprehensively with the main management and technical risks, and is highly likely to maximise performance against key performance indicators and deliver continual improvement.

[5] Quality Question – Implementation	Maximum Score 20 @ Weighting 70%
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Guidance:

We are keen to understand a robust methodology in the event of service transition. Any service transition is likely to be done within a short timescale and involve many affected parties. Suppliers should cross reference all responses to the appropriate BR ID within the Voice Continuity and Flexible Call Routing Options Statement of Requirements document.

Question:

Describe how you would manage the implementation and transition to this service. Provide relevant examples of where you have carried out a similar transition. Provide a high-level plan for how the new service will be delivered.

Gamma will put in place a PRINCE2 Project Manager to oversee the transition of the service to the Gamma platform. Porting of numbers will be the first priority and a site meeting will be arranged to organise how this will happen and timescales/priorities will be explored and agreed.

Gamma's methodology has been created specifically for the delivery of communication infrastructure and is based on, amongst others, the standards of PRINCE2's structured approach, with the project life cycle consisting of a number of controlled phases. It incorporates a number of control documents used during the project to:

- Ensure a common understanding of the project scope, objectives and success criteria
- Communicate the approach and plan for project delivery
- Monitor and manage progress and changes to scope
- Review project performance and incorporate lessons learnt throughout the project
- Validate successful delivery of the project

A **high-level project plan** will be issued during the start-up phase of delivery- indicating key project milestones. The Gamma Project Manager will work with Highways England to produce a detailed project during the Initiation phase.

Highways England's estate will be organised into logical work packages to facilitate a controlled and fully managed approach to migrating your inbound voice solution.

The following steps should be repeated in their entirety for each work package which may equate to a customer site, department, part of the organisation or a collection of remote workers (to be determined by the project team during Project Initiation).

Ordering number ports

Gamma will create the Inbound portal with a dummy number for testing purposes. Once the Inbound service is in place and testing completed, the number ports can be ordered. This is

the process whereby the customer's existing telephone numbers (CLIs / DDIs) are ported across to the Gamma Inbound service and made available for use on the new solution. The number porting process is complex, and the Gamma Project Manager will have collected all required information from Highways England during Project Initiation to make the necessary preparations.

The number port date is critical and should be agreed at the point of ordering. It should be set with careful consideration of when you are prepared to go live on the Gamma voice service whilst adhering to the porting lead-times. Depending on the complexity of the ports, the porting process can take up to 25 working days. The Gamma Project Manager will advise on lead-times and requirements and factor these into their scheduling and project plans.

Any out-of-hours requirements should be captured at point of order also, and extra lead-time should be factored in to accommodate this requirement which is dependent on agreement from the losing number provider. Gamma tends to advise against out of hours porting wherever possible, preferring to go for early morning timeslots where possible. This is to mitigate risk in the event of experiencing issues and/or requiring fall-back, as support from losing providers is greatly reduced in evenings and at weekends.

Inbound build & test

Typically, Gamma will create the account before any number porting begins. Then after consultation with you, Gamma will pre-build the call plans in batches (in line with the phasing of the porting). The plans will then be tested and signed off by Highways England before committing to the number port. The test plan can then be copied to the numbers when they are ported to Gamma.

Gamma will build and replicate your existing network IVR features, call plans and functionality. The requirements will be captured during the initiation stage of the project and will be signed off by you and Gamma before creation.

A pilot phase will be carried out before the full roll out to ensure the inbound portal is fit for purpose which will include full end to end testing and UAT sign off documentation as agreed within the PID and low-level design documents.

Customer training

The training plan will be designed during Start-Up and Initiation stages by the Solutions Architect based on your needs, the solution and their requirements. When and to whom to deliver the training will also be determined. Usually for an inbound delivery, impact on service users is minimal so recommended training will be for the system administrators and office managers shortly before go-live, possibly with a floor-walking day in addition once the system goes live.

A training plan will typically consist of a general overview of the Inbound platform, portal and features, relative to roles and responsibilities and then specific training on; adds/moves/changes and procedures and processes specific to the team or user's roles and responsibilities.

Once the porting has gone ahead on an agreed go-live date, the service will be commissioned. A project close meeting will then be held, and any additional requirements discussed and implemented.

Gamma have many years' experience in implementing this type of service across public sector organisations. Most UK universities use this during the clearing period to manage extreme inbound call traffic.

Porting & test

Once the number port is accepted and the porting slot confirmed, the Project Manager will engage with you to confirm the details. By this stage, the inbound call plan hosting the porting number(s) should be fully built and tested ready to accept the number(s).

One working day prior to port date, Gamma will make Highways England's porting numbers available for test on the Gamma network. The Gamma Project Manager will liaise with you with regards to appropriate pre-port testing. If any problems are encountered which cannot be immediately fixed, Highways England has the option to postpone the port date at this stage without cancelling the order altogether.

If all is well with the pre-port checks, the number port will take place within the agreed timeslot under the supervision of the Gamma porting team and Project Manager. you should again be on hand to assist with the execution of the test plan to ensure numbers are mapped appropriately and call plans are working as expected before signing the UAT paperwork to confirm that the voice solution for the ported number(s) is complete.

Maximum 1,000 words

Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

1 – 9	Weak response. The quality question response has not considered fully the requirements of the Authority and fails to address adequately the main management, technical risks.
10	Acceptable response. The quality question response demonstrates an adequate understanding of the requirements and covers the main management and technical risks to an acceptable standard. The programme and proposed resources are just sufficient for the methodology described.
11 - 15	Good. The quality question response demonstrates a good understanding of the requirements. It deals fully with the main management and technical risks. The programme and resources proposed are balanced against the resources and approach proposed to mitigate risks.
16 - 19	Very good. The quality question response demonstrates a very good understanding of the requirements which give a high degree of confidence that the potential provider can demonstrate ability to complete within the time and budget constraints and will mitigate risks. Optimal levels of resource have been allocated to the programme.
20	Excellent response. The quality question response has been tailored specifically to suit the requirements and uses innovative approaches to deal comprehensively with the main management and technical risks, and is highly likely to maximise performance against key performance indicators and deliver continual improvement.

[6]

Quality Question – Experience / track record.

Maximum Score 10 @ Weighting 70%

Guidance:

Having the experience and skills to implement and transition the service is a critical requirement.

Question:

Provide an overview of similar projects where this solution has recently been implemented or has been provided within the last 2 years, include relevant examples to support your response. Suppliers should cross reference all responses to the appropriate BR ID within the Voice Continuity and Flexible Call Routing Options Statement of Requirements document.

Gamma has been providing Inbound call management for many years and are a market leader in this field. We are constantly rolling out this service across public and private sector organisations as more flexible working practices and the need to manage the landing stages for inbound call traffic.

We have provided inbound call management to many Universities who use this during the critical clearing period – UCL, Bristol, Cardiff and Oxford Universities have all adopted the service from Gamma over the past couple of years.

HMRC and HMLR both use the Gamma inbound service to facilitate their flexible working practices across the workplace. These all utilise DDI ranges well in excess of 10,000 numbers which we have successfully ported to our platform.

Maximum 1,000 words

Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

1 – 4	Weak response. The quality question response has not considered fully the requirements of the Authority and fails to address adequately the main management, technical risks.
5	Acceptable response. The quality question response demonstrates an adequate understanding of the requirements and covers the main management and technical risks to an acceptable standard. The programme and proposed resources are just sufficient for the methodology described.
6 - 7	Good. The quality question response demonstrates a good understanding of the requirements. It deals fully with the main management and technical risks. The programme and resources proposed are balanced against the resources and approach proposed to mitigate risks.
8 - 9	Very good. The quality question response demonstrates a very good understanding of the requirements which give a high degree of confidence that the potential provider can demonstrate ability to complete within the time constraints and will mitigate risks. Optimal levels of resource have been allocated to the programme.
10	Excellent response. The quality question response has been tailored specifically to suit the requirements and uses innovative approaches to deal comprehensively with the main management and technical risks, and is highly likely to maximise performance against key performance indicators and deliver continual improvement.

[7] Quality Question – Service Operations

**Maximum Score 15 @
Weighting 70%**

Guidance:

The operational management of the stakeholder calls and RCC business continuity is critical, refer to the specific requirements and SLAs defined in Appendix B Requirement's Documents.

Question:

Describe how you would manage and control the End to End Service Delivery including: Service Availability, Remote Monitoring, Incident Management, Change Management and Capacity

Management.

Suppliers should cross reference all responses to the appropriate BR ID within the Voice Continuity and Flexible Call Routing Options Statement of Requirements document.

The Gamma Inbound is a fully managed end-to-end service provision.

Incident Management

The Gamma Service Desk will provide the customer with access to support for Gamma provided services, 24 hours a day, 7 days a week and is split for redundancy across locations in Manchester, and Glasgow. Our Gamma Service Desk can be contacted in a number of ways; by sending an e-mail, by calling or via the Incident Management System.

As standard all support calls come through the Gamma Service Desk Tier 1 Team. The incident is diagnosed and if possible, resolved immediately. If this is not possible, it is passed to our Tier 2 / Tier 3 engineers internally to resolve which, depending on the type of service, request may result in a site visit.

Our Incident Management System allocates a unique incident reference / ticket number and provides the platform where all information is logged regarding that particular incident. The system also provides a complete history of all incidents logged and their subsequent resolutions allowing effective Problem Management and identification of any trends.

Change Management

Gamma views the management of customer changes as an important part of the overall customer service-wrap we provide to our key customers.

We understand that a 'customer change' could mean anything from a new broadband line in a home office to a complete overhaul of company infrastructure. As such, our Change Management team operates as an extension of our Project Management team and approaches the delivery of key changes in a similar way, using PRINCE2 methodology as the backbone structure.

The Change Management team are skilled in customer service, delivery management and project co-ordination with many having a background in provisioning and / or engineering. This means that not only can they effectively deliver your change in line with a set of success criteria, they also understand the detail and mechanics of building the solution.

They are also multi-skilled across the Gamma product set but each having their own area of specialist expertise so we can match the most appropriately skilled individual to each customer change request.

The team uses the same tools and adaptations of the Gamma Project Management documentation to fulfil key changes, so for customers who have been on-boarded through the Projects Team, the change process will feel consistent and familiar.

The Gamma Project Management and Change Management teams work very closely together, sharing the same reporting lines and support teams as well as a common ethos and vision of the customer experience. This ensures that the customer remains consistently well supported throughout their Gamma journey. That said, we are extremely clear on the division of responsibilities between the two areas.

The Inbound platform is constantly monitored for service availability from our network operations centre in Manchester. Your Customer Development Manager will also be available during normal office hours to assist in the management of your service.

Account Management

Gamma operates, for all our customers, a virtual account structure where both dedicated and non-dedicated members of our operational and management teams are brought together for each major account - this includes a two-tier account management relationship strategy with the Major Account Manager and a Customer Development Manager working simultaneously on every account.

The Major Account Manager is responsible for the executive and commercial relationships with the customer and also has ownership of the Virtual Account Team. The Customer Development Manager is there to ensure customer satisfaction for all day-to-day engagement and importantly, they are not targeted sales-people. This means we foster a culture of customer service excellence without decisions being made based on financial benefits. Once the project phase is complete, the day-to-day management of your account will be undertaken by your named Customer Development Manager (CDM).

Maximum 1,000 words

Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

1 – 4	Weak response. The quality question response has not considered fully the requirements of the Authority and fails to address adequately the main management, technical risks.
5	Acceptable response. The quality question response demonstrates an adequate understanding of the requirements and covers the main management and technical risks to an acceptable standard. The programme and proposed resources are just sufficient for the methodology described.
6 - 10	Good. The quality question response demonstrates a good understanding of the requirements. It deals fully with the main management and technical risks. The programme and resources proposed are balanced against the resources and approach proposed to mitigate risks.
11- 14	Very good. The quality question response demonstrates a very good understanding of the requirements which give a high degree of confidence that the potential provider can demonstrate ability to complete within the time and budget constraints and will mitigate risks. Optimal levels of resource have been allocated to the programme.
15	Excellent response. The quality question response has been tailored specifically to suit the requirements and uses innovative approaches to deal comprehensively with the main management and technical risks, and is highly likely to maximise performance against key performance indicators and deliver continual improvement.

[8]

Quality Question – Innovation / Continuous improvement

Maximum Score 5 @ Weighting 70%

Guidance:

It is important that Highways England works with its suppliers to implement continuous improvement and innovation.

Question:

Describe your approach to continuous improvement / innovation and how you would ensure the Highways England benefit from such improvements and a continued value proposition solution. Provide two examples of where such an improvement was proposed and implemented with details the benefits derived in the past 2 years.

Suppliers should cross reference all responses to the appropriate BR ID within the Voice Continuity and Flexible Call Routing Options Statement of Requirements document.

Gamma is recognised by our peers as an industry innovator and disruptor of traditional communication services and as an organisation that regularly brings new products and services to the market that displace traditional or legacy technology. Our innovation comes from a combination of our strategic direction set by our senior leadership team and customer feedback which helps Gamma identify market segments and technology that can transform their businesses by typically removing the complexity of owning and operating large legacy communication infrastructures. To-date, Gamma has disrupted three significant markets; 1) the ISDN market with our SIP Trunking service, 2) the PBX market with our Cloud-based PBX service, and 3) the mobile market with our business-centric multi-network mobile service.

With all of these innovations, Gamma's Account Managers were incentivised to drive adoption of these services into our existing customers. This has been achieved to-date via our virtual account structure where both dedicated and non-dedicated members of our organisation are brought together for each customer to identify where Gamma's current and future innovations can provide business value or just save money.

Through establishing a strong working relationship, we aim to develop a deep understanding of our customers' business, strategies and operating methods to ensure we can act as their trusted advisor for all their communications needs and drive innovation into their business. Gamma also communicates regularly with our new and existing customer through industry specific exhibitions, technology innovation seminars, "lunch and learn" workshops and traditional methods such as our quarterly magazine that provides use cases of organisations that have successfully transformed their businesses with emerging technologies.

The Inbound platform is a full in-house developed Gamma product and as such we have full control over its future development.

The core of the product is a mature and secure platform that had developed into a robust and feature rich inbound call management platform. Many of the features currently available are a product of customer feedback and requirements and our development of this service is an ongoing process. We do not, however, add functionality for its own sake.

New features are added as required and most recently the entire platform has been made available to those organisations currently using the Gamma SIP service by way of SIP Trunk Call Manager, which has brought the functionality of managing Inbound call services to everyday DDI numbers and can be applied to thousands of end users of required.

Services around call recording, playback and storage have also been applied to provide back up to the on premises equipment.

Maximum 1,000 words

Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:	
1	Weak response. The quality question response has not considered fully the requirements of the Authority and fails to address adequately the main management, technical and business benefits.
2 - 3	Acceptable response. The quality question response demonstrates an adequate understanding of the requirements and covers the main management, technical and business benefits risks to an acceptable standard.
4	Very good. The quality question response demonstrates a very good understanding of the requirements which give a high degree of confidence that the potential provider can demonstrate ability to deliver continuous improvement and innovation.
5	Excellent response. The quality question response has been tailored specifically to suit the requirements and uses innovative approaches to deal comprehensively with the main management, technical and business benefits of continuous improvement and is highly likely to deliver continuous improvement and innovation.

[10] PRICE		Weighting 30%
Guidance:		
<p>(a) The Potential Provider shall provide a fixed Rental cost for the service over a 24-month period, based on the information provided by the Authority. This should be broken down to show the monthly / quarterly cost in Year 1 and the monthly / quarterly cost in Year 2, the total cost for each year and the total cost of the service for the 24-month period.</p> <p>(b) The Potential Provider shall provide the cost of any knowledge transfer and exit activity associated with the end of the service (at the end of the 24-month period).</p> <p>The Authority will assess the cost of the running of the service to be the total of (a) and (b) above, that is the running cost of the service over 24 months and all exit costs at the end of the service.</p> <p>(c) The Potential Provider shall provide the cost of all transition and setup costs for the service, that would enable the Potential Provider to take on the service. Alongside the price, the Potential Provider shall provide a breakdown of the setup costs.</p> <p>All prices shall be in GBP and exclusive of VAT.</p>		
Question:		
Enter the total running cost (over 24 months) and cost of Transition (including knowledge transfer) and exit activity.		<p>£ 174,360 with call inclusive package</p> <p>Cost calculation summary</p>

embedded
below:



Inbound Cost
Summary.xlsx

Marking Scheme:

The maximum mark available for Price will be 30. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.

The calculation that will be used to determine marks is as follows:

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 30 \text{ (maximum mark available)}$$