**THETFORD TOWN COUNCIL**

**MOBILE PHONE QUOTATION ON CONTRACT FINDFER**

**RESPONSE TO FREQUENTLY ASKED QUESTIONS**

**Introduction**

Thetford Town Council does not have meetings with individual organisations. Instead, organisations requiring additional information are requested to email their questions to us and these are answered by way of a generic “Frequently Asked Question” response, which is the purpose of this document.

**Response to questions**

1. The Council currently uses the EE mobile network. There is no preference or intention to retain EE if other mobile network providers have a good coverage of Thetford.
2. The Council wants to keep its existing mobile phone numbers. Details of existing numbers will be provided to the successful bidder.
3. We have no preference for handsets. Our staff may use their handsets to access emails, Microsoft SharePoint, QR codes (we use Microsoft Forms) and occasionally Microsoft Teams.
4. The current contract is direct with the network. It was set up by a third-party provider. The purpose of this quotation is to seek third party assistance in providing a mobile phone solution which can be provided either as a reseller or facilitated by the successful bidder linking the Council to a mobile network provider.
5. There is no or very limited international use.
6. We do not intend to purchase the handsets at the commencement of the contract. It is expected that the cost of the handsets will be paid over the 2-year term to which this quotation relates.
7. There is no other documentation. The potential service provider’s response must provide the information to enable the quotation to be scored as set out in the request for quotation.

20 September 2021