**Volume B**

**Supply Telephone & Broadband Lines, & VoIP Telephony.**

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## 

## Introduction

This is the tender document for the supply and support of telephone and broadband/fibre lines, & VoIP telephony.

The Association is currently using the Gamma Horizon VoIP system. Whilst we are happy with the system, we are open to switching to a different provider if you wish to tender on that basis.

In order for your response to be considered you must complete and submit the questionnaire, and submit your prices for each site.

No information contained in this tender document or in any communication made between SHC and any Potential Provider in connection with this tender shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this tender document. However, responses contained within the tender submission of the successful tenderer will form part of the contract.

Tenders attention is drawn to the Contract Conditions (Volume A) which includes the general conditions for contracts with SHC and specific conditions relating to this contract.

SHC reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall SHC incur any liability in respect of this tender document or any supporting documentation. SHC shall not be liable for any costs or expenses incurred by Potential Providers in participating in the tendering process.

Direct or indirect canvassing of any Board Member, SHC employee or agent by any Potential Provider concerning this requirement, or any attempt to procure information from any Board Member, SHC employee or agent concerning this tender may result in the disqualification of the Potential Provider from consideration for this requirement.

## Background Information

Sussex Housing & Care was formed in 1946 by a group of local residents working in senior positions in health and housing.

Our accommodation and services are designed to facilitate residents’ independence and respect their views and lifestyle.

We offer a range of properties and services to suit a variety of needs, including:

* **19 sheltered housing schemes** offering self-contained, independent accommodation for people aged 55 or over, with a dedicated scheme manager, who ensures that the building is well-managed and maintained, as well as helping to promote residents’ independence.
* **25 independent living properties** offering self-contained, independent accommodation, with the comfort of having a social landlord, taking away worries about repairs and maintenance.
* **Four residential care homes** providing a safe environment, companionship, beautiful grounds and expert care available 24 hours a day.

We have operated in Sussex for nearly 75 years and have a unique and long-established local heritage. We have long standing relationships with many local suppliers and we employ almost 200 people.

Our main office is based in Seaford, whilst our properties are located throughout Sussex.

More information about us can be found on our website: [www.sussexhousing.org.uk](http://www.sussexhousing.org.uk)

We are looking to appoint a suitable supplier for the supply and support of telephone and broadband/fibre lines, and VoIP telephony. This will include 56 VoIP licences across 19 sites, with the majority (26) of these being located in the Associations main office in Seaford.

SHC does not guarantee any volumes or values of works.

### Outline Timetable

Set out below is the proposed procurement timetable. This is intended as a guide and whilst SHC does not intend to depart from the timetable it reserves the right to do so at any stage.

|  |  |
| --- | --- |
| **Target Date** | **Activity** |
| 1st May 2020 | Issue of Tender |
| 1st July 2020 | Tender Return Date. |
| 31st July 2020 | Evaluation of tenders completed. |
| August 2020 | Presentations by selected suppliers |
| 1st September 2020 | Contract awarded |
| 21st September 2020 | Contract commencement |

**Dates above are provisional dependant on the status of the COVID-19 lockdown and are therefore subject to change.**

## INSTRUCTIONS FOR TENDERING

### Invitation to Tender

Sussex Housing & Care (SHC) invites tenders to be submitted in respect of supply and support of telephone and broadband/fibre lines, and VoIP telephony. The contract will commence 21st September 2020 or as soon as possible thereafter, and will run until 21st September 2023 unless terminated sooner by either party giving not less than three months’ notice in writing to the other party. SHC shall retain the right to extend the contract for a further two years beyond the initial term.

The Contract shall be in accordance with the attached documents comprising Conditions of Contract (Volume A), and Tender Documents and Specification (including the Undertaking, Form of Tender, Certificate Relating to Bona Fide Tendering, Confidential Information Declaration, Evaluation Criteria, Indicative Pricing Schedule and Qualifying Questionnaire (Volume B).

Tenderers are required to demonstrate their ability to provide the Service.

### Preparation of Tender

It is the responsibility of Tenderers to obtain for themselves, at their own expense, any additional information necessary for the preparation of their Tender. **It is strongly advised that tenderers conduct site surveys to ascertain any requirements for extra data cabling etc, as no additional costs will be accepted.**

Should Tenderers be in doubt as to the interpretation of any part of the Contract Documents, they should use the email address: martyn.isaacs@sussexhousing.org.uk to log the question by no later than 17:00 Hours (5.00 pm) on Wednesday 17th June 2020. Any resulting action or explanation will be transmitted by SHC to all Tenderers, although SHC shall not disclose the source of the original comment. Tenderers shall note that SHC will not amend any of the Contract Documents unless SHC considers that the changes proposed by a Tenderer are essential to enable the Contract Documents to operate. In circumstances where SHC does agree to alter the Contract Documents, the amendment shall be made by SHC during the Tendering period and the revised Contract Document shall be provided to all Tenderers. SHC will not make changes to the Contract Documents following award of the Contract even if a Tenderer has proposed such changes as part of the Tender submission and SHC’s decision as to whether to agree to any changes proposed by any Tenderer will be final.

### Confidential Information

All information provided by SHC in connection with this Contract shall be treated as confidential, except that such information may be disclosed as far as is necessary for the purpose of obtaining sureties, guarantees and quotations necessary for the preparation and submission of the Tender.

### Miscellaneous Tender Information

Tenderers shall note that SHC is not bound to accept the lowest or any Tender. Tenderers should further note that the cost of submitting their Tender shall be borne entirely by them. SHC will not accept liability for any costs incurred in the preparation and submission of any Tender, including in the event that SHC terminates the Tendering process for any reason and where a Tenderer is unsuccessful in being appointed to the Contract.

The successful Tenderer will be notified by SHC in writing and will thereafter be required to execute a formal contract prepared by SHC in accordance with the Contract Documents.

### Submission of Tender / Tender Documents

The Tender shall be submitted in accordance with the Tendering Instructions.

No unauthorised alteration or addition should be made to the Tender Documents.

The Tender must be unconditional and be for prices as laid out in the Indicative Pricing Schedule.

The Tender and all accompanying documentation will be submitted by email to [Tenders@sussexhousing.org.uk](mailto:Tenders@sussexhousing.org.uk)

Tenders received after 3pm on 1st July 2020 may not be considered.

FAILURE TO COMPLETE (IN FULL) AND TO RETURN ALL THE DOCUMENTS REFERRED TO IN THE TENDERING INSTRUCTIONS MAY RESULT IN THE TENDER NOT BEING CONSIDERED.

## UNDERTAKING

I/We undertake that in submitting this Tender I/We agree to comply with the Contract Documents including, but not limited to, the Conditions of Contract, the Specification and the Tender Documents.

I/We warrant that this Tender is a Bona Fide Tender and that the person submitting this Tender is duly authorised to act on behalf of the organisation Tendering and in doing so accepts the content of the Form of Tender.

I/We certify that all information supplied is accurate to the best of my/our knowledge and belief. I/We understand that false information and/or responses could result in my/our exclusion from consideration for the Contract.

I/We submit this Tender pursuant to this Undertaking and agree to be bound by the Tender and the contents therein as if the Tender and all Contract Documents had been duly signed by an authorised signatory of the organisation submitting the Tender.

Signature:

Name of Tenderer

Date:

## FORM OF TENDER

To: The Chair and Board of Sussex Housing & Care

We:

carrying on business at:

hereby tender and undertake to execute and perform the Contract for the sums set out in the completed Indicative Pricing Schedule and in accordance with the Conditions of Contract, the Specification, and the other documents referred to in the Tender Documents.

We agree that the insertion by us of any conditions qualifying this Tender or any unauthorised alteration to any of the Contract Documents shall not affect the Conditions of the Contract and may cause the Tender to be rejected.

We agree that this Tender shall remain open to be accepted or not by SHC and shall not be withdrawn for a period of fifteen (15) weeks from this date.

We understand that you are not bound to accept the lowest or any Tender you may receive.

We understand and accept that SHC pay invoices on the first payment run 30 days from the date of invoice. Payment runs are twice monthly.

We certify that this is a bona fide Tender.

Signed:

Name of organisation:

Date:

## CERTIFICATE RELATING TO BONA FIDE TENDERING

The essence of tendering is that SHC shall receive bona fide competitive tenders from all those tendering. In recognition of this principle, I/we certify that this is a bona fide Tender, intended to be competitive, and the I/we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. I/We also certify that we have not done and I/we undertake that I/we shall not do at any time before the hour and date specified for the return on this Tender and have not previously done any of the following acts:

a communicate to a person other than SHC the amount or approximate amount of the proposed Tender, except where the disclosure, in confidence, of the approximate amount of the Tender is necessary to obtain insurance premium quotations required for the preparation of the Tender;

b enter into any agreement or arrangements with any other person that they shall refrain from tendering or as to the amount of any Tender to be submitted;

c offer to pay or give or agree to pay or give any sum of money or valuable consideration directly to indirectly to any person for doing to having done or causing or having caused to be done in relation to any other tender or proposed tender of the said work any act or thing of the sort described above;

d commit an offence under the Bribery Act 2010 and any subordinate legislation made under the Bribery Act 2010; or

e directly or indirectly canvas any Board Member or member of staff of SHC concerning the acceptance of the Tender or directly or indirectly obtain or attempt to obtain any information form any such Board Member of member of staff or any contractor engaged in the provision of Grounds Maintenance to SHC concerning the content of any other Tender submitted or details relating to any organisation that is submitting a Tender.

I/We understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any Board Member or member of staff and that any such action shall empower SHC to cancel any contract currently in force and shall result in my/our exclusion from consideration for the Contract.

In this certificate, the term ‘person’ includes any person and any body or association, corporate or incorporate and ‘any agreement or arrangement’ includes any such transaction, formal or informal and whether legally binding or not.

Signed:

Name of organisation:

Date:

## CONFIDENTIAL INFORMATION DECLARATION

SHC as a registered provider (RP) of social housing, it is not subject to the Freedom of Information Act 2000. However, in the spirit of transparency and its obligation to its Tenants, SHC requires Tenderers to acknowledge and agree that, except for any information that is exempt from disclosure in accordance with the provisions of the Freedom of Information Act 2000, the content of the Contract once completed and all documents comprising the Contract including the Tender is not Confidential Information and SHC may publish the Contract in its entirety to its Tenant Representative Bodies.

Tenderers are advised that SHC considers ‘Confidential Information’ to include any information that has been designated as confidential by either party in writing or that ought reasonably to be considered as confidential however it is conveyed, on the basis that the information relates to the business, affairs, developments, trade secrets, know-how, personnel and suppliers of the other, together with all information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as ‘confidential’) or which ought reasonably to be considered to be confidential such as personal data and sensitive personal data within the meaning the Data Protection Act 2018 and any commercially sensitive information that is not deemed to be in the public interest to publish. Confidential information does not include any details that are, or will in future be, in the public domain such as company accounts or financial statements.

Tenderers, taking account of the above definition, should include in the table below any information contained within their Tender that they believe falls within the definition of Confidential Information, providing reasons as to why they consider this to be the case and the duration for which the confidentiality applies. If no information is considered to be Confidential Information Tenderers should insert ‘none’ in the first column of the table.

Tenderers shall be aware that SHC will take into consideration the content of the table below when determining whether to publish the Contract. Nevertheless Tenderers shall accept that SHC will be responsible fore determining in its absolute discretion whether any of the content of the Contract, including the Tender, should be published or disclosed pursuant its policy on transparency irrespective of whether a Tenderer has included that content in the table.

|  |  |  |
| --- | --- | --- |
| Confidential Information | Reasons | Duration |
|  |  |  |

## EVALUATION CRITERIA

SHC shall appoint one organisation to take over the supply, management, & support of all fibre, ADSL, & analogue telephone lines, as well VoIP telephony system for the Association.

The Tenderer shall be appointed having submitted the most economically advantageous tender, which shall be determined by SHC by applying the following Evaluation Criteria, in a two stage process:

**Quality** 40%

Assessed using the qualification questionnaire. Should the Tenderer score an insufficient amount in this section, the Tender as a whole will be rejected. A sufficient score will lead to the Tender being evaluated for price.

**Price** 60%

## QUALIFICATION QUESTIONNAIRE

### A. Company Information

|  |  |  |
| --- | --- | --- |
| A1 | Organisation making application  *If made on behalf of consortium/group*  *of companies, please state the name* |  |

|  |  |  |
| --- | --- | --- |
| A2 | Main Address for Correspondence |  |

|  |  |  |
| --- | --- | --- |
| A3 | Registered office (if different from above) |  |

|  |  |  |
| --- | --- | --- |
| A4 | Name of person applying on behalf of Organisation |  |
| Position in Organisation |  |
| Telephone Number |  |
| Fax Number |  |
| E-mail address |  |
| Website Address |  |

|  |  |  |
| --- | --- | --- |
| A5 | Name of the main point of contact for this application |  |
| Position in Organisation |  |
| Telephone Number |  |
| Fax Number |  |
| E-mail address |  |

|  |  |  |
| --- | --- | --- |
| A6 | Are you sole trader, partnership, private limited company, public limited company or other (please tick the appropriate box)? | Sole Trader 🗌  Partnership 🗌  Private Limited Company 🗌  Public Limited Company 🗌  Other 🗌 |

|  |  |  |
| --- | --- | --- |
| A7 | List the full names of every Director, Partner, Associate and Company Secretary. | Title Name |

|  |  |  |
| --- | --- | --- |
| A8 | Have any of the Directors, Partner or Associates been involved in any Organisation that has been liquidated or gone into receivership? (If so, please give details.) | Yes 🗌 No 🗌  Details |

|  |  |  |
| --- | --- | --- |
| A9 | Has any Director, Partner or Associate been employed by SHC? (If so, please give details.) | Yes 🗌 No 🗌  Details |

|  |  |  |
| --- | --- | --- |
| A10 | Please state if any Director, Partner or Associate has a relative(s) who is employed by SHC at a senior level. | Title Name |

|  |  |  |
| --- | --- | --- |
| A11 | Please state the names of Directors, Partners or Associates of your Organisation who have any involvement in other Organisations who provide services to SHC | Title Name  Details of Involvement |

**Where a limited company** (Complete Questions A12-A15)

|  |  |  |
| --- | --- | --- |
| A12 | Please state the date and place of formation of your Organisation’s registration under the Companies Act, please provide copies of Certificate of Incorporation and any changes of name, registered office and principal place of business. | Date of Incorporation  Company Number  Other details:- |
| Copies of certificates enclosed | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| A13 | Date of incorporation and company number under Industrial and Provident Societies Acts 1965 to 1978. | Date of Incorporation  Company Number |

|  |  |  |
| --- | --- | --- |
| A14 | If the company is a member of a group of companies, give the names and registered offices of the ultimate holding company and all other subsidiaries. Please enclose a diagram if necessary. | Name:  Address: |

|  |  |  |
| --- | --- | --- |
| A15 | Would the group or the ultimate holding company be prepared to guarantee your contract performance as its subsidiary? | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| A16 | Are you a consortium joint venture or other arrangement? If so, and if it is available, please provide details of the constitution and percentage shareholdings in the boxes below. | Yes 🗌 No 🗌 |
| Organisation | Percentage Shareholding |
|  |  |
|  |  |
|  |  |

|  |  |  |
| --- | --- | --- |
| A17 | Please provide a one-page chart illustrating the ownership structure of your Organisation including relations to any parent or other group or holding companies.  Chart attached? | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| A18 | Brief Description of your primary business and main products and services. |  |

|  |  |  |
| --- | --- | --- |
| A19 | Brief history of your organisation, no more than 400 words, including details of any parent and associated companies and any changes of ownership over the last 5 years including details of significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs and closures etc which are currently in the public domain. |  |

|  |  |  |
| --- | --- | --- |
| A20 | Where applicable, are you registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex IX B of Directive 2004/18/EC) under the conditions laid down by that member state\*). | Yes 🗌 No 🗌 |
|  | Evidence of registration with appropriate professional/trade body  *Either insert required details or state ‘None’* |  |

|  |  |  |
| --- | --- | --- |
| A21 | Does the Organisation and/or any of its named supply chain members (sub-contractors) have any potential conflicts of interest that may arise if selected to deliver this project | Yes 🗌 No 🗌  If YES please outline |

|  |  |  |
| --- | --- | --- |
| A22 | Does your organisation have a corporate social responsibility policy, or are you able to give examples of supporting this responsibility? |  |

### B. Financial Details

|  |  |  |
| --- | --- | --- |
| B1 | Name of Principal Banker |  |

|  |  |  |
| --- | --- | --- |
| B2 | Address of Principal Banker |  |

|  |  |  |
| --- | --- | --- |
| B3 | Banker’s reference enclosed? | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| B4 | Please provide a copy of the full report and audited accounts for the last 3 financial years. If the accounts you are submitting are for a year ended more than 10 months ago please also enclose the latest set of management accounts. |  |
| B4.1 | Profit and Loss Accounts | Yes 🗌 No 🗌 |
| B4.2 | Balance sheet | Yes 🗌 No 🗌 |
| B4.3 | Full Accompanying Notes | Yes 🗌 No 🗌 |
| B4.4 | Director’s/Managing Partner’s Report | Yes 🗌 No 🗌 |
| B4.5 | Auditor’s Report | Yes 🗌 No 🗌 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| B5 | Please supply the following information for the last 3 financial years: | Amount  2016/17 | Amount  2017/18 | Amount  2018/19 |
| Overall Turnover |  |  |  |
| Turnover in Relevant Services |  |  |  |
| Operating Profit |  |  |  |
| Profit in Relevant Services |  |  |  |
| Current Assets |  |  |  |
| Current Liabilities |  |  |  |
| Long Term Liabilities |  |  |  |
| Net Assets |  |  |  |
| Number of Staff Working in Relevant Services |  |  |  |

Note!

If the information you are submitting is for a financial year-end more than 10 months ago, please submit the latest available information or a statement signed by the Finance Director detailing any major changes in the current financial position since the date of the latest information provided.

If you do not have 3 years of audited accounts you should provide whatever audited accounts you may have. If you are a newly formed business you should provide a statement of your turnover, profit & loss account and cash flow for the most recent year of trading and / or a statement of your cash flow forecast for the current year and a letter from your bank outlining the current cash and credit position.

|  |  |  |
| --- | --- | --- |
| B6 | Please provide evidence of the employers' liability, public liability insurance [and professional liability or indemnity] insurance held by your Organisation. The evidence should be in the form of a copy of the insurance certificate, please also complete the form below. | |
| **Employers Liability** | |
| Name of Insurer |  |
| Address |  |
| Policy Number |  |
| Expiry Date |  |
| Limits of Indemnity (per occurrence and aggregate) |  |
| Excess |  |
| **Public Liability** | |
| Name of Insurer |  |
| Address |  |
| Policy Number |  |
| Expiry Date |  |
| Limits of Indemnity (per occurrence and aggregate) |  |
| Excess |  |
| **Professional Liability or Indemnity** | |
| Name of Insurer |  |
| Address |  |
| Policy Number |  |
| Expiry Date |  |
| Limits of Indemnity (per occurrence and  aggregate) |  |
| Excess |  |

|  |  |  |
| --- | --- | --- |
| B7 | Please provide a statement of any material pending or threatened litigation or other legal proceedings (where not otherwise reported) where the claim is of a value in excess of £50,000. |  |

### C. Contractual Matters

|  |  |  |
| --- | --- | --- |
| C1 | Has the your Organisation or any of its named supply chain members ever suffered deductions for liquidated and/or ascertained damages in respect of any contract within the last two years? | Yes 🗌 No 🗌 |
| If Yes:- Did the deduction exceed £50,000 | Yes 🗌 No 🗌 |
| If Yes:- Was the deduction greater than 10% of the whole life value of the contract? | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| C2 | Has your Organisation or any of its named supply chain members (sub-contractors) ever had a contract terminated or its employment determined under the terms of the contract in the last three years? | Yes 🗌 No 🗌 |
| If YES please outline |  |

|  |  |  |
| --- | --- | --- |
| C3 | Has your Organisation or any of its named supply chain members (sub-contractors) ever failed to receive a contract renewal on the basis of unsatisfactory performance in the last three years? | Yes 🗌 No 🗌 |
| If YES please outline |  |

|  |  |  |
| --- | --- | --- |
| C4 | Is there any material pending or threatened litigation or other legal proceedings connected with similar projects against your Organisation and/or any of its named supply chain members (sub-contractors) that may affect delivery of this project? | Yes 🗌 No 🗌 |
| If YES please outline |  |

### D. Technical or Professional Ability and Method Statements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| D1 | Please provide details of the number of staff currently involved directly in the provision of similar requirements to those outlined in this contract. | Permanent Staff Numbers | Temporary or Third Party Staff Numbers | Total Staff Turnover as a Percentage of Staff Employed Over the Past Three Years |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| D2 | Is your organisation a member of a trade association or appropriate professional body? | Please provide copies of certificates |

|  |  |  |
| --- | --- | --- |
| D3 | Please provide evidence of relevant qualifications of staff to be used in this contract and their continuing professional development (CPD) | Please provide certificates and any other evidence |

|  |  |  |
| --- | --- | --- |
| D4 | How does your organisation assess the suitability of potential employees? | Please provide details of the procedures you undertake: |

|  |  |
| --- | --- |
| D5 | Please provide details of three major recent public and/or private sector contracts that your Organisation (but not any envisaged supply chain member (sub-contractor)) has been awarded for the provision of requirements similar to those outlined this contract.  SHC reserves the right to contact any or all of these companies for a reference and may wish to visit their premises. You should ensure that companies listed would be willing to provide a reference for them and be willing to discuss your performance with the SHC. |

|  |  |
| --- | --- |
| Name of Client |  |
| Address of Client |  |
| Name of Contact |  |
| Position of Contact |  |
| Contract Start Date |  |
| Length of Contract |  |
| Annual Contract Value |  |
| Description of the work undertaken |  |
| Names of supply chain members |  |

|  |  |
| --- | --- |
| Name of Client |  |
| Address of Client |  |
| Name of Contact |  |
| Position of Contact |  |
| Contract Start Date |  |
| Length of Contract |  |
| Annual Contract Value |  |
| Description of the work undertaken |  |
| Names of supply chain members |  |

|  |  |
| --- | --- |
| Name of Client |  |
| Address of Client |  |
| Name of Contact |  |
| Position of Contact |  |
| Contract Start Date |  |
| Length of Contract |  |
| Annual Contract Value |  |
| Description of the work undertaken |  |
| Names of supply chain members |  |

## METHOD STATEMENTS

(Font size no smaller than point 12, length of method statement denoted against each statement)

Under the headings and questions lettered below, please provide a Method Statement giving details of the methods employed in achieving the standards required by this Contract. Please ensure that your Method Statements are clearly referenced e.g. Method Statement A, B, C, D, E, as set out below.

### Method Statement A

Describe the process you would follow should we need to raise a complaint with BT Openreach regarding their fault resolution.

### Method Statement B

Describe your approach to minimising the Associations spend on telecoms, including identifying underused lines which could be disconnected.

### Method Statement C

Describe your method for taking ownership of the supply of the Associations fibre, ADSL, analogue phone lines & Horizon system (if applicable), including how you would minimise interruption to service, and eliminate the risk of double billing.

### Method Statement D

Describe your approach to rectifying a major fault with the Association’s telecoms.

### Method Statement E

What considerations, systems at work and communications would you employ when working in an occupied sheltered housing scheme to ensure the Health, Safety and Welfare of residents and staff?

Footnote to all Method Statements – please provide all Hazard, Risk or other assessments as appropriate.

### E. Additional Project-Specific Questions

|  |  |  |
| --- | --- | --- |
| E1 | Please describe your organisation’s approach to quality management (other than environmental related, which is covered later in this questionnaire). |  |

|  |  |  |
| --- | --- | --- |
| E2 | Please describe the internal controls used by your Organisation to manage the delivery of this type of service to ensure that the requirements are met fully in terms of quality and timely delivery. |  |

|  |  |  |
| --- | --- | --- |
| E3 | Does your Company have a customer care / complaints handling policy and procedure? | Yes 🗌 No 🗌 |
| If yes would you please enclose a copy | Please tick box if enclosed 🗌 |

### F. Health and Safety

|  |  |  |
| --- | --- | --- |
| F1 | How are your health and safety policies and procedures conveyed to the workforce? |  |

|  |  |  |
| --- | --- | --- |
| F2 | Please enclose a copy of your Health and Safety Policy (covering General Policy, Organisation and Arrangements) as required by Section 2(3) of the Health and Safety at Work Act 1974 and any codes of safe work practices issued to employees. | Health & Safety Policy.  Place tick in box if enclosed 🗌 |
| Safe work practice codes.  Place tick in box if enclosed 🗌 |

|  |  |  |
| --- | --- | --- |
| F3 | Within the last three years, has your Organisation been subject to any prosecutions, infringement notices including RIDDORs or other actions by the Health and Safety Executive or Environment Agency in respect of any breach or suspected breach by your Organisation of health and safety or environmental or equivalent legislation? | Yes 🗌 No 🗌 |
| If ’yes’, please enclose full details here of the nature of the notice or action (etc.) and of any remedial steps subsequently taken by your Organisation |  |

### G. Equal Opportunities and Staffing

|  |  |  |
| --- | --- | --- |
| G1 | Does your organisation have an equal opportunities and diversity policy?  If ‘yes’, please enclose a copy | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| G2 | How does your organisation communicate its requirements in respect of equal opportunities to staff? |  |

|  |  |  |
| --- | --- | --- |
| G3 | Is it the policy of your organisation and named supply chain members (sub-contractors) as employers to comply with their statutory obligations under the Equality Act 2010 | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| G4 | In the last three years has any finding of unlawful discrimination in the employment field been made against your Organisation and/or your named supply chain members (sub-contractors) by the employment tribunal, the employment appeal tribunal, or any court or in comparable proceedings in any other jurisdiction? | Yes 🗌 No 🗌 |
| If the answer yes, what steps have been taken by your organisation and/or your named supply chain members (sub-contractors) as a result of that finding? |  |

|  |  |  |
| --- | --- | --- |
| G5 | Do you agree to comply with all reasonable requirements of SHC’s Equality and Diversity policy | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| G6 | Do you undertake to keep proper and up-to-date records of all persons in your Organisation’s employ? | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| G7 | Please outline how your organisation keeps up to date with legislative and industry best practice requirements in respect of human resource management. |  |

|  |  |  |
| --- | --- | --- |
| G8 | Please outline your organisation’s approach to the planning and delivery of training and development for all staff. |  |

### H. Environment

|  |  |  |
| --- | --- | --- |
| H1 | Does your Company have an environmental policy? | Yes 🗌 No 🗌 |
| If yes would you please enclose a copy | Please tick box if enclosed 🗌 |

|  |  |  |
| --- | --- | --- |
| H2 | Do you operate an Environmental Management System (EMS)? | Yes 🗌 No 🗌 |
| If No, are you currently implementing one? | Yes 🗌 No 🗌 |

|  |  |  |  |
| --- | --- | --- | --- |
| H3 | Please state which Environmental Management System is in operation (or being implemented). | EMAS | 🗌 |
| Date Registered |  |
| Registration No. |  |
| Verifiers Name |  |
| If implementing, please state the date verification expected |  |
| **Please enclose a copy of the Registration Certificate and current Environmental Statement** | Registration Certificate | *Please tick box if enclosed* 🗌 |
| Environmental Statement | *Please tick box if enclosed* 🗌 |
|  | ISO 14001 | 🗌 |
| Date Registered |  |
| Registration No. |  |
| Verifiers Name |  |
| If implementing, please state the date verification expected |  |
| **Please enclose a copy of the Registration Certificate and current Environmental Statement** | Registration Certificate | *Please tick box if enclosed* 🗌 |
| Environmental Statement | *Please tick box if enclosed* 🗌 |
|  | OTHER | 🗌 |
| Date Registered |  |
| Registration No. |  |
| Verifiers Name |  |
| If implementing, please state the date verification expected |  |
| **Please enclose a copy of the Registration Certificate and current Environmental Statement** | Registration Certificate | *Please tick box if enclosed* 🗌 |
| Environmental Statement | *Please tick box if enclosed* 🗌 |

|  |  |  |
| --- | --- | --- |
| H4 | Has the company been prosecuted for breaching any environmental legislation in the past 5 years, or have any actions pending? | Yes 🗌 No 🗌 |
|  | If ’yes’, please enclose full details here of the nature of the notice or action (etc.) and of any remedial steps subsequently taken by your Organisation |  |

|  |  |  |
| --- | --- | --- |
| H5 | Please provide information here relating to how your organisation can provide environmental benefits to SHC and its Tenants in this contract. |  |

### I. Data Protection

|  |  |  |
| --- | --- | --- |
| I1 | Does your organisation have a data protection or confidentiality policy and procedure?  If ‘yes’, please enclose a copy | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| I2 | How does your organisation communicate its requirements in respect of data protection to staff? |  |

|  |  |  |
| --- | --- | --- |
| I3 | Is it the policy of your organisation and named supply chain members (sub-contractors) as employers to comply with their statutory obligations under the General Data Protection Regulations 2016 & the Data Protection Act 2018? | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| I4 | In the last two years has your organisation suffered any breaches of data protection regulation requiring notification to the Information Commissioners Office? | Yes 🗌 No 🗌 |
| If the answer yes, what steps have been taken by your organisation and/or your named supply chain members (sub-contractors) as a result? |  |

|  |  |  |
| --- | --- | --- |
| I6 | Do you undertake to keep proper and up-to-date records of all your organisations data processing activities? | Yes 🗌 No 🗌 |

|  |  |  |
| --- | --- | --- |
| I7 | Please outline how your organisation keeps up to date with legislative and industry best practice requirements in respect of data protection. |  |

## INDICATIVE PRICING

Tenderers are required to price the Contract for which they are tendering.

SHC’s sites are listed below. Some sites have been grouped to assist you in planning surveys.

For each site, please price for:

* Monthly line rental for standard analogue lines
* Monthly cost for fibre connections (40/10 & 80/20)
* Monthly cost for VoIP licences & support
* Monthly cost of Gamma assured ADSL lines (assured 5 & assured 10), or other provider as appropriate
* Monthly line rentals for ADSL, fibre, & standard phone lines, to include fraud monitoring, and static IP addresses
* Monthly cost for Web Content Filtering for the Wi-Fi networks in our care homes and sheltered housing schemes
* Call charges (include calls to 0845/0870 etc numbers, as well as calls to 999, 111 & 101)
* “Care level 4” for 5 sites (Care Homes, & our main office at Ronald Simson House)
* Indicative costs for the supply & installation of a leased line at our Head Office in Seaford
* Any other costs likely to be incurred by the Association

SHC requires the winning bidder to have engineers based locally, so that in the event of an emergency they are able to attend site within two hours.

Please also list any additional costs for:

* Costs for installation of any new lines & broadband as may be required in future
* Any costs associated with cancellation of lines
* Any costs likely to be incurred due to the upcoming BT analogue switch off
* Indicative costs for moving a telephone socket within a small office

Any known specific requirements or issues are listed with the site details. This list is indicative; tenderers are strongly advised to undertake site surveys as risk remains with provider if something is missed.

Sites:

Devonport House, Tower Street, Rye, TN31 7AT – 01797 225920

(1 user, 2 lines currently inc 40/10 Fibre)

Downash Court, Rosemary Lane, Flimwell, TN5 7PY – 01580 879454

(1 user, 2 lines currently inc 40/10 Fibre)

Saxonwood Care Home, Saxonwood Road, Battle, TN33 0EY – 01424 774336

(6 users, 5 lines currently inc 80/20 Fibre & Gamma Assured ADSL)

Bourne Court, The Bourne, Hastings, TN34 3UZ – 01424 446064

(1 user, 2 lines currently inc 40/10 Fibre)

**Bexhill Sites:**

Yvonne Robertson House, Hastings Road, Bexhill, TN40 2HQ – 01424 220496

(2 users, 3 lines currently inc 40/10 Fibre & ADSL which is for residents use)

Ardath Care Home, Hastings Road, Bexhill, TN40 2HJ – 01424 210538

(6 current users, 3 lines currently inc 80/20 Fibre & Gamma Assured ADSL)

St Peters Mews, Church Street, Old Town, Bexhill, TN40 2EU – 01424 220496

(0 users, 1line) **This site is managed by the manager of Yvonne Robertson House.** **Phone lines for this site are used exclusively for the emergency call system.**

Nevill Court, Beacon Road, Crowborough, TN6 1UD – 01892 662087

(1 user, 2 lines currently inc 40/10 Fibre)

The Rowans, Beacon Road, Crowborough, TN6 1ED – 01892 662087

(0 users, 2 lines currently) **This site is managed by the manager of Nevill Court. Phone lines for this site are used exclusively for the emergency call system & the lift.**

Woodlands Care Home, Beacon Road, Crowborough, TN6 1UD – 01892 653178

(6 users, 3 lines currently inc 80/20 Fibre & Gamma Assured ADSL)

St Thomas of Canterbury Court, Station Road, Mayfield, TN20 6BQ – 01435 873536

(1 user, 3 lines currently inc 40/10 Fibre & ADSL one of which is for residents use)

Waldron Court, Mutton Hall Hill, Heathfield, TN21 8NZ – 01435 866445

(1 user, 1 line currently inc 40/10 Fibre)

Clevedown, Barons Down Road, Lewes, BN7 1EY – 01273 488884

(1 user, 5 lines currently inc 40/10 Fibre & ADSL which is for residents use)

**Seaford Sites:**

Ronald Simson House, 24 Sutton Avenue, Seaford, BN25 4LG – 01323 875240

(26 users, 6 lines currently inc, 3 80/20 Fibre, and 1 Gamma Assured ADSL)

Cheneys Lodge, 24a Sutton Avenue, Seaford, BN25 4LG – 01323 872801

(1 user, 5 lines currently inc 40/10 Fibre)

Ashleigh Glegg House, Grosvenor Road, Seaford, BN25 2BW – 01323 897323

(1 user, 3 lines currently inc Fibre)

Falfield, Sutton Avenue, Seaford, BN25 4LG – 01323 897323

(0 users, 2 lines currently) **This site is managed by the manager of Ashleigh Glegg House.** **Phone lines for this site are used exclusively for the emergency call system & the lift.**

**Brighton Sites:**

Martlet Court, Hereford Street, Brighton, BN2 1LQ – 01273 625450

(1 users, 2 lines currently inc Fibre)

The Cedars, Cedars Gardens, Brighton, BN1 6YS – 01273 557828

(1 user, 2 lines currently inc Fibre)

**Haywards Heath Sites:**

Oakwood Court Care Home, Amberely Close, Haywards Heath, RH16 4BG – 01444 458872

(6 users, 5 lines currently inc 2 Fibre)

Oakwood Flats, Amberely Close, Haywards Heath, RH16 4BZ – 01444 451341

(1 user, 2 lines currently inc Fibre)

Old Park Close, Broad Street, Cuckfield, RH17 5DR – 01444 452968

(1 user, 2 lines currently inc Fibre)

## SUBMISSION

Tenderers shall note that all relevant documentation must be enclosed when returning this Tender Submission. Any documentation that is omitted will result in the Tender being deemed invalid and the Tenderer will be excluded from the process.