

Teign Housing

Microsoft Licensing

Tender Document

PRELIMINARY PARTICULARS

Description

This tender requires quotations for Teign Housing's Microsoft Licensing for the next three to four years and is to include Microsoft Software Assurance. The current DTA21 contract expires on Wednesday 30th April 2025 and are reviewing its replacement, SPA24.

Location of Site

Millwood House, Collett Way, Newton Abbot, Devon TQ12 4PH

Employer

The "Employer" means Teign Housing.

Introduction

1.1 Confidentiality

As a participant in this tender exercise, you will receive business confidential information that you must undertake to treat in a sensitive fashion. By accepting this tender document, you agree to:

- Keep this document confidential to your organisation at all times
- Only share this document with sub-contractors (including divisions of your own Company) if they are directly with and identified in your tender response
- Return all documentation to Teign Housing on request
- Not reproduce any information contained herein

1.2 Notices

All trademarks and commercially protected names and terms used or referred to within this document are hereby acknowledged as belonging to, and being the property of, their respective owners.

This proposal is submitted on the basis that the supply of products and services will be undertaken according to Teign Housing standard terms and conditions.

1.3 Distribution List

This document has been formally issued by:

- [REDACTED] - [REDACTED]

This document has been formally issued to the following named recipients:

- [REDACTED] - [REDACTED]
- [REDACTED] - [REDACTED]
- [REDACTED] - [REDACTED]
- [REDACTED] - [REDACTED]
- [REDACTED] - [REDACTED]
- Invited Microsoft Licensing Services Suppliers

1.4 Sites

The services listed shall be provided to Teign Housing at the following sites:

Site Name	Address including Post Code
Head Office	Collett Way, Newton Abbot TQ12 4PH

Where needed sites are referenced in this document through the above “Site Names”.

The above information is correct as at 14 January 2025.

Specification of Requirements

1.5 Overview

Teign Housing current Microsoft Licensing consists of the following to fulfil its licensing requirements for its Microsoft Desktop and Server estate:

Part Number	Description	Quantity
Enterprise Products		
AAA-28605	M365 E5 Original Existing Customer Sub Per User	142
AAA-28664	M365 E5 Original FSA Renewal Sub Per User	28
AAA-51068	Win OLS Activation User Sub Add-on E5	170
Additional Products		
83I-00001	M365 Copilot Sub Add-on	2
QE7-00006	Phone Resource Account Sub Phone System Virtual User	10
7LS-00002	Planner & Project P3 Sub Per User	10
V9B-00001	Teams Rooms Pro Sub Per Device	2
H30-00237	Project Professional ALng LSA 1 Server CAL	1
7NQ-00302	SQL Server Standard Core ALng LSA 2L	8
D87-01057	Visio Professional ALng LSA	3

1.6 Teign Data Security

All data held by the successful supplier on behalf of Teign remains the property of Teign at all times. On termination of the contract, this data must be returned to Teign in an acceptable format within two weeks of termination.

The supplier also undertakes to securely delete all data from its systems once the transfer of data to Teign has been successfully accomplished and formally signed off.

Responding to Specification

3.1 Clarification Questions

Bidders shall refer any questions or clarifications to:

[REDACTED]

[REDACTED] [@teignhousing.co.uk](mailto:[REDACTED]@teignhousing.co.uk)

To ensure clear and effective communications please address email enquiries to all parties mentioned above who will determine the best person to reply.

Please ensure that any “Commercially Sensitive” issues are clearly identified as “**Commercially Sensitive**” in the SUBJECT line of any e-mail to Teign Housing.

3.2 Format of Response

Respondents must respond in the requested format.

Failure to do so may result in disqualification and your response may not be considered.

The Bidder will also need to complete section 5 Company Information.

Preference will be given to contractors who bid for all areas.

Prices must be shown at an individual area level and not just as an aggregated total. Pricing must be itemised on an annual basis and across the three years duration of the Microsoft Agreement.

3.3 Completion Instructions

In the first instance, prospective suppliers are invited to submit their written proposals in response to this document via email to [REDACTED] [REDACTED] ([REDACTED]@teignhousing.co.uk). These should be as comprehensive as possible including any background and/or other relevant supporting material.

A response giving a complete, concise, and unambiguous response, demonstrating how each tendering area would be met for consistence and ease of evaluation. Any response omitted from the specification will be deemed as failure to meet the individual requirement.

Responses to each area must contain sufficient information to enable a full evaluation to be carried out. Each response should also contain elements of benefits that may accompany the agreement such as consultancy, training, additional staff benefits, social value and pricing.

3.4 Pricing

All prices quoted shall exclude VAT.

All prices shall include all labour costs excluding expenses.

Any IT solution proposed along with associated software and systems must be validated and satisfy the following criteria:

- Secure and conform to Teign Housing IT Policy
- Can be audited by Teign Housing on request
- Provide robust exit terms which allow Teign Housing immediate access to data on termination no matter the reason for termination of contract

3.5 Validity of prices

Tender prices must be held for 6 months

Teign Housing will be under no obligation to acquire any of the items included in the proposal, or to discuss the reasons why the proposal is accepted or rejected.

Suppliers should only contact Teign Housing for clarification regarding the contents of this document.

3.6 Use of sub-contractors

In your bid submission, you are required to be the prime supplier for all services to be provided and as such to provide a single point of contact for all services and support both during the initial implementation and subsequent support of the solution. You will also be responsible, as prime supplier, for the delivery of agreed service level agreements to Teign Housing.

If part of your bid relies on the use of sub-contracted services, you must:

- Manage all activities undertaken by the sub-contractor
- Ensure that all activities undertaken by the sub-contractor are seamlessly noted on all documentation provided to Teign Housing including project plans, risk registers and comply with the Data Protection Act 2018 and GDPR (General Data Protection Regulations).
- Provide a single point of contact for all support queries managed through the prime suppliers service desk
- Provide a single point of billing and account queries managed through the prime supplier
- Ensure that all Service Level Agreement (SLA) obligations are seamlessly maintained throughout the contract – the prime supplier shall be responsible to Teign Housing for the delivery of the SLA irrespective of whether the underlying services are provided by the prime or sub-supplier/contractor
- Ensure that all sub-supplier/contractors are clearly identified in your tender together with their roles and responsibilities
- Treat as sub-contractors all staff or services provided by other autonomous divisions of your own company

3.7 Costs

Teign Housing will not be liable for any costs incurred in the preparation of proposals or expenses incurred to attend presentations or other meetings.

3.8 Publicity

No reference must be made to Teign Housing in any literature, promotional material, brochures, or sales presentations without Teign Housing's express written consent.

3.9 Return of Tenders

Tenders shall be returned as

- [REDACTED]
[REDACTED]
[REDACTED]@teignhousing.co.uk
- Responses should be sent marked "Microsoft Licensing Tender for Teign Housing" and "Strictly Confidential" to:

The deadline for tender submission is 17:00 on Friday 14th March 2025.

Please note that Teign Housing reserves the right to reject tenders, which are not submitted in accordance with these instructions.

3.10 Evaluation

While important, Teign Housing will **not** select solely on price but will choose the most economically advantageous tender based on the following assessment criteria:

- **Financial Appraisal** – This may include a search for bankruptcies, County Court Judgements, criminal convictions and other forms of misconduct
- **Technical ability and capacity** – normally based on evidence of relevant qualifications and membership of professional bodies.
- **Relevant experience** – please provide references and details of other contracts/work of a similar nature.
- **Adequate insurance cover** – evidence should be provided of:
 - Public Liability
 - Employee Liability
 - Professional Indemnity

Following evaluation, and in line with internal procedures, a recommendation will be made to Teign Housing's Executive Management Team to agree the award of contract.

Teign Housing reserve the right to only let individual parts of this Tender and reserve the right to remove some items from the final order placed with the successful bidder.

Teign Housing reserves the right to terminate this exercise without awarding a contract.

3.11 Assessment Criteria

Assessment criteria with relevant weightings are shown below in Figure 1:

Figure 1 – Assessment Criteria

Weighting	Criteria
50%	Quality and standard of offer/agreement
50%	Cost

These assessment criteria will be used to score responses.

In addition to the contents of the tender response, information obtained during interviews, presentations, site visits and through references will be utilised against the relevant criteria to help make the final decision.

3.12 Timetable

The following timetable will be used during this process:

Figure 2 – Timetable

Date	Details
Friday 14 th February 2025	Specification sent out to all bidders
Friday 14 th March 2025	Tender responses to be received

Monday 17 th March to Friday 28 th March 2025	Tender evaluation, due diligence, and short listing
Monday 31 st March – Friday 4 th April 2025	Final decision and project awarded - unsuccessful bidders advised
Monday 7 th April 2025	Commence work with successful bidder
1 st May 2025	Contract in situ

3.13 Payment Terms

The following terms shall apply:

- 30 days date of invoice

3.14 References

Teign requires details of one reference who will be contacted to give their view of the supplier. Wherever possible, and to allow valid comparisons, references should be based on organisations similar to Teign Housing in respect of staff numbers, business systems, infrastructure and the requirements as outlined within this document.

Company Information

4.1. Financial Information		
Question Number	Question	Response
1	Name, job title and contact details of the person in your organisation who is responsible for financial matters:	
2	Has your organisation met the terms of its banking facilities and loan agreements (if any) during the past year?	

4.1. Financial Information		
Question Number	Question	Response
	If 'No', what were the reasons, and what has been done to put things right?	
3	Has your organisation met all its obligations to pay its creditors and staff during the past year?	
	If "No" please explain why not:	
4	Has any organisation within your group structure received a qualified (i.e. adverse) audit report in the last 3 years?	

4.2. Insurance

	Please provide details of your current insurance cover.	
1	Employer's Liability	
	Name of Insurer:	
	Policy Number:	
	Limit of Liability:	
	Expiry Date:	
2	Public Liability (Third Party)	
	Name of Insurer:	
	Policy Number:	
	Limit of Liability:	
	Expiry Date:	
3	Professional Indemnity	
	Name of Insurer:	
	Policy Number:	
	Limit of Liability:	
	Expiry Date:	
4	Other (please provide details):	
	Name of Insurer:	
	Policy Number:	
	Limit of Liability:	
	Expiry Date:	

4.3. Pricing		
	Please provide details and pricing for each of the following. This section can be replaced with a formal quotation.	
	Microsoft Licensing Agreement (Please itemise)	
	•	
	•	
	•	
	•	

4.4. Quality Assurance

1	What steps does your organisation take to measure customer satisfaction and improve the service you provide?	
2	Does your organisation hold a <u>recognised</u> quality management certification for example BS/EN/ISO 9000 or equivalent?	
	If you answer to the above question is 'Yes', please to submit the relevant certificate of accreditation.	
3	If you answer to the above question 2 is "No", do you adopt an <u>informal</u> quality management system?	
	If your answer to the above is 'yes', please provide details of your system including the name of the person who is responsible for quality management in the organisation.	

4.5. Staff Skills

1	What are your current staffing levels – both in general terms and around work pertaining to this tender?	
2	Provide current staff with their technical competencies	
3	Do you envisage having to increase your staffing levels should you be successful in your tender?	

4.6. Data Security	
Does your organisation have a Data Security Policy?	
If your answer to the above question is 'Yes', please provide a copy.	
Do you hold relevant IT security accreditation? Note you should detail any systems security accreditation i.e. Help Desk , to show that data held there will be secure	
If your answer is 'Yes' please provide proof	

4.7. References		
	Company Name & Address:	
	Contact name and telephone number:	
	Email address:	
	Contract description:	
	Date contract was completed:	