

# Invitation to Tender

# Mobile Phone Services Contract 2023

“Horton Housing will deliver an accessible digital environment that is simple and secure to use, regardless of location, and that drives innovation and service delivery in all operational activities.”

## Version Control and Authorisation

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## Confidentiality

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## Introduction

Horton Housing Association (HHA) currently have circa 400 connections with Vodafone (via a 3rd party) on a 3 year contract. That contract is due to expire in October 2023 and this ITT is seeking a new contract to replace those services. The services include a mixture of voice only, data only and data and voice connections. More detail about the specifics can be found within the [requirements specification and tender questions](#_Requirements_specification_and) section of this document.

## Invitation to tender

Your organisation along with others is invited to offer a tender for provision of a Mobile Phone Services contract.
Please read the instructions in this document carefully as failure to comply with them may invalidate your tender.

### List of attachments

This invitation to tender includes the following documents:

* This ITT (which includes the tendering instructions and requirements specification).
* An anonymised example of a current monthly bill for Mobile services.

## Tendering procedures

### Contract Period

* + 1. This contract is for a period of 36 months (3 years) with a possible further extension of 24 months (2 years).

### Receipt and Acceptance of Tenders

* + 1. Tenders should be returned electronically to tenders@hortonhousing.co.uk no later than 12:00 midday on Friday 8th September 2023.
		2. Tenders may be rejected if the information asked for in the ITT and Specification is not given at the time of tendering.
		3. Tenders will be received up to the time and date stated. Those received before the due date will be retained unopened until then
		4. It is the responsibility of the tenderer to ensure that their tender is delivered not later than the appointed time.
		5. By issuing this invitation, HHA is not bound in any way and does not have to accept the lowest or any tender, and reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise in their tender.

### Inducements

* + 1. Offering an inducement of any kind in relation to obtaining this or any other contract with HHA will disqualify your tender from being considered and may constitute a criminal offence.

### Confidentiality of Tenders

* + 1. Please note the following requirements, you must not:
* Tell anyone else what your tender price is or will be, before the time limit for delivery of tenders.
* Try to obtain any information about anyone else's tender or proposed tender before the time limit for delivery of tenders.
* Make any arrangements with another organisation about whether or not they should tender, or about their or your tender price.

Failure to comply with these conditions may disqualify your tender.

### Costs and Expenses

* + 1. You will not be entitled to claim from the HHA any costs or expenses which you may incur in preparing your tender regardless of whether the tender is successful or not.

### Evaluation Criteria

The exact criteria for the evaluation of this Tender is not being released. However, the tender will be marked based on 40% weighting being applied to costs and 60% weighting being applied to quality criteria.

## Requirements specification and Tender Questions

In responding to this invitation to tender, please explain how you will meet the following criteria:

* 1. To provide 400 mobile service connections (Sim’s) for use on the Vodafone network for a 36 month period.
		1. Please describe whether this would require new SIM cards, or whether our existing SIM cards could transfer to your proposed contract.
		2. Please describe the support and process to transfer from our existing service onto the new service (in particular detail if this will require replacement SIM’s)
		3. Please note that we intend to use our existing Microsoft Intune licencing to utilise Intune as the MDM product and so any solution proposed must be compatible with Intune.
	2. To allow for a mixture of ‘voice only’, ‘data only’ and ‘voice and data’ connections.
	3. To allow for a margin of growth and reduction of the number of those connections during the term of the contract (i.e. as our staffing numbers vary)
		1. Please explain what allowance for growth or reduction (if any) you are able to provide during the contract term, and specify any co-terminus or other arrangements for those connections.
		2. Please clearly describe any conditions or exceptions relating to any growth or reduction in the number of connections during the contract term.
	4. To provide a ‘pool’ of data no less than 400GB that can be shared by all relevant connections within the contract (i.e. excluding any voice only connections).
		1. Please include a description of why you have selected whichever volume of data you include in this ‘pool’ within your response.
	5. Please explain what services you have available for any combination of data use capping, cost capping and/or usage warnings and alert notifications.
	6. Please explain the reporting capabilities in detail, but note that as a minimum we will require:
		1. Monthly usage reports per connection (voice usage, data usage and any costs).
		2. Monthly view of the 10 highest users (voice and data)
		3. Monthly reporting of zero usage connections (excluding connections used in GSM units within lifts as these are expected to be zero usage).
		4. Monthly reporting (including costs) grouped by cost centre
	7. Please explain any capabilities available through any service portal or similar software. As a minimum we will require the ability to administer users and cost centres assigned to connections, initiate blocks and barring (and remove blocks and barring) and see usage information.
	8. Please explain any services and functions that your organisation will provide in the provision and ongoing maintenance of the contract. Examples may include servicing new connections or changes etc.
	9. Please provide details of any additional features of the connections. This may include Wi-Fi calling, conference or group calling or other similar features.
	10. Please provide details of any roaming services or additional costs for roaming (note, the contracted services is primarily for UK only, though it is possible that very occasional use outside of the UK may be required – this should be an exception though and so can be a chargeable extra rather than part of the core contracted services).
	11. We do not require any hardware fund as a part of these contracted services. However, if you believe that such a fund will benefit HHA in some way then you are welcome to optionally include one in your tender response. If you do so, please clearly provide details of the hardware fund and the benefits this will provide.
	12. Please provide a clear breakdown of the costs involved in the provision of these services. This should include as a minimum:
		1. Any one off fees for setup, transfer or any other purpose
		2. A clear breakdown of per connection costs per month
		3. A description of any chargeable extras that we may from time to time receive during the 36 month term (this may be for optional extras that we temporarily apply to connections (such as roaming) or may be charges incurred through usage outside of defined limits.
		4. Any call costs that are outside of those included in the contracted services
		5. A summary of the total contract costs over the 36 month term.
		6. Any other detail of costs that you deem pertinent.
	13. Please complete the details contained within [appendix 1](#_Appendix_1_–)

## Appendix 1 –

### Contact Details

|  |  |  |
| --- | --- | --- |
|  | Requirements | Response |
|  | Name of the person dealing with the tender |  |
|  | Position within the company |  |
|  | Contact details |  |

###

### Company Details

|  |  |  |
| --- | --- | --- |
|  | Requirements | Response |
|  | Company Name |  |
|  | Trading name if different |  |
|  | Previous names traded under in the last 3 years |  |
|  | Company address |  |
|  | Telephone number |  |
|  | Registered address if different to above |  |
|  | Type of company (e.g. limited liability partnership, private limited company, public limited company) |  |
|  | If your company is a member of a group of companies, give the name and address of the holding company  |  |
|  | If your company is a member of a group of companies will the holding company guarantee your performance of the contract? |  |
|  | Company registration number |  |
|  | Date of registration |  |
|  | VAT registration number |  |
|  | Please state if any member of your staff is related to a senior manager of Horton Housing or has previously been employed by Horton Housing |  |

### Legal information

|  |  |  |
| --- | --- | --- |
|  | Requirements | Response |
|  | Names of all directors, company secretary or proprietor |  |
|  | Please give any details of any bankruptcy proceedings applying to those named above |  |
|  | Please give details of any company which the above named have been involved in, which has been subject to liquidation proceedings |  |
|  | If any of those named above have been convicted of any criminal offence (apart from minor traffic offences) please give details |  |
|  | Are there any outstanding claims or litigation against the company? If yes, please give detail |  |