

Tender for Microsoft Surface hardware and deployment services

About Community Housing

Community Housing is the trading name for The Community Housing Group Limited, a Co-operative and Community Benefit Society with charitable aims and a Registered Social Housing Provider. We provide and manage general needs and sheltered housing homes. We are an exempt charity and not for profit organisation.

The Project

We are implementing a new Neighbourhood Coordinator approach. In local neighbourhoods we will make ourselves more accountable by allocating responsibility to a Neighbourhood Coordinator who will be known to the local community and will help with housing, tenancy, repairs enquiries, and signpost residents to employment and training opportunities.

Our Neighbourhood Coordinators will be the main local contact for residents and our “eyes and ears” within the community. Their roles will change slightly depending on the local dynamics within the neighbourhoods but will include the tenancy sustainability approach that has been developed by our housing team over recent years.

The neighbourhood coordinators will be supported by specialist teams for income, anti-social behaviour and lettings. Their key role will be to help tenants to sustain their tenancies but also to assist people to get help when they need it and access other specialist help or opportunities.

In order to fulfil the Neighbourhood Coordinator role effectively in an agile, location independent manner including face to face with customers; Community Housing are seeking prices for the supply of circa 35 Microsoft Surface and deployment

We are therefore seeking experienced suppliers who have capacity and capability to deliver these items and provide deployment services to our users.

Timescales

For this tender the timetable is as follows:

Tender issued	: 17.01.22
Deadline for receiving clarification questions	: 13.00hrs – 10.02.22
Return time / date for mini-tender	: 13.00hrs – 16.02.22
Mini-tender evaluation	: 16.02.22 – 22.02.22
Contract Award	: 23.02.22
Contract start	: 24.02.22
Contract invoiced by	: 31.03.22
Contract end	: 31.03.22 (subject to some negotiation)



Project Requirements

Hardware - Provision of the following items:

Item	Minimum Specification details	Expected Quantity	Unit Price
Microsoft Surface Pro 7+/8 (or latest replacement model) <small>* not ARM based Surface X due to software incompatibility</small>	Intel i5 CPU 8Gb RAM 256GB SSD Windows 10 Pro 64bit 4G LTE built-in	~35 units	
Microsoft Surface Go 3	Intel i3 CPU 8Gb RAM 256GB SSD Windows 10 Pro 64bit 4G LTE built-in	~5 units	
Options (Combinations of the items below may be selected TCHG)			
16Gb RAM option for Surface Pro			
Microsoft Surface Pro Keyboard			
Microsoft Surface Go Keyboard			
Uplift to 3yr Warranty			
Uplift to 4yr Warranty			
Where devices with only USB-C are quoted, a simple non-powered "USB hub" or similar should be quoted to provide USB A connections.			
<p>"Ruggedised" case for use of both type of devices in the field. Case should offer suitable protection whilst still allowing attachment of Surface keyboard, USB ports, Camera etc. without removing case.</p> <p>The device's kickstand should be still usable or have a kick-stand built into the case.</p> <p>The case design will include a hand strap to allow confident use by staff within the field.</p>			

Services – Provision of some/all of the following services:

Service options (TCHG may select some, all or none of these options).		Unit Price
Option 1 – Pre-imaging of the devices for Community Housing via imaging of hardware with a supplied "gold" image.		
Option 2 – Automated over the air build of the devices for Community Housing via Windows Autopilot using existing Intune licences.		



<p>Installation of Community Housing supplied SIM card for 4G LTE service</p> <p>*this SIM will be supplied by TCHG from our existing corporate mobile contract</p>		
<p>Asset tagging (using Community Housing supplied asset tags) and provision back to us of a spreadsheet containing equipment records (Tag number, Make, Model, Serial number, Purchase Date, 4G Mobile number etc.)</p>		
<p>Stock holding of purchased equipment in supplier's warehouse during build and roll-out by supplier (see below).</p>		
<p>Physical deployment of device and handover briefing to staff (in line with an agreed 30-60mins handover/brief).</p> <p>This will be a 1-to-1 session or a small multi-delegate session maximum of 2-3 people. We can host handovers in our Kidderminster Head Office location.</p>		

Assumptions

- The Group will provide a dedicated resource as a point of contact.
- Where the physical deployment to staff locations involves the sharing of personal data, it is expected that the successful contractor will sign a data processing agreement.
- The contractor will undertake and provide a COVID-19 risk assessment for any face-to-face engagements undertaken as part of the contract.
- The bidders will respond reasonably by way of mark-up which clearly shows the changes that have been accepted or rejected.
- The Group will respond reasonably to requests for information; marked up contracts will clearly identify acceptance, rejection or advice required.

Fees

The Group is seeking the most economically advantageous proposal for the provision of equipment.



TENDER RESPONSE

Your response must include the following:

- An assurance that your firm would be able to complete the necessary activities within the timescales
- The proposal must be sent electronically in pdf format.

Any questions regarding the tender should be emailed to procurement@communityhousing.co.uk by no later than 13.00hrs – 10.02.22

- Answers to questions received by that date which may have an impact on tender content and process will be sent to all tenderers within 1 working days of receipt.
- Your proposal should be sent by e-mail to – procurement@communityhousing.co.uk by 13.00hrs – 16.02.22

EVALUATION

1. Your response to this brief will be evaluated to find the most economically advantageous proposal having regard to price; the build & deployment solution outline proposed; and ability to deliver to required deadlines.
2. Tender evaluation will take account of Service Delivery / quality (25%) and price (75%) to determine best value.

Price

3. The Tenderer submitting the lowest total bid will be awarded the full 75% for price with the remaining Tenderers' scores calculated relative to the lowest proposal. This will be achieved by reference to the options selected to form a total fixed fee quote which provides a Total Price. The lowest Total Price will then be divided by the Total Price for each of the remaining bids and multiplied by 100 to calculate a percentage figure for the remaining bids. Each Tenderer's percentage figure will then be multiplied by (75%) to provide a score.

Service Delivery

4. The Tenderer receiving the highest score will be awarded the full percentage score attributable to Service Delivery.
5. Awarding the remaining scores:

Tenderers who did not achieve the highest score will be awarded scores relative to the highest score. This will be done by using the highest score as a benchmark. The score of each tender that did not achieve the highest quality score will be converted into a Final



Percentage Score. This will be achieved by dividing each of the other quality scores by the highest quality score and multiplying each of those figures by 100 and then multiplying this figure by the overall weighting allocated to Service Delivery.

For example, if the highest quality score achieved was 18 for Service Delivery, the Tenderer submitting that total would receive a percentage of 25 and then the other Tenderers would be scored as shown below:

Tenderer	Service Delivery score	Calculation	Final percentage score
A	18		25
B	15	$(15/18 \times 100) \times 25\%$	20.83
C	12	$(12/18 \times 100) \times 25\%$	16.66
D	10	$(10/18 \times 100) \times 25\%$	13.88

Scoring matrix for method statements for Service Delivery:

Score	Description	Explanation
5	Excellent	Meets the criteria in a full and comprehensive manner and exceeds the requirement
4	Good	Generally meets the requirements of the criteria to the satisfaction of the Group, with some minor additional benefits
3	Adequate	Satisfies the requirements of the criteria
2	Minor reservations	The response meets some of the requirements but with some minor reservations about aspects of the response
1	Serious Reservations	The response meets few of the requirements
0	Unacceptable	No response received or irrelevant response



Service delivery questions and weighting

Your proposal should provide responses to the following service delivery questions and is to comprise no more than 4 sides A4 (excluding CVs) in total – in Arial 12 font.

No	Question	Weighting
Q1	Provide a summary of how you can streamline the 'build' processes (e.g. Installation of a standard image with our applications installed, asset tagging etc.)	10%
Q2	Provide a summary of the approach offered to complete the physical deployment of devices to staff locations and handover support/briefing at that time.	10%
Q3	Provide a summary of the social value your organisation can bring to this opportunity.	5%

6. Prices should remain valid for 60 days from submission.
7. The Group will endeavour to notify you if you have been successful by 17:00 – 23.02.22. However, The Group is not obliged to accept any proposal.
8. The Group does not bind itself to accept the tender.
9. The Group reserves the right, where appropriate, to accept the tender in whole, or in part.
10. Any tender or contract may be inspected by any Regulator
11. The Group shall not pay for any costs associated with the tender process.
12. No tender shall be considered except via electronic submission, sent to procurement@communityhousing.co.uk

Contacts:

Stuart Underhill – IT Manager
stuart.underhill@communityhousing.co.uk / 07710 710068

Andy Willetts – Head of Digital and Project Management
andy.willetts@communityhousing.co.uk / 07967 508402

Connie Moore – Insurance and Procurement Manager
connie.moore@communityhousing.co.uk - 07764 422013



Form of Tender

TENDER FOR: (IT Hardware – Neighbourhood Co-ordinators)

TO: Community Housing
3 Foley Grove
Foley Business Park
Kidderminster
DY11 7PT

Sir/Madam

We, having examined the Instructions to Tenderers, the Specification the draft Contract ("the Contract Documents"), and the Schedules, the Appendices and all other documents supplied by TCHG with the Invitation to Tender (collectively the "Tender Documents") issued by TCHG for the provision of the [Works/Services/Supplies] and in consideration of you agreeing to consider our Tender for those [Works/Services/Supplies] set out in these Tender Documents:

1. We undertake to execute and complete the Works/Services/Supplies in conformity with the Specification, the Contract Documents, the Schedules and all appendices, pricing documents and all other Tender Documents at the rates set out in our Tender.
2. We confirm that the prices stated in 1 above include all provisional sums and all contingencies.
3. We agree that our Tender shall remain open for acceptance by you and shall not be withdrawn for a period of [60] days from the closing date for return of tenders.
4. We agree that the insertion by us of any conditions qualifying our Tender or any unauthorised alteration to any of the Tender Documents may cause our Tender to be rejected. We confirm that we have not inserted any conditions qualifying this tender or made any unauthorised alteration to any of the Tender Documents.
5. We confirm we:
 - have undertaken our own investigations and research and satisfied ourselves in respect of all matters (whether actual or contingent) relating to our Tender including the accuracy and completeness of any information that may have been provided (orally, in writing or otherwise) by or on behalf of TCHG;
 - have not submitted our Tender and will not have entered into the Contract Documents in reliance upon any representation (oral, in writing or other) that may have been made by or on behalf of the Contracting Authority;
 - have full power and authority to enter into the Contract Documents and undertake the Works/Services/Supplies;
 - are of sound financial standing and have sufficient working capital, skilled staff, other equipment and other resources available to comply with the obligations we will undertake under the Contract Documents; and
 - will permit TCHG or its agents to inspect our accounts or otherwise carry out such financial investigations as TCHG may consider necessary in regard to my/our financial standing and commercial viability.
6. We confirm we will not at any time whilst the Contract Documents are in force or at any time thereafter claim or seek to enforce any lien, charge or other encumbrances over property of any



nature owned by TCHG which is for the time being in our possession for the purposes of the Works/Services/Supplies.

7. We certify that:

- our Tender is a bona fide Tender and is submitted in good faith;
- details of our Tender have not been communicated to any other person (except as authorised in the Instructions to Tenderers) or adjusted in accordance with any agreement or arrangement with any other person;
- we are not a party to a scheme or arrangement under which any other tenderer was or will be reimbursed any of their tender costs;
- we have not and will not enter into any agreement or arrangement with any person that they will not tender or that they will withdraw any tender once submitted or vary the amount of their tender; and
- we have not and will not pay, give or offer or agree to pay or give any sum of money or other valuable consideration directly or indirectly to any person for doing, having done, causing or having caused any of the above acts to be done in relation to our Tender or any other tender or proposed tender.

8. We certify that the principles described in paragraph 7 above have been, or will be, brought to the attention of our professional advisers, sub-contractors, suppliers and associated companies providing works, services, supplies and/or materials connected with our Tender (if any) and that any contract entered into with such members of the professional team, contractors, sub-contractors, suppliers or associated companies will be made on the basis of compliance with the above principles by all parties.

9. We certify that:

- we have not canvassed or solicited nor will we in the future canvass or solicit any board member or employee of TCHG in connection with this Tender or in connection with any other tender or proposed tender and that no person employed by us or acting on our behalf has done nor will do any such act;
- we are not a business trading for profit of which a board member, or employee of TCHG is or has at any time in the last 12 months been a principal proprietor or directly concerned in its management.

10. We understand that TCHG is not bound to accept the lowest or any tender TCHG may receive, and TCHG will not pay any expenses incurred by us in connection with the preparation and submission of this tender.

11. Should our tender be accepted, and when requested by TCHG, we agree to enter into the Contract Documents in the terms set out in the Tender Documents.

12. We acknowledge that if we have acted or in future act in contravention of this Certificate, TCHG will be entitled to disqualify us from further participation in this project or to cancel any contract award that has been made in relation to it and (subject to the terms of the Contract Documents, if it has been entered into) recover from us the amount of any loss or expense resulting from such disqualification or cancellation including any costs resulting from the procurement being aborted.

In this certificate, the word “person” includes any person and anybody or association, corporate or unincorporated; and “any agreement or arrangement” includes any transaction, formal or informal and whether legally binding or not. Terms defined in the ITT have the same meanings in this Tender Certificate.



Name of Company/Firm:

Company registration no:

Address:

Tel. No(s):

Email address:

Tenderer's Representative's Signature & Print Name in Full

Position in Company/Firm (must be a director or company secretary or another person authorised by the Company to sign*; if a partnership, at least two partners must sign; a sole trader, the sole trader him/herself must sign):

Date:

* In this case proof of authority to sign must be submitted with the Form of Tender (e.g. Board Minute)

