

**Expression of Interest for Provision of Mobile SIMS (across multiple networks) and Management support.**

**Introduction**

Together Housing Association Limited (THA) is a charitable housing association registered under the Co-operative and Community Benefits Societies Act 2014 and is the parent company to a number of subsidiaries. The main subsidiary being Together Housing Association (THA), which is where the social housing stock is owned and managed. THA manages over 38,000 properties, providing a comprehensive range of support services which affect over 80,000 people’s lives over a huge geographical area in the North of England. Employing approximately 1,500 staff, the Group’s corporate vision is to be ‘A groundbreaking Company, building homes, communities and futures. For future information please visit [www.togetherhousing.co.uk](http://www.togetherhousing.co.uk)

**Expression of Interest Purpose**

This Expression of Interest exercise is intended to:

* Engage with the market to understand the support capabilities for our requirement.
* Develop an understanding of suitably qualified and capable providers, for the provision of Mobile SIMS (scalable through life of the contract) across multiple Networks (*3, EE, O2*) and management of SIMs
* Develop a wider understanding of available Procurement Routes and Routes to Market.
* Develop an understanding of what information that market would require from Together Housing for any Future Procurement exercise.

**General**

This is a call for Expressions of Interest (“EOI”) pertaining to an intended procurement exercise by THA.

THA are considering and developing procurement plans for the identification of, and award to, a suitably capable provider for the provision and management/support of its Mobile SIMS.

Such contract is expected to be awarded (following expected further Procurement Activity after the closure of this Expression of Interest exercise) on the basis of a maximum value, call-off agreement, and will be awarded for a multi-year duration.

This Expression of Interest Exercise is thus intended to develop a further understanding of the Market Capability pertaining to Provision of SIMs and Management Support, and identify suitably capable and qualified suppliers (as well as develop further understanding on suitable procurement frameworks/vehicles) who may meet Together Housings requirements.

Such Expression of Interest exercise is intended to inform Together Housing’s Planned Procurement Activity, and providing a response to this EOI in no way constitutes any form of agreement or assurance from Together Housing, regarding the development of its procurement process or selection of Procurement “Route to market” for this provision*.*

**Requirements**

Together Housing currently utilises approximately 2,000 Mobile SIMS across its business, primarily on the O2 mobile network. As part of the wider organisational Digital Strategy, which is seeking to refresh and modernise the Digital Provision across the organisation, Together Housing is exploring the potential for award to a single provider, capable of providing up to 3,000 concurrent SIM’s across multiple Mobile Networks and capable of providing greater centralisation, management and control of SIM provision for the organisation.

This is especially pertinent in relation to the mobile or remote workers, who utilise mobile connectivity (voice and data) in the performance of their role across the Together housing geographic area of operations.

The Mobile Networks that Together Housing intends to utilise through such agreement are:

* 3 Mobile Network
* EE Mobile Network
* O2 Mobile Network

SIMs provided under the planned agreement, to be used and allocated according to need, must also be available as:

* Voice and Data
* Voice Only
* Data Only

Examples of the use for SIMs includes

* Mobiles
* iPads
* Remote monitoring, including for:
	+ Ventilation
	+ Lift alarms
	+ Fire alarms
	+ Replacement of current analogue connections in schemes

Together Housing is thus seeking a suitably capable and licensed supplier, who can provide SIMs of the types, and on the networks, for the planned purposes listed above.

Furthermore, it is Together Housing intention not only to generate additional benefit through SIMs connected to each of the aforementioned networks, but, through any planned procurement arising from the EOI exercise, to generate efficiencies through the consolidation and improved management capability of its SIM portfolio.

As well as providing SIMs across the requested networks, a suitable supplier should therefore also be able to provide consolidated SIM management, most likely through a web-based or application-based portal. Such portal should allow for:

* Ability to view all SIMS currently in use, with unique reference numbers per SIM.
* Ability to track SIM assignment, including details of device and user deployed to
* Ability to track usage and charges on a per-SIM basis within the portal (for example, through showing data/usage figures within the unique SIM record).
* Ability to add or remove SIMS from within the portal, with co-terminus end dates regardless of date of commencement.
* Ability to transfer SIMs between required networks (for example EE -> O2) without additional charge.
* Financial Management capability within the portal, with reporting tools to show overall and detailed spend figures/analysis.
* Consolidated monthly invoicing, with monthly spend reports generatable for cross-checking by THG Finance.

There is also the potential for Mobile devices such as iPhones to be provided through this agreement.

**Requirements of a Capable Supplier**

* Ability to add, amend and remove SIMS/connections from the contract on an ad hoc basis without additional or penalty charge.
* Ability to switch connections between providers based on requirements without additional or penalty charge.
* Able to demonstrate clear value for money for SIM provisions across the multiple networks
* Able to foster or demonstrate clear partnership under the contract, including but not limited to benchmarking of costs and demonstrating continuous VFM, and/or periodical review of SIM allocations to maximise utility/connectivity.

**Expression of Interest – Timeline and Requirements**

The timeline for responses of this Expression of Interest Exercise are as follows:

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| Issuing of the EOI  | Monday the 25th of March 2024 |
| Deadline for Responses  | 5pm on Monday the 15th of April 2024  |

Prospective organisations who wish to express their interest must ensure that they have completed and returned the document, with all questions completed and responded to within the document, in advance of the EOI Closure deadline.

All responses to this EOI should be sent to THG.Procurement@togetherhousing.co.uk, with the email subject “THG SIMS EOI response”.

Responses received after this deadline may not be considered or accounted for by Together Housing.

Please be advised that any additional documentation, unless requested as part of the question set within this EOI document, shall not be considered or reviewed by Together Housing.

**Together Housing QL Housing Management EOI – Questions for Response**

Please ensure that you have responded to all questions included within the section below as part of your response to this Expression of Interest exercise.

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| Question 1 | Based on the current specification, do you believe that the market would provide a suitably capable response to Together Housing’s requirements, if and when a procurement exercise were conducted? |
| Answer |  |

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| Question 2 | What would be the comparative advantages and disadvantages of seeking to procure a single agreement with access to the Three Networks, compared to procuring 3 individual contracts on each network? |
| Answer |  |

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| Question 3 | Our current specification lists a requirement for a single portal for management of SIMs across multiple networks - is this requirement feasible or realistic? If so, how could this be delivered? |
| Answer |  |

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| Question 4 | Is there a capability within the market to manage on-request SIM transfer between networks or decommissioning, as described within the current version of the specification? If so, how does this operate and is there charge associated with it?  |
| Answer |  |

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| Question 5 | What are the comparative advantages of unlimited data vs capped data, from both operational and commercial perspective?  |
| Answer |  |

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| Question 6 | What would be the indicative charges for each type of SIM, against each network? And what additional charges may be argued as applicable through this approach? |
| Answer |  |

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| Question 7 | Are there any alternative approaches to Mobile SIM management that may suit our requirements better? If so, what?   |
| Answer |  |

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| Question 8 | With regard to Mobile Devices, what are the comparative benefits of sourcing Mobile Devices (such as iPhones) through a consolidated agreement such as this, versus sourcing separately? And what methods or mechanisms are available under a consolidated agreement for SIMs and Devices that can demonstrate Commercial or Operational value?  |
| Answer |  |

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| Question 9 | Is there any information missing, insufficiently defined, or that would benefit from further elaboration, included within the current version of Together Housing’s specification? |
| Answer |  |

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| Question 10 | What public sector procurement frameworks is your organisation registered under, if any? (Please list all or, if greater than 10, list the relevant framework providers and key frameworks from these providers you are registered under).  |
| Answer |  |

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| Question 11 | Is there any other information that your organisation wishes to make Together Housing aware of in relation to this specification and EOI exercise?  |
| Answer |  |