




Innovate
UK

Business
Connect

Innovate UK Business Connect: Mobile Telephony Services

Invitation to Tender & Statement of Works

Date of Issue	1 st November 2024
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Background

Innovate UK Business Connect is looking for a new business mobile phone contract for our circa 300 connections/lines to include the services listed in Services Required. Current services are provided directly by Virgin Media O2. There is no preference to retain Virgin Media O2 if other providers can adequately support the transition. We will need to retain our existing phone numbers for all lines. All handsets are unlocked.

Services Required

300 lines to include:

- Unlimited UK voice minutes.
- Unlimited UK SMS messages.
- Data to include one of the following options:
 - Shared monthly UK data pool of 1 TB.
 - 10 x lines to include unlimited UK data, 290 to include a minimum of 70 GB monthly UK data.
 - Unlimited data on all lines.
- International Roaming Packages for Europe and International.

Our service users are predominately UK-based, so great UK coverage is essential as is access to Wi-Fi calling.

All billing should be managed through an online portal, with reports available per line and per cost centre. The online portal should also support basic tasks such as requesting new phone numbers and managing SIM card swaps.

Technical Considerations

The number of lines is approximate and may increase or decrease as our operations require.

All handsets at IUK Business Connect are Apple iPhone 11 or 12. We expect to upgrade some devices to newer Apple iPhone models during the contract term, but a hardware fund should not be included within the application. 5G should be included for all lines.

The successful application shall include support to transition end-users to the new service, if needed. This transition will include the provision of new, compatible SIM cards at no additional cost.



Roaming requirements vary per user, so submitted applications must include detail on what packages are available and any fees / charges applicable for international roaming in Europe and Internationally.

Term and Expiry Date

Services will be contracted for a minimum of 24 months and no more than 36 months. The contract will start on 1st January 2025.

Submission

In response to this Statement of Works, please provide the information listed below:

- A completed copy of the Pre-Qualification Questionnaire.
- Initial schedule of costs to include:
 - Monthly charge per line or per tariff
 - Any allowances and caps, with out-of-allowance charges
 - International roaming, per zone, country or territory
 - Any rollover/carryover of allowances.
- A short narrative explaining how you will support our users to transition to the new service, if applicable.
- Details of your customer support services including hours of contact, and any billing portal / reports.
- Legal information, such as your terms and conditions.

Please provide the information requested above to callum.bowdrey-roberts@iukbc.org.uk by 30th November 2024 at the latest. Submissions will be assessed on an ongoing basis until this date.

Principle Contact

Please direct any questions or communications on this Invitation to Tender to:

callum.bowdrey-roberts@iukbc.org.uk



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Selection Process and Scoring

Submissions will be scored on a price/quality ratio of 70/30 respectively. The criteria for the quality score will be:

- Customer support
- Ease of billing
- Services available on an online portal, and ease of its use.

Terms and Conditions

Please note that Innovate UK Business Connect reserves the right to not select any supplier if we feel none meet our requirements and budget.

Further References:

Innovate UK Business Connect Website: <https://www.iuk-business-connect.org.uk>