



THE NATIONAL ARCHIVES

MOBILE SIM ONLY CONTRACT

INVITATION TO TENDER - OPEN COMPETITION

DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 7TH OCTOBER 2021

1. ABOUT US

- 1.1. The National Archives (TNA) is the official archive and publisher for the UK government, and for England and Wales. We are the guardians of some of our most iconic national documents, dating back over 1,000 years. We are an accredited archive service.
- 1.2. Our 21st-century role is to collect and secure the future of the government record, both digital and physical, to preserve it for generations to come, and to make it as accessible and available as possible. More information on TNA can be found at [The National Archives](https://www.nationalarchives.gov.uk).
- 1.3. TNA is based in Kew, South West London.

2. OBJECTIVE

- 2.1 The National Archives (TNA) invites suppliers to respond to this invitation to tender document for the provision of a 3 year (plus 1 optional extension of 1 year) SIM only data and voice contract (3+1 Contract).
- 2.2 Potential Suppliers must agree to a contract termination notice of 1 month at the end of the contract life cycle, for both parties

3. BACKGROUND

- 3.1 Existing SIM only contract: Our existing agreement expires on the 24th November 2021. We have a mobile SIM only contract with 160 mobile devices with the following data and voice provision:

2GB per user monthly data allowance (individual)

Unlimited Voice

Unlimited Texts

European roaming included in the standard roaming allowance

£50 cap per user on monthly overage charges

A small number of Non-European International roaming packages – EE Travel Data Pass

- 3.2 Existing Equipment Held: We have a total of 160 devices. We currently have Samsung A40 and A50 handsets and a handful of Apple iPad devices managed using Microsoft Mobile Device Management, InTune.
- 3.3 Existing Provider: The current contract is with EE (part of the BT Group).

4. THE REQUIREMENT

4.1. We require a mobile SIM only contract for 160 mobile devices with the following data and voice provision:

At least 2GB per user monthly data allowance

Unlimited Voice

Unlimited Texts

Wi-Fi Calling

European roaming included in the standard roaming allowance (subject to supplier changes in terms and conditions following our exit from the EU)

A maximum cap per user on monthly overage charges

4.2. We will continue to use Samsung A40 and A50 handsets and a handful of Apple iPad devices managed using Microsoft Mobile Device Management, InTune.

4.3. User management of the account should be via an on-line portal with full access providing the ability to manage and configure SIMs, phone numbers and users. The on-line portal should contain the following functionality:

- General user management
- Cost centre management
- SIM management including ordering replacement SIMs
- Cost and user reporting
- Services management such as international roaming selection, call barring, voicemail, etc.
- Management reporting and drill down on individual numbers and users to understand itemised costs and charges

4.4. Mobile Number Portability Process:

4.4.1. All existing telephone numbers must be ported to the new supplier

4.4.2. The supplier will manage the porting of existing phone numbers in line with current OFCOM regulations and in line with agreed timelines, but no later than the cessation of our existing agreement.

4.4.3. New SIM cards must be delivered at least two weeks ahead of the porting process to minimise the impact on end users.

4.5. Project Implementation and Handover:

4.5.1. The supplier will create and manage an implementation plan in line with TNA's requirements, showing timelines, dates, escalations and points of contact.

- 4.5.2. The supplier will provide a dedicated project manager to oversee and manage the implementation on behalf of the supplier.
 - 4.5.3. The supplier will arrange a handover day. During the handover day the supplier will give advice and support for handling equipment, transferring phonebook entries and providing general information and guidance to aid the transition process.
 - 4.5.4. We expect the supplier to manage a seamless transition of service.
- 4.6. TNA will fulfil the following responsibilities to enable delivery of the Implementation Plan:
- 4.6.1. Provide a prime point of contact for the duration of the project.
 - 4.6.2. Authorise the supplier to perform planned tasks in the Implementation Plan.
 - 4.6.3. Allow the supplier reasonable access to intended roll out site as appropriate.
 - 4.6.4. Provide technical assistance as required.
 - 4.6.5. Witness any agreed acceptance tests.
 - 4.6.6. Co-ordinate site surveys and provide access to locations.
 - 4.6.7. Work with the supplier project manager to provide a list of existing users and phone numbers.

5. HOW TO RESPOND

Please respond by submitting a tender response to procurement@nationalarchives.gov.uk by **5pm (UK time), 7th October 2021**.

If you have any questions relating to this opportunity, please submit them to procurement@nationalarchives.gov.uk by **5pm (UK time), 28th September 2021**.

It is for you to decide the format of your tender response but ensure your response addresses as a minimum, the points below. Additionally, please ensure you complete the attached cost spreadsheet **Appendix A**.

5.1 Suppliers should provide information and costs based on the following requirements and two options.

5.1.1 Option 1:

- 160 SIM only contracts
- Retention of existing mobile telephone numbers (inclusive of porting of all numbers)
- 2GB monthly **individual** data allowance (if the minimum data package is higher, please state the allowance limit or provide pricing options for higher data allowance)
OR a shared data package that can be utilised by all users. The data package should renew on a monthly basis.
OR an aggregated data package that increases overall available data when additional users are added to the package
Please provide costs for 200GB and 300GB monthly shared/aggregated data packages
- All-inclusive unlimited voice calls
- All-inclusive unlimited text messages
- A monthly individual data overage cap (please specify)
- All-inclusive European data roaming (subject to terms and conditions changes, please specify)
- Provide costs for non-European data roaming packages by region
- Tethering enabled

5.1.2 Option 2:

- 160 SIM only contracts via a reseller which would provide us with access to all major UK networks including shared data across multiple networks & the ability to switch freely between networks
- Retention of existing mobile telephone numbers (inclusive of porting of all numbers)

- 2GB monthly **individual** data allowance (if the minimum data package is higher, please state the allowance limit or provide pricing options for higher data allowance)
OR a shared data package that can be utilised by all users. The data package should renew on a monthly basis.
OR an aggregated data package that increases overall available data when additional users are added to the package
Please provide costs for 200GB and 300GB monthly shared/aggregated data packages
 - All-inclusive unlimited voice calls
 - All-inclusive unlimited text messages
 - A monthly individual data overage cap (please specify)
 - All-inclusive European data roaming (subject to terms and conditions changes, please specify)
 - Provide costs for non-European data roaming packages by region
 - Tethering enabled
- 5.2. Provide monthly rates per user for the above specifications and total monthly cost.
- 5.3. Provide rates for overage costs including any maximum monthly cap for data overage.
- 5.4. List Early Termination Fees in your supplementary document.
- 5.5. A European (EU) Roaming Package including Data, Minutes and Text Messages should be included in the standard tariff. Please specify if this is not the case.
- 5.6. Provide the costs for an On-Demand Rest of the World Package in your supplementary document.
- 5.7. List any service add-ons.
- 5.8. Provide full details of a technology fund that may be available in your supplementary document.
- 5.9. Confirm any costs that may be levied that are not mentioned in this document.
- 5.10. Contract co-termination. Where additional SIMs are issued during the life of the contract, describe your co-termination approach (co-termed with main

contract or additional individual SIM contracts). If both can be offered, please provide costs for each.

5.11. The supplier must provide a complete mobility solution with Superfast Double Speed 4G and security as standard.

5.12. Please provide details of 5G capability plans.

5.13. Coverage: Suppliers must demonstrate that they provide mainland UK network coverage and particularly in London and in the vicinity of Kew, Richmond, Surrey.

5.14. Confirmation that you are able to meet the requirements described in Sections 3 & 4 of this document, that you have access to the relevant technical skills to support this service and that you can meet the deadlines set out in the table below.

6. PROCUREMENT TIMETABLE

| Ref. | Description | Date(s) |
|------|--|--------------------------------------|
| 1 | Invitation to Tender document is published | 20 th September 2021 |
| 2 | Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk | 5pm, 28 th September 2021 |
| 3 | Deadline for Potential Suppliers to submit their Tender Responses to procurement@nationalarchives.gov.uk | 5pm, 7 th October 2021 |
| 4 | Contract Award | 12 th October 2021 |
| 5 | Service Operational | 25 th November 2021 |

**Any clarification question that TNA deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers*

7. EVALUATION CRITERIA

7.1. Tender submissions will be evaluated using the following matrix:

| | |
|---|-----|
| Quality including coverage and additional costs | 40% |
| Price of inclusive package | 60% |

7.2. Price scores will be based on a comparison between each Potential Supplier's price offers, based on the percentage difference from the lowest bid price. The lowest offered price will receive the maximum pre-weighted score of 10 points, a price which is 20% higher will receive a score of 8 (i.e. the maximum score minus 20%).

7.3. For the Quality and SLA categories a point score between 0 and 10 is available. These points will be allocated applying the criteria as listed in the table below. If your Response mainly has the criteria of one score, but also has one or more criteria of a lower score, then that Category will be awarded the lower score.

| | |
|------------------|--|
| 10 Points | Outstanding: <ul style="list-style-type: none"> Potential Supplier has provided a response that addresses all parts of the requirement Potential Supplier has provided evidence to support all elements of their response The evidence supplied is convincing and highly relevant to the requirement Potential Supplier's response is clear and easy to understand Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches |
| 7 Points | Good: <ul style="list-style-type: none"> Potential Supplier has provided a response that addresses all parts of the requirement Potential Supplier has provided evidence to support most elements of their response The evidence supplied is good and relevant to the requirement Potential Supplier's response is clear and easy to understand Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches |
| 5 Points | Average: <ul style="list-style-type: none"> Potential Supplier has provided a response that addresses most parts of the requirement Potential Supplier has provided evidence to support most elements of their response The evidence supplied has some relevance to the requirement Potential Supplier's response is clear and easy to understand |

| | |
|-----------------|---|
| | <ul style="list-style-type: none"> Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches |
| 3 Points | <p>Poor:</p> <ul style="list-style-type: none"> Potential Supplier has provided a response that addresses some parts of the requirement Potential Supplier has provided evidence to support some elements of their response, but not all The evidence supplied is weak and has limited relevance to the requirement Potential Supplier's response is not always clear and easy to understand Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches |
| 1 Point | <p>Very Poor:</p> <ul style="list-style-type: none"> Potential Supplier has provided a response that fails to address most parts of the requirement Potential Supplier has provided little or no evidence to support most elements of their response The evidence supplied is very weak and has very limited relevance to the requirement Potential Supplier's response is not always clear and easy to understand Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches |
| 0 Points | <p>Fail:</p> <ul style="list-style-type: none"> No response provided |

8. CONTRACT TERMS

8.1. The Contract, and any subsequent Contract variations, shall be governed by our standard terms and conditions, available [here](#) and by submitting a response to this ITT, you accept these terms and conditions.

8.2. TNA reserves the right not to award in full and to complete its objectives through other means.

8.3. Time is of the essence of this agreement and each of its terms.