



INVITATION TO TENDER (ITT) & SPECIFICATION

for the provision of

MOBILE COMMUNICATIONS SERVICE

Contract Period: March 2018 - February 2022*

** Initial contract period 2 years, with two optional 12-month extensions*

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Appendix A – Current hardware inventory

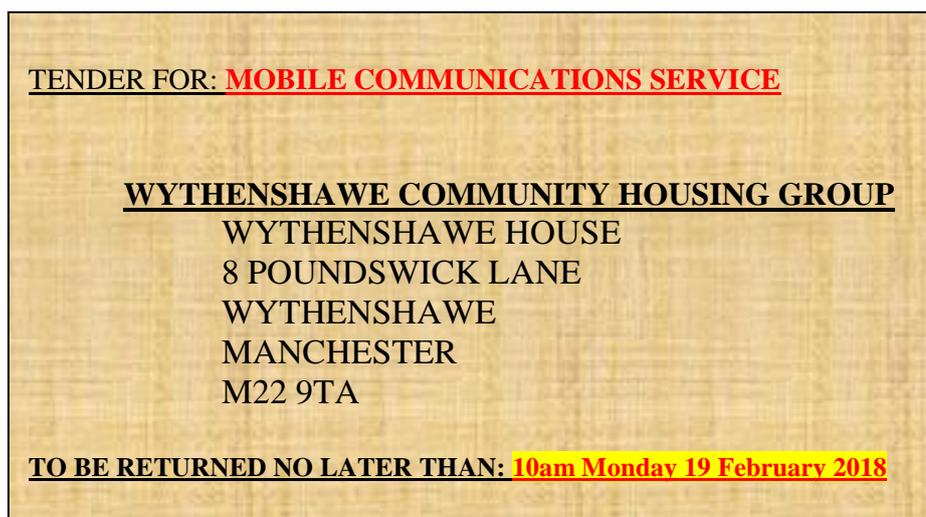
Appendix B – Standard T's & C's

1. INSTRUCTIONS TO TENDERERS

1. This Invitation to Tender (ITT) has been designed to assess the suitability of Suppliers to deliver WCHG's contract requirement(s). If you are successful at this stage of the procurement process, you will be selected to undertake Post-Bid Clarification sessions, which may be via telephone or by presentation/interview (*refer to Timetable*); these sessions will assist WCHG in making its final contract award decision.
2. Whilst reserving the right to request information at any time throughout the procurement process, WCHG may enable the Supplier to self-certify certain requirements (e.g. Quality Accreditations; Environmental policies, etc.). WCHG will only obtain such evidence after the final tender evaluation decision (i.e. from the successful Supplier only).
3. Confidentiality - all tender submissions will be treated as confidential by WCHG, and similarly, all the information contained in the ITT documentation and any resulting contract documents are classed as confidential by WCHG are tenderers/suppliers and must not be disclosed to a third party (except to Insurance companies or Legal advisors) without prior authorisation from WCHG.
4. WCHG will not reimburse any costs incurred by tenderers in connection with preparation and submission of their responses to this ITT.
5. WCHG reserves the right not to award a contract as a result of this tender exercise, or to award a partial contract.
6. In order to submit a tender response, you must complete the Supplier Questionnaire and return a signed version to WCHG by the deadline.
7. Where the space given for any answer is insufficient you should extend the white box provided in Microsoft Word; alternatively you may continue on a separate page. Where applicable, any additional pages and supporting documentation must clearly state the name of your company, the tender reference details and the question to which it relates.
8. Where word limits are stated, these should be maintained. If the limits are exceeded, WCHG may reduce the score awarded proportionally.

9. HOW TO MAKE A SUBMISSION – WCHG is planning to implement an e-tendering system over the next few months. But for this tender, **your submission must be delivered in hard copy**, in accordance with the following instructions:

- (i) *Please enclose one hard copy of your submission (Supplier Questionnaire plus any attachments);*
- (ii) *Please enclose one electronic copy of your submission (CD or DVD) in PDF format*
- (iii) *Please ensure that the outer envelope does not display any company-identifiable markings or franking;*
- (iv) *The outer envelope must also be laid out as per the illustration below;*
- (v) *Please ensure your submission is delivered on time, as late submissions cannot be accepted;*
- (vi) *Please ensure you receive a delivery receipt (in case of delivery disputes).*



10. QUERIES - If you have any questions, please email them to:

allan.openshaw@wchg.org.uk

If WCHG considers any question or request for clarification to be of material significance, both the question and the response will be posted on the Tender Web page (the originator of the question will not be identified). It is the responsibility of the potential tenderer to keep checking this page, as Clarifications can be added at any time up to the closing date.

TIMETABLE

Please see below for an outline Timetable. WCHG reserves the right to change any of the dates below as required.

Tenderers are asked to note the asterisked date and ensure availability of their key personnel on the PBC date. Presentations and/or interviews for PBC will be held with shortlisted suppliers only.

Tender Stages	Date completed by
ITT published in OJEU (TED) and Contracts Finder	Thursday 13 January 2018
Deadline for return of ITTs (35 days)	Monday 19 February 2018
Evaluation of ITTs	Monday 19 February 2018
Agree shortlist	Monday 19 February 2018
Post-Bid Clarification (PBC)*	Thursday 22 February 2018*
Final evaluation/agree successful supplier(s)	Friday 23 February 2018
Issue Award and Unsuccessful Letters (Standstill)	Friday 23 February 2018
Standstill period ends	Monday 05 March 2018
Award/Sign Contract	Tuesday 06 March 2018
Contract start date	Thursday 08 March 2018

2. EVALUATION METHODOLOGY

Tender responses will be assessed to determine the most economically advantageous tender using the following criteria and weightings:

Question	Subject	Available marks (%)
1	Supplier Details	For info only
2	Grounds of Mandatory Exclusion	Pass / Fail
3	Grounds for Discretionary Exclusion	Pass / Fail
4.1	Health & Safety	Pass / Fail
4.2	Equality, Diversity & Human Rights	Pass / Fail
4.3	Social Value 4.3.1, 4.3.3 and 4.3.5 – for information 4.3.2 (4%); and 4.3.4 (6%)	10%
4.4	Quality Assurance	5%
4.5	Financial & Economic Standing	Pass / Fail
4.6	Insurance	Pass / Fail
5.1	Compliance with Specification	Pass / Fail
5.2	Non-Compliances	Pass / Fail
5.3	Delivery Methodology and Timescales	10%
5.4	Service	10%
5.5	Coverage	20%
5.6	Information Security & Data Protection	Pass / Fail
5.7	Business Continuity	Pass / Fail
6	References	5%
7	Pricing Schedule	40%
8	Form of Tender	Pass/Fail
Total		100%

Scoring model

Tender responses will be scored by an evaluation panel using the following scoring model:

Weighting of available marks	Interpretation
100% Excellent	Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This response also offers additional value or improved VFM.
70% Good	Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested, but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence, or the response fails to offer any added value or improved VFM.
50% Adequate	Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of detail or evidence requested have been provided. This, therefore, is an adequate response, but with some ambiguity as to whether the bidder can meet the requirement due to the bidder's failure to provide all of the detail or evidence requested.
30% Poor	The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement.
0% Unacceptable	The response is not compliant with the requirements of the ITT and/or no response has been provided.

Pricing formula

Available %, multiplied by Lowest Price Received, divided by Other Price Received

Shortlisting process

During the ITT evaluation stage, the intention is to arrive at a clear winner or a shortlist of between two and four high-scoring suppliers to be invited to Post-Bid Clarification meetings. The ITT responses will be ranked according to total scores received and a 'gap analysis' applied in order to determine the successful supplier or the final shortlist.

Taking Account of Tenderers' Past Performance

WCHG reserves the right to assess the past performance of a Supplier, using its own experiences or via a reference. The reference may not necessarily have been provided by the supplier but may have been sourced by WCHG, and WCHG may take into account any failure to discharge obligations under any previous contracts by any Supplier.

Self-Certification

WCHG has not asked for copies of relevant documents or policies at this stage, allowing tenderers to 'self-certify' certain requirements (e.g. Quality Accreditations; Environmental policies, etc.). WCHG will only obtain such evidence after the final tender evaluation decision (i.e. from the successful Supplier only).

However, please note that WCHG reserves the right to request information at any time throughout the procurement process in order to carry out the necessary evaluations.

3. SPECIFICATION OF REQUIREMENTS

4.1 Introduction to WCHG

Wythenshawe Community Housing Group (“WCHG”) is the parent company of Willow Park and Parkway Green Housing Trusts, registered social landlords, who own and manage almost 14,000 homes in the Wythenshawe area of Manchester

4.2 Contract Description

4.2.1 WCHG has a requirement for a new mobile phone contract. This will replace the existing contract, which expires on 7th March 2018.

4.2.2 Duration - the agreement will run for a period of TWO years, with an option to extend for TWO further 12-month periods, subject to satisfactory performances and annual review.

4.3 Specification of Requirements

4.3.1 Current operation

WCHG is currently using the EE network, but is prepared to consider any network with excellent coverage and reliability of service across the Wythenshawe and surrounding areas. In any case WCHG will look to retain existing numbers. The current WCHG hardware inventory is at Appendix A. Tenderers are asked to quote for replacements for these devices, although note this is **not** part of the tender and may or not be purchased against the offered quotation. No ‘hardware fund’ is required.

4.3.2 Porting/Network Migration

Those quoting should be prepared to administer the porting exercise if it is necessary to transfer to a new network. Quotes should be on the basis of retention of existing numbers.

4.3.3 Point of Contact/Account Manager

Tenderers should be able to provide a dedicated point of contact or account manager who can deal with faults, queries, upgrades etc.

4.3.4 Acceptance of Test Period

Those quoting, or their providers, should be prepared to allow an acceptable pre-contract test period of 2 weeks during which the service and coverage may be confirmed as satisfactory.

4.3.5 General Requirements

- Monthly line Rentals – 330 Voice & Data connections, 90 Data only connections
- Unlimited Inclusive Minutes
- Inclusion of 4g data allowance on a per device basis – 2, 4, 8 & 16GB options

- Unlimited text messages
- Unlimited calls to specified 0300 numbers
- International Traveller
- Unlimited calling between connections in contract
- Unlimited calls to land line Company office numbers (max 10)
- Cost of photo messaging
- Cost of accessing voicemails
- Cost of downloads
- Cost of 4G access (where included allowance is exceeded and whether this can be prevented)
- Ability to cap calls at a particular limit e.g. £15.00
- Cost of text to premium numbers and the ability to block the same on a handset or contract basis

4.3.6 Management portal

A management portal which has the ability to:

- o Order replacement sim cards
- o Place blocks on handsets
- o Set alerts on usage
- o Activate/deactivate bolt-ons
- o Provide reporting on handsets, usage, and be able to assign users and departments against handsets

4.3.7 Timescales

The new contract should be in place by 08h March 2018. WCHG has asked for a suggested Project Plan as part of this tender.

4.3.8 Information Security

WCHG manages data carefully through the implementation of an Information Security Policy. Tenderers are asked to give assurance that they have similar policies in place.

4.3.9 Business Continuity

WCHG manages the risk of business disruption and system downtime through the regular review and testing of its Business Continuity and ICT Disaster Recovery Plans. Tenderers are asked to give assurance that they have similar plans and testing in place to provide network resilience and availability guidelines.

4.3.10 Service Level Agreement (SLA/KPIs)

WCHG availability target is 99.95%, vendor should provide details of their SLA/KPI

4.3.11 Management Reporting

The successful tenderer(s) will provide period end reports to show:

- Monthly allowance of messages, minutes and data.
- Used allowance of messages, minutes and data.
- Allow the setting of alerts which can be set up by our staff
- Alerts to any over usage or messages, minutes or data

- v) Summary total charges for:
 - Non-geographic calls
 - Directory enquiries
 - Personal Numbers
 - International calls
 - Roamed data
 - Roamed calls
 - Roamed texts
- vi) Highlight any non-usage of numbers/sims
- vii) Itemised data for the entire month for every handset detailing:
 - Telephone number
 - User Name
 - Cost Centre (TBA)
 - Tariff specific details
 - Number of calls
 - Total duration
 - Total data (KB)

The billing platform should allow for delegated access to budget holders to view and manage all users within a specific cost centre. Overall Admin access should be able to report against individual, multiple and all costs centres at any point during the billing cycle.

4.3.13 Invoicing

Ability to provide fully itemised bills and attach examples of the same.

4.3.14 Coverage

Tenderers must be able to demonstrate that any network they propose to use can provide coverage throughout mainland UK and particularly North West England.

WCHG Hardware Inventory

Device	O/S	Potential WCHG Future Model or O/S
Nokia 620/640LTS Mobile	Windows	Potential to replace with android devices due to windows mobile EOL
IPhone 5, 5c, 6, 6s, 7 & 7 plus	IOS	Potential to replace with newer model iPhone
IPad Mini, pro 9.7 & 12.9	IOS	Potential to replace with newer model iPad
Samsung Galaxy Tab A	Android	Potential to replace with newer model android tablets