



**Invitation to Tender
for Telecommunication and Connectivity**

Date: 6 August 2021

**East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire)
Commerce House
Millennium Way
Chesterfield
Derbyshire
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1. INTRODUCTION

We are seeking tender responses from fully subscribed members of the Chamber for the supply of the telephony provision and connectivity services to East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire) ('the Chamber').

The Chamber is an Accredited Chamber of Commerce and a company limited by guarantee and is a membership and representation organisation. Activities include but are not limited to:

Membership services, business advice, counselling training and enterprise initiatives, commercial training, business services including international trade, translation, export documentation, customs broking, carnet certificate service, conference & events organisation, facilitation of security services for business lone worker watch, facilitation of business crime reduction initiatives, property owners and business centre management.

The Chamber has 175 employees working from a number of office locations across three counties and three cities, with up to 50% of its workforce working in an agile way either from home or other external locations at any one time.

The Chamber is invested in Microsoft products and services, including Microsoft 365 business and enterprise, Dynamics CRM, Marketing and Business Central as its core organisational management systems.

1.1 SITES COVERED BY THIS TENDER

The telephony provision will need to provide localisation to office premises and accessibility to individuals working flexibly in an agile way, providing the best fit/quality and priced solution.

The connectivity element will need to cover:

Chesterfield
Commerce House
Millennium Way
Dunston Road
Chesterfield
S41 8ND

Nottingham
8 Experian Way
ng2 Business Park
Nottingham
NG2 1EP

Leicester
Unit 1 Bath Lane Mill
Friars Mill
Bath Lane
Leicester
LE3 5BJ

The Brian Clough Business Centre
200-222 Cotton Lane
Derby
DE24 8GJ

1.2 EXISTING TELECOMMUNICATION PROVISION

The Chamber has an existing VOIP Avaya telephone system with each user having a designated telephone handset (this is not, considering future agile working, considered to be required for all staff in future).

Each employee has a dedicated extension number, accessed by 'logging into' the desk handset, irrelevant of location.

Other functionality includes:

- Departmental hunt groups
- Promoted direct dial numbers
- Switchboard functionality to manage the promoted direct dial numbers

Most current connectivity contracts expire in January 2022. The Chamber needs to consider all options to take over telecommunication lines as they reach expiry or as an alternative, 'buying out' current contracts where necessary.

The current Wide Area Network diagram is included in this invitation to tender pack as Appendix A.

2. TENDER SPECIFICATION

The Chamber is seeking a partnership approach to the account management of both its telecommunication and connectivity provision with an organisation who works in partnership with its customers to ensure the systems are maximised and the solution is fit for purpose.

The Chamber is seeking improvements in its telecommunications infrastructure that is future proofed and reflects an agile working model while demonstrating tangible value for money and savings against its pre-pandemic cost base.

The activity described in this tender will be managed by the Chamber's Director of Resources, with the main point of contact being the Facilities Coordinator.

A business continuity solution for voice is essential to ensure alternative routing destinations in case of disaster (fixed, mobile or qualified operators) for direct inward dial (DID) or central numbers. This alternative routing plan needs to be manageable by a web interface and the activation needs to be possible seven days a week, 24 hours a day.

An exit mechanism (if required) is key to ensure the handover of the telephone services at the termination of the contract without impact on the services or service level degradation. This handover procedure shall be an integral part of the service provision.

No additional cost for the Chamber shall result from this handover procedure. The contractor commits itself to handing over any relevant information to a potential future contractor in order to ensure a smooth transition and the business continuity.

Where third parties are used, the tenderer must indicate clearly which parts of the work will be sub-contracted and to what extent (proportion in %). The sub-contractor must not sub-contract further.

It is expected that responsibility for those items/services will lie with the primary supplier, both for managing implementation of the item/service/project and for ongoing support, (where applicable). Proposed arrangements should be documented within the proposal.

Where no sub-contracting is indicated in the tender. the work will be assumed to be carried out directly by the bidder.

3. TENDER PROCESS

An electronic written submission should be submitted that cover the following specific requirements.

Tenders must include:

- A proposal providing details of your relevant experience to meet the requirements of this tender
- 'What good looks like' through a post-pandemic lens where agile working will be the norm
- Completion of the Standard Details Questionnaire
- An itemised breakdown of costs (excluding VAT)

The tender process is in two stages and will be scored by an internal evaluation panel consisting of three Chamber representatives (comprising executive and non-executive Directors):

- Stage one: Proposal (60 points)
- Stage two: Presentation (40 points)

The three highest scoring proposals will be invited to deliver a 30-minute virtual presentation outlining their experience and skills to deliver the Chamber's telecoms and connectivity provision including how they will:

- Assist with the rollout of their proposed VoIP system
- Minimise hardware expenditure and utilise existing hardware where possible
- Support the Chamber once their solution is installed
- Resolve support issues that involve multiple parties such as connectivity partners and IT support partners
- Demonstrate their capability of providing site connectivity if required
- Provide an easy migration path if we are not satisfied with their solution

Stage one proposals will be scored and weighted as detailed in the scoring matrix below.

3.1 STAGE ONE – PROPOSAL (60 POINTS SCORING VALUE):

3.1.1 SOLUTION: (weighting 4)

How well has the supplier understood and addressed the Chamber's requirements and the project definition set out in this invitation to tender in regard to:

- Quality and clarity of proposal
- Addressing the tender ('essentials')
- Usability
- Sustainability

3.1.2 CONFIDENCE: (weighting 4)

Is the supplier capable of achieving the Chambers needs and objectives?

- Stability of supplier and size of their team
- Technical ability to meet project essentials
- Ongoing support and care
- Sector expertise
- Wider services offered, customer care, and control over spend

3.1.3 **VALUE: (weighting 3)**

Is the supplier’s price competitive and/or do their proposals provide best value/fit?

3.1.4 **RISK: (weighting 1)**

Has the supplier’s submission identified the key risks presented by their proposal?

3.2 **STAGE TWO – PRESENTATION 40 SCORING VALUE**

The three highest scoring organisations will be invited to deliver a 30-minute virtual presentation, outlining the following:

- Skills and experience
- Clarity
- Added value and savings
- Return on investment

The panel interview will be held on 20 September 2021.

3.3 **EVALUATION SCORING PROCESS**

The scoring panel will use the following framework to weight each final score:

Scoring Principles		
Required Data		
Required Data		All questions must be answered unless there is an acceptable reason for its omission. The data will be scored as pass or fail
Pass		The information has been assessed and judged to be acceptable
Fail		No information evidence has been provided. The standard of the information is unacceptable or does not comply with the minimum acceptable standard
Scored (0 / 1 / 2 / 3 / 4 / 5)		
0	Unacceptable	The information is either omitted or fundamentally unacceptable to the Chamber.
1	Poor	The information submitted has some omissions or demonstrates only limited technical, ability and/or capacity.
2	Satisfactory	The information submitted just meets the Chamber’s expectations in demonstrating technical experience, ability and/or capacity to deliver the services. There are significant reservations, but not sufficient to warrant rejection.
3	Good	The information submitted meets the Chamber’s expectations in demonstrating technical experience, ability and/or capacity to deliver the services.
4	High Standard	The information submitted meets the Chamber’s expectations and provides strong evidence of technical experience, ability and/or capacity to deliver a quality service.
5	Exceeding all expectations	The information exceeds all expectations and provides strong evidence of technical experience, ability and/or capacity to deliver a quality service.

4. INSTRUCTIONS TO TENDERER

Email a copy of your proposal, completed Standard Details Questionnaire and any supplementary information to procurement@emc-dnl.co.uk and copy in lucy.robinson@emc-dnl.co.uk with the subject line '**Tender – Telecoms and Connectivity Solution 2021**'. Tenders submitted after the stipulated time and date will be rejected.

Tenderers should note that if a bid is fundamentally unacceptable on a key issue, regardless of its other merits, the bid will be rejected.

4.1 TIMETABLE FOR SUBMISSION

Issue of formal ITT to selected suppliers:	10 August 2021
Tender return deadline:	6 September noon
Stage 1 feedback to stage 1 applicants:	13 September 2021
Stage 2 Presentations:	20 September 2021
Stage 2 evaluation/feedback:	22 September 2021
Contract initiation meetings:	TBC

4.2 TENDER QUESTIONS

If you require further information about the requirements of the contract or the tendering procedures, please email procurement@emc-dnl.co.uk and copy in lucy.robinson@emc-dnl.co.uk. No questions will be answered that provide a competitive advantage to any party tendering.

Should questions arise during the tendering period which in our judgement are significant, we will inform all providers to explain the nature of the question and our formal reply. Providers should take that reply into consideration when preparing their own proposals, and we will evaluate proposals on the assumption that they have done so.

5. TENDER EXCLUSIONS

It must be recognised that the Chamber reserves the right to withdraw this tender document and all funding contained within it without notice:

- No tender will be considered for acceptance if the potential provider has indulged or attempted to indulge in any corrupt practice or canvassed the tender with a member of staff employed by the Chamber
- If the successful provider has indulged or attempted to indulge in such practices and the tender is accepted, then grounds shall exist for the termination of the contract and the claiming of damages from the successful provider
- It is unlikely that any tender will be accepted which (a) is incomplete or inaccurately or inadequately completed or which purports to impose conditions other than those provided in the contract documents and (b) is delivered out of time or in a manner other than specified in the specification

In submitting a tender against this contract, the potential provider confirms that he has not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

The potential provider also certifies that at no time, before or following the submission of the tender, has the tenderer carried out any of the following acts:

- Entering into any agreement or arrangement with any person that he shall refrain from tendering or as to the amount of any tender to be submitted
- Offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above. The context of this clause the word 'person' includes any persons and anybody or association, corporate or unincorporated, and 'any agreement' includes any such transaction, formal or informal, and whether legally binding or not.

ANNEX A - STANDARD DETAILS QUESTIONNAIRE:

Please complete the following standard details questionnaire. If the question does not apply, please write **N/A**; if you don't know the answer please write **N/K**.

Completing and returning this documentation does not in any way guarantee any work.

Section 1: BASIC DETAILS OF YOUR ORGANISATION			
1.1	Name of the organisation:		
1.2	Contact name:		
1.3	Job Title:		
1.5	Company address and post code:		
1.6	Telephone number:		
1.7	E-Mail address:		
1.9	Website address:		
1.10	Company Registration number (if applicable):		
1.10	Charities or Housing Association or other Registration number (if applicable):		
1.11	Date of Incorporation or Registration:		
1.12	Registered address if different from the above		
1.13	VAT Registration number:		
1.14	Is your organisation:	i) A public limited company?	Yes / No
		ii) A limited company?	Yes / No
		iii) a partnership	Yes / No
		iv) a sole trader	Yes / No
		v) other (please specify)	Yes / No
1.15	Name of (ultimate) parent company (if this applies):		
1.16	Companies House Registration number of parent company (if applicable):		
1.17	How many staff does your organisation employ? (If you are a sole trader, please say so)		
Section 2: FINANCIAL INFORMATION			
2.1	Please provide details of your turnover and net profit for the last two financial years:		
	Year: Year:	Turnover: Turnover:	Net profit: Net profit:
2.2	Can you provide copies of your audited annual accounts for the last two years		Yes/No
2.3	Has your organisation met the terms of its banking facilities/loan agreements (if any)		Yes/No
2.4	If 'No' what were the reasons, and what has been done to put things right?		

2.5	Has your organisation met all its obligations to pay its creditors and staff during the past year?	Yes/No
2.6	If 'No' please explain why not.	
Section 3: REFERENCES		
Please provide details of two recent contracts that are relevant to this tender.		
	Reference 1	Reference 2
3.1	Name of customer:	
3.2	Contact name and phone number:	
3.3	Contract dates:	
3.4	Contract value:	
3.5	Website address	
3.6	Brief details about the service you provided:	
3.7	Have you had any contracts terminated for poor performance in the last three years, or any contracts where damages have been claimed by the contractor?	Yes / No
3.8	If 'Yes', please give details:	
Section 4: INSURANCE		
	Please provide details of your current insurance cover:	Value
5.1	Employer's Liability:	£
5.2	Public Liability:	£
5.3	Professional Indemnity:	£
5.4	Other (please provide details):	£
Section 5: POLICIES		
5.1	Does your organisation have a written health and safety at work policy?	Yes / No
5.2	Does your organisation have a health and safety at work system*?	Yes / No
5.3	Does your organisation have a written equal opportunities policy covering Race, Sexual Orientation, Religion and Belief, Disability and Age, to avoid discrimination?	Yes / No
5.4	If 'No', to either of the above please explain why:	
5.5	Does your organisation hold a recognised quality management certification for example BS/EN/ISO 9000 or equivalent?	Yes / No
5.6	If not, do you/your organisation have a quality management system?	Yes / No
5.7	Does your organisation have an environmental management system?	Yes/No
5.8	If 'No', to the above quality systems please explain why:	
Section 6: PROFESSIONAL AND BUSINESS STANDING		
Do any of the following apply to you/your organisation, or to any director(s) / partners / proprietor(s)?		

6.1	Is in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings	Yes / No
6.2	Has been convicted of a criminal offence related to business or professional conduct	Yes / No
6.3	Has committed an act of grave misconduct, in the course, of business	Yes / No
6.4	Has not fulfilled obligations related to payment of social security contributions	Yes / No
6.5	Has not fulfilled obligations related to payment of taxes	Yes / No
6.6	Is guilty of serious misrepresentation in supplying information	Yes / No
6.7	Is not in possession of relevant licences or membership of an appropriate organisation where required by law	Yes / No
6.8	If the answer to any of these is 'Yes' please give brief details below, including what has been done to put things right.	
Section 7: DECLARATIONS OF INTEREST		
7.1	Please identify if any of your staff personnel has been employed by the Chamber and/or related to any member of staff employed by the Chamber? If so, please provide further details?	
Section 8: SIGNED DECLARATION		
I declare that to the best of my knowledge the answers submitted in this document (and any supporting information) are correct. I understand that the information will be used in the evaluation process to assess my suitability to provide the services described. (Electronic signatures or typed names are acceptable. In the event that your organisation is successful you will be required to resign this form with an original signature)		
FORM COMPLETED BY:		
8.1	Name:	
8.2	Position:	
8.3	Date:	
8.4	Tel number:	
8.5	Signature:	

APPENDIX A - CURRENT WIDE AREA NETWORK DIAGRAM

