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Tender

## **Mobile Telephony**

Wales And West Utilities

F05: Contract notice – utilities

Notice identifier: 2023/S 000-011365

Procurement identifier (OCID): ocds-h6vhtk-03c258

Published 20 April 2023, 2:35pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Wales And West Utilities

Wales & West House, Spooner Close, Coedkernew

NEWPORT

NP108FZ

#### **Contact**

Jonathan Williams

#### **Email**

[jonathan.d.williams@wwutilities.co.uk](mailto:jonathan.d.williams@wwutilities.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKL21 - Monmouthshire and Newport

**Companies House**

05046791

**Internet address(es)**

Main address

<http://www.wwutilities.co.uk>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<http://www.wwutilities.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.wwutilities.co.uk>

**I.6) Main activity**

Production, transport and distribution of gas and heat

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Mobile Telephony

Reference number

WWU1267

**II.1.2) Main CPV code**

- 64200000 - Telecommunications services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Tender to identify a supplier of:

1. Mobile voice, SMS, and data.
2. Mobile telephony hardware including mobile phones, and sim cards.
3. Mobile phone peripherals including, earphones, chargers, and cables.
4. Supplier to provide comprehensive MI reporting.
5. Supplier to provide a dedicated corporate service desk.

Expression of Interest

Participants wanting to participate in this sourcing activity must confirm their expression of interest and ability to provide the service required by e-mailing [Jonathan.d.williams@wwutilities.co.uk](mailto:Jonathan.d.williams@wwutilities.co.uk) before the deadline of 09:00 23rd May 2023.

Please include the following information in your email:

- 1) Full company name;
- 2) Main contact details (name, job title, email address, and telephone numbers).

Please note the tender will be run via our procurement portal Bravo which requires suppliers to be registered to participate, failure to register will result in the supplier not being able to participate in the sourcing event. You can register for Bravo here -

[sourcing4wwu.bravosolution.co.uk](https://sourcing4wwu.bravosolution.co.uk). In your expression of interest, please also include -

- 3) Bravo registered email address and contact name.

### **II.1.5) Estimated total value**

Value excluding VAT: £1,500,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKK - South West (England)
- UKL - Wales

### **II.2.4) Description of the procurement**

Voice, SMS & Data

To maintain WWU's existing and future demands, it is imperative that the end users experience is not impacted by poor network coverage. It is crucial that interested parties must ensure a high level of coverage across WWU's geography and be able to evidence a clear and committed improvement plans to further enhance network traffic and coverage or boost levels across the life of the contract.

We anticipate that at the tender stage that network coverage will be validated by OpenSignal.

It is important that WiFi calling is an available option for our devices.

WWU would also expect a full and uninterrupted service with 24/7 availability.

WWU would expect interested parties to be able to offer compliance with the Mobile Telecommunication Privileged Access Scheme or an equivalent.

WWUs current preference is to continue using Apple iOS devices as the primary provider of phone and tablet devices.

WWU would expect that suitable partners will be able to ensure devices compatibility with Apple's Device Enrolment Program. Our mobile device management is handled by InTune.

Hardware & Peripherals

WWU have equipped its staff with sim enabled handsets and tablets and are looking to replenish these across the life of the contract. The supplier(s) must support the volume purchasing and deployment programmes. The timing of the hardware replacement will be subject to negotiation between WWU and the winner tenderer(s).

Peripherals are required to be OEM (original equipment manufacturer) and would include but not necessarily be limited to:

Phone chargers

Car chargers

Cables

Ear buds/headphones

General requirements

Billing

The billing and reporting deliverables will expect provisions to support real time alerting and reporting capabilities across specified thresholds, with automatic disconnection process for unused connections and support API connections for the proposed billing portal. We would also expect the ability to generate custom reports on any of the data available to us.

WWU would be looking for an aggregated data service plan to take an average of consumption from all our units. This will be based on a per sim basis with additional bands/tiers should our data requirements change over time.

Service Delivery

It is essential for WWU to have core SLA's supported with a provider to ensure the key deliverables and business requirements can be fully managed for the life of the contract alongside a dedicated Service Support Manager. WWU seeks to appoint a supplier that offers a dedicated corporate service help desk.

Transition

Key deliverables must ensure that a proficient and thorough transition and migration plan can fully support the stated WWU geographical network and workforce, whilst minimising the impact on productivity.

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#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Initial three year term followed by the option to extend for a further two years in 12 month increments.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Two extension options, each for a period of 12 months

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

23 May 2023

Local time

9:00am

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Wales & West Utilities

Spooner Close

Newport

NP10 8FZ

Country

United Kingdom