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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

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

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 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. 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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- 3) Bravo registered email address and contact name.

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

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

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