



## Invitation to Tender for Telecommunications System



The Centre for Ageing Better is pioneering ways to make ageing better a reality for everyone, including challenging ageism and building an Age-friendly movement, creating Age-friendly employment and Age-friendly homes. It is a charitable foundation funded by The National Lottery Community Fund and part of the government's What Works Network.



23rd September 2022

Dear Bidder,

**Invitation to Tender for Telecommunications System**

The Centre for Ageing Better (the Company) is pleased to invite you to submit a Tender in respect of the above project.

The Services consist of a new cloud-based telephone system in accordance with the enclosed documentation.

The Services shall be in accordance with the Centre for Ageing Better General Conditions of Contract for Services, a copy of which is available on request.

Your Tender response must contain a completed Supplier Questionnaire, Bid Proposal and signed Declaration.

Your Tender shall be returned via e-mail by no later than 17th October 2022 to the following:

Rosie Fielding  
responses@ageing-better.org.uk

Tenders received after the stated closing time and date will be considered late and may not be considered at the absolute discretion of the Company.

The Company is not bound to accept the lowest or any Tender submitted and reserves the right to divide or omit any portion of the Tender as appropriate.

The costs in preparing and submitting your Tender shall not be reimbursed.

If you have any queries in relation to this Invitation to Tender, please do not hesitate to contact the undersigned.

Yours sincerely,

**Rosie Fielding**  
**Operations and Administration Assistant**

**Enclosures:**

Project Brief  
Supplier Questionnaire  
Bid Proposal  
Declaration

## Project Brief

### About us

Everyone has the right to a good life as they get older and our whole society benefits when they do. But stark and widening inequalities mean more and more people are going to live in poor health and face poverty and discrimination as they get older. This is unacceptable and has huge consequences for these millions of individuals and for all of us.

We have identified three main areas where we think we can make real progress.

#### **1. Challenging ageism and building Age-friendly movement**

We are confronting the pernicious ageism that exists across society. Ageism affects people of all ages, but it can limit people's lives profoundly as they get older, whether through discrimination in the workplace or being denied access to potentially life-saving healthcare. Ageism means we don't value older people or invest in ways to help people age well. Everyone, everywhere has a stake in changing this and we are building an age-friendly movement across the country, inspired by a new campaign to stamp out ageism.

#### **2. Creating age-friendly homes**

Most people want to live in their own home, in the communities they belong to, for as long as possible. But far too many older people are currently living in homes, that are endangering their lives. Much of the housing in England is dangerous or unsuitable for older people. Homes are not safe or warm. They have hazards and are inaccessible for anyone with a disability. This needlessly costs society millions each year in NHS and social care costs. We want to make homes more age-friendly so that more people can remain living independently, healthily and happily as they grow older.

#### **3. Fostering an age-friendly work culture**

There is no expiry date for workers, but as people get older many face discrimination on the basis of their age - or challenges accessing the work that works for them. Our country wastes a huge amount of talent, skills and experience by denying older workers the chance to stay in jobs or find new ones. This comes with a huge price tag for society, with hundreds of thousands of people in their 50s and 60s who want to work shut out of the labour market for good. With employers facing labour shortages and productivity challenges, they cannot afford to lose or ignore this part of the workforce. We are working with employers to create an Age-friendly Employment culture and workplace practices so that everyone can remain in good jobs for as long as they want and are able to.

## **1. Introduction**

Our existing phone contract is coming to an end in December. We are looking for a replacement telephone system to provide voice communication facilities to our organisation on a monthly rolling contract. The selected system will be a cloud-based phone system that utilises soft phone apps via mobile phone and laptop computer. Cost, ease of use, call quality and reliability are key to our decision.

## **2. Scope of Project**

We have 16 desks across 3 islands in our office and 3 desk phones – one for each island. We also require a connection for one conference phone situated in a meeting room. We have around 60 staff all of whom will require soft phone apps for both mobiles and laptops. The system needs to be scalable to accommodate fluctuating staff numbers.

We need the new system to be installed, and active by the 5<sup>th</sup> of December 2022.

The budget for this project is £25,000 to £30,000.

## **3. Outcomes and Objectives**

Objectives: To provide a voice communications solution that will fulfil the requirements of Centre for Ageing Better for an initial period of three years, with a break clause at 12 months.

## **4. Key Requirements**

To provide a cloud-based phone system for 60 people and be scalable to accommodate fluctuating staff numbers.

System should include usage of 3 desk phones and 1 conference phone.

Staff must be able to place and receive calls via desk phones, a softphone app on their mobile phones and/or laptop with ease, clarity and reliability.

Our existing 60 phone numbers must be ported across from our current system. The system should provide a dedicated reception number that will ring on several extensions and can be answered on desk phones or by multiple people regardless of their location via soft phone application.

## Insurances

The Contractor shall take out and maintain in full force and effect with a reputable insurance company the following minimum insurances for the duration of the Contract:

- Public Liability insurance – £10 Million
- Employer's Liability insurance – £5 Million
- Professional Indemnity insurance – £1 Million

## 5. Evaluation Methodology

Bids will be evaluated on a quality/cost ratio of 70%/30%. The individual weightings for the 70% quality element are stated against each question in the Bid Proposal document.

The Bidder that submits the lowest Bid Total will receive the maximum score of 30%. All other Bidders' Bid Totals will be scored based on the following formula:

$$\frac{\text{Lowest Bid Total}}{\text{Bidder's Bid Total}} \times 30$$

## 6. Timescales

The indicative timetable for the procurement is as follows:

Stage	Date
Issue ITT document	23rd September
Deadline for clarifications	7th October
ITT return deadline	17th October 4pm
Short listing and invite to interview	21st October
Interviews to take place	27th October
Bid evaluation completion	1st November
Notification of result	3rd November
Contract award	7th November

Ageing Better reserves the right to amend these dates.

A bid proposal is required.

**Total Price for this Quotation (excluding VAT)**

£.....

in words .....



## Supplier Questionnaire

<b>1</b>	<b>Bidder name</b>	Insert details
<b>2</b>	<b>Registered address</b>	Insert details
<b>3</b>	<b>Name of person completing the Invitation to Tender</b>	Insert details
<b>4</b>	<b>Telephone number</b>	Insert details
<b>5</b>	<b>E-mail address</b>	Insert details
<b>6</b>	<b>Company status (e.g. Ltd, Plc, sole trader, Charity, Community Benefit Society, etc.)</b>	Insert details
<b>7</b>	<b>VAT registration number</b>	Insert details
<b>8</b>	<b>Company registration number and/or charity number</b>	Insert details
<b>9</b>	<b>Date of incorporation</b>	Insert details
<b>10</b>	<b>Please attach a latest copy of the Bidder's latest audited accounts</b>	
	Accounts enclosed – Yes/No	

11	<p><b>Please provide evidence of the following levels of insurance cover:</b></p> <ul style="list-style-type: none"> <li>• <b>Employer’s liability</b></li> <li>• <b>Public liability</b></li> <li>• <b>Professional indemnity</b></li> </ul> <p>Insurance evidence enclosed – Yes/No</p>
12	<p><b>Please provide details of any relevant industry accreditations held by the Bidder.</b></p> <p>Insert accreditation details</p>
13	<p><b>Please provide the organisation name, contact details and a brief description of 2 contracts of a similar nature which demonstrate the Bidder’s experience in relation to Ageing Better’s requirements. Any contract award will be subject to a satisfactory reference being provided by one or both of the named companies.</b></p> <p>Insert details</p>

## **Bid Proposal**

### **Quality (weighting 70%)**

Reflecting the requirements set out in the Project Brief, please submit your responses to the following:

#### **1. Experience (weighting 15%)**

Please evidence your experience of successfully delivering projects of a similar nature, detailing the quality, experience and technical skills of the delivery team who will deliver against this contract (maximum 1,000 words).

Please evidence your experience of successfully delivering a cloud-based telecommunications service in line with the requirements outlined in the brief.

#### **2. Stakeholder Engagement (weighting 20%)**

Please provide details of how you will engage with key stakeholders associated with the project to ensure a successful contract delivery (maximum 1,000 words).

#### **3. Delivery of Outcomes and Objectives (weighting 15%)**

Please demonstrate how you will deliver against the outcomes and objectives as set out in the Project Brief (maximum 1,000 words).

#### **4. Communications and Performance (weighting 10%)**

Please demonstrate how you will ensure timely and effective communications with key stakeholders, and how you will manage and monitor performance, throughout the term of the contract (maximum 500 words).

#### **5. Risk Management Analysis (weighting 10%)**

Please identify the risks to achieving the stated outcomes and objectives and your proposals for mitigating them (maximum 500 words).

#### **6. Price (weighting 30%)**

Please provide your proposed cost for delivery of the contract. This shall be broken down to show the cost of each individual milestone, the proposed number of days allocated to the contract, the day rates of each allocated staff member, and any applicable expenses. All costs are to be stated exclusive of VAT, and confirmation if VAT is applicable.

**Declaration**

I/We, having read and understood the Invitation to Tender hereby offer to supply the Services in accordance with the Project Brief at the stated cost, and that this offer remains valid for a period of ninety (90) days.

Duly authorised to submit Tenders for and on behalf of the Company:

Name: .....

Signature: .....

Date: .....

Company: .....

Telephone: .....

E-mail: .....