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Description automatically generatedPHASE 3

INVITATION TO TENDER

Volume 3: Award Questionnaire

Lot 10: Telephony

EN-ICT-1022-P3

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# Notes for completion

1. The “Authority” means the public sector contracting authority, or anyone acting on behalf of the Contracting Authority, that is seeking to invite suitable suppliers to participate in this procurement process.
2. “You”/ “Your”, “Supplier”, “Provider”, “Bidder” or “Tenderer” means the body completing these questions, i.e. the legal entity seeking to be invited to the next stage of the procurement process and responsible for the information provided. ‘Supplier’ is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 and could be a registered company; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Bidders are requested to read through the **Award Questionnaire** tableand submit a response to each question as directed in the **Required Response** section. You must write your response in the **Bidders Response** section for each AQ in this document. Your answers may include tables, diagrams, and pictures as required.
4. Please take note of the page limits and ensure that you comply with them. Any submissions longer than the page count will be evaluated up to the page count limit and any additional information provided beyond the page limit count will not be evaluated. Tables, diagrams, pictures, and screenshots are not included in the page count. The page count is a **maximum** allowance and not an estimated or expected number of pages for the response.
5. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’.
6. If you have provided supplementary information as a separate document, you **MUST** reference the document in the text of your answer and the file names must include the lot and AQ number that they refer to if they are to be considered for evaluation.
7. Please submit this document in its original Word format and not as a PDF file.

# General Information

The Contracting Authority is looking to evaluate Bidders on their capacity, capability, and experience in delivering a *range* of telephony devices and services as defined in the **Award Questionnaire** table. As such, Bidders do not need to demonstrate current capacity or experience in delivering *all* the telephony goods and services described but should try to demonstrate their ability to provide relevant and appropriate provision that matches the overarching requirement for the lot.

Once a potential supplier’s submission has been evaluated and accepted at the selection stage (Volume 2 Selection Questionnaire), consideration will then be given to the responses submitted for each Award Question (AQ) in this Volume 3: Award Questionnaire. These responses will be evaluated in accordance with the guidelines specified in **Evaluation Criteria and Process.**

This lot contains no sub-lots.

# The Further Competition process

Commissioning Authorities seeking to award under this lot will utilise the further competition process defined in Volume 1: Instruction and Guidance for Tenderers and Volume 4: Framework Agreement.

# Evaluation Criteria and process

The evaluation of this volume will be marked in accordance with the table below. The maximum possible score is 100. The table shows the overall weighting by question. These evaluation criteria apply to this evaluation for the framework award.

## Evaluation Criteria table

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Maximum mark available** | **Weighting** | **Maximum score available** |
| AQ1: Telephony Systems | 5 | 25% | 25 |
| AQ2: Cloud Telephony Provision | 5 | 25% | 25 |
| AQ3: Telephony Associated Services | 5 | 25% | 25 |
| AQ4: Support, Warranty and Training | 5 | 25% | 25 |
| **Totals** | **20** | **100%** | **100** |

Each individual award question will be evaluated on a scale of 0 - 5. The response to each AQ question will be evaluated utilising the **Qualitative Assessment** table as detailed below, and for each response an initial score between 0 - 5 will be determined and used to award a mark. Each mark will be allocated on a pro-rata basis by using the following formula:

*Initial Score x* (*Maximum Marks Available ¸ 5)*

*e.g. if after evaluation an initial score of 3 is determined for AQ1 the following mark is awarded*

*3 x (25 ¸ 5) =* ***15***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Lot 10: Telephony** | | | | | | | |
| **Question** | **Maximum marks available** | **Bidder A – evaluation (initial) score** | **Bidder A - marks awarded** | **Bidder B – evaluation (initial) score** | **Bidder B - marks awarded** | **Bidder C – evaluation (initial) score** | **Bidder C - marks awarded** |
| AQ1: Telephony Systems | 25 | 3 | 15 | 4 | 20 | 3 | 15 |
| AQ2: Cloud Telephony Provision | 25 | 4 | 20 | 4 | 20 | 3 | 15 |
| AQ3: Telephony Associated Services | 25 | 3 | 15 | 3 | 15 | 3 | 15 |
| AQ4: Support, Warranty and Training | 25 | 3 | 15 | 3 | 15 | 3 | 15 |
| **Totals** | **100** | **13** | **65** | **14** | **70** | **12** | **60** |

## Qualitative Assessment table

|  |  |  |
| --- | --- | --- |
| **Score** | **Description** | **Assessment** |
| 5 | 1. The response completely covers all the competencies, services and deliverables requested in **Requirement** and **Required Response** from the **Award Questionnaire** table below. 2. The response demonstrates a thorough understanding of the requirements and provides a clear, succinct yet detailed explanation of how the requirements will be met. 3. The response provides consistent, significant, relevant added value that is **Economically Advantageous**. 4. There are no significant and/or relevant risks, assumptions and/or gaps present, thus highly convincing. | Excellent. Highly capable with consistent, significant, relevant added value. No significant risks or gaps. |
| 4 | 1. The response meets the competencies, services and deliverables requested in **Requirement** and **Required Response** from the **Award Questionnaire** table below. 2. The response demonstrates a very good yet not completely thorough understanding of the requirements and provides a broadly clear, succinct yet detailed explanation of how the requirements will be met. 3. The response provides broadly consistent, significant, relevant added value that is **Economically Advantageous.** 4. There is a very small quantity of significant and/or relevant risks, assumptions and/or gaps present, thus very convincing. | Very good. Variably capable with variably consistent, significant, relevant added value. Very few significant risks or gaps. |
| 3 | 1. The response meets the competencies, services and deliverables requested in **Requirement** and **Required Response** from the **Award Questionnaire** table below. 2. The response demonstrates a compliant yet not completely thorough understanding of the requirements and provides a variably clear, succinct, and compliant explanation of how the requirements will be met. 3. The response provides satisfactory yet variably significant, relevant added value that is **Economically Advantageous.** 4. There is a small quantity of significant and/or relevant risks, assumptions and/or gaps present, thus broadly convincing. | Good. Meets requirements with satisfactory yet variably significant, relevant added value. Few significant risks or gaps. |
| 2 | 1. The response meets many yet not all the competencies, services and deliverables requested in **Requirement** and **Required Response** from the **Award Questionnaire** table below. 2. The response demonstrates a broadly compliant yet not completely thorough understanding of the requirements and provides a variably clear, succinct, and compliant explanation of how the requirements will be met. 3. The response provides variably significant, relevant added value with minor deficiencies or gaps that. is **Economically Advantageous.** 4. There are, on balance, too many significant and/or relevant risks, assumptions and/or gaps present, thus broadly unconvincing. | Unsatisfactory in places.  Minor deficiencies or gaps.  On balance, too variable with some significant and/or relevant risks, assumptions and/or gaps. |
| 1 | 1. The Bidder’s response meets some yet not all the competencies, services and deliverables requested in **Requirement** and **Required Response** from the **Award Questionnaire** table below. 2. The Bidder’s response demonstrates a sometimes compliant and sometimes not completely thorough understanding of the requirements and provides a variable and at times uncompliant explanation of how the requirements will be met. 3. The Bidder’s response has major deficiencies or gaps and on balance does not provide significant, relevant added value with that is **Economically Advantageous.** 4. There are, on balance, too many significant and/or relevant risks, assumptions and/or gaps present, thus very unconvincing. | Sometimes non-compliant. Highly variable.  Major deficiencies or gaps.  On balance, too many significant and/or relevant risks, assumptions and/or gaps. |
| 0 | The Bidder’s response fails to meet any of the criteria either with a response which is not appropriate to the requirements, the omission of an answer, or a blank response. | Not compliant. |

In all cases, **Economically Advantageous** is defined as the most advantageous solution that meets these three factors:

1. **Economy**: Spending less. Getting the best product, support and/or services for the best price.
2. **Efficiency**: Deploying better. Using the most efficient blend of time, money, and quality factors such as reliability, warranty, and integration to achieve success.
3. **Effectiveness**: Achieving a customer’s objectives. Enabling a customer to successfully adopt the best products and/or services offered and to keep on improving.

Cost is not evaluated for admission to this lot on the enFrame framework. The indicative economic efficiency or effectiveness that underpins and demonstrates your solution as highly **Economically Advantageous** can be included to support your response for example benchmark pricing.

## Framework Award Criteria

The evaluation of each response will be awarded a mark and checked. When the evaluation has been completed, the marks will be totalled to determine a score, which will give a total score for each lot out of a maximum of 100.

The overall score (out of 100) will be recorded as the **quality score** for determining whether a Bidder is successfully awarded a place on the framework for this lot.

A minimum **quality score** of 60 will be required for admission on to the framework for each lot. In addition, bidders will be required to achieve an initial score of at least a 3 for each AQ for that lot.

# Award Questionnaire Table

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| AQ1: Telephony Systems |
| Requirement |
| Contracting Authorities may require a range of telephony equipment, software, and services for their institutions. These will include (but not be limited to):   * Telephony handsets. * Onsite controllers and systems. * Telephony software. * SIP provision to site. * Services for replacement and migration from copper-based services such as ADSL or ISDN and traditional copper lines. * Functionality should include (but not be limited to):   + Voicemail services, including voicemail to email.   + Call menu and handling services.   + Hunt groups.   + Caller hand-off and management.   + Messaging services. |
| Required Response |
| Bidders should describe their solutions to the requirements specified in this AQ. They should:   * Offer a range of equipment, software, and services, including their recommended usage and any relevant advantages or disadvantages to those solutions. * Provide details of their expertise in providing these solutions to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these solutions. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * State if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these products and services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these solutions in an educational context, and the rationale for those choices. * Add indicative costs for the required services in the **Lot 10: Telephony Cost Matrix**. (**Important**: Bidders will only be evaluated on costs during further competitions. They will not be evaluated on costs during the procurement of the framework.)   Answers should be no more than **5 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| **AQ1: Telephony Systems**  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| AQ2: Cloud Telephony Provision |
| Requirement |
| Contracting Authorities may require a range of cloud-based telephony solutions including (but not limited to):   * Centralised cloud controllers. * SIP provision to cloud controllers. * Virtual handset applications for desktop, mobile devices, and traditional handsets. * Integration with cloud platforms and communications systems including Google, Microsoft, Zoom etc. * Integration with desktop and mobile systems for calendaring, scheduling, address books and contacts and other applications. * Capability for telephony systems to be utilised outside of the individual establishment, across multiple sites, and at any location that users may be working with access to the internet. * A full range of standard call handling including:   + Voicemail.   + Messaging.   + Call menu and handling services.   + Hunt groups.   + Caller hand-off and management.   + Messaging services. |
| Required Response |
| Bidders should describe their solutions to the requirements specified in this AQ. They should:   * Offer a range of solutions, including their recommended usage and any relevant advantages or disadvantages to those solutions. * Provide details of their expertise in providing these solutions to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these solutions. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * State if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these products and services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these solutions in an educational context, and the rationale for those choices. * Add indicative costs for the required services in the **Lot 10: Telephony Cost Matrix**. (**Important**: Bidders will only be evaluated on costs during further competitions. They will not be evaluated on costs during the procurement of the framework.)   Answers should be no more than **5 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| **AQ2:** **Cloud Telephony Provision**  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| AQ3: Telephony Associated Services |
| Requirement |
| Contracting Authorities may require a range of additional services to enhance and supplement telephony systems, or as standalone products, including (but not limited to):   * Lockdown and security systems. * Mobile telephone provision including 4G/5G. * Wide area networking provision over 4G/5G/Satellite. * Public address systems. |
| Required Response |
| Bidders are required to demonstrate their competence in providing a range of services to the requirements specified in this AQ. They should:   * Describe their solutions to the requirements specified in this AQ. * Provide details of their expertise in providing these services to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these services. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * Refer to devices and options presented in their solutions to the requirements in AQ1 and AQ2 where appropriate. * State if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these products and services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these services in an educational context, and the rationale for those choices. * Add indicative costs for the required services in the **Lot 10: Telephony Cost Matrix**. (**Important**: Bidders will only be evaluated on costs during further competitions. They will not be evaluated on costs during the procurement of the framework.)   Answers should be no more than **5 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| **AQ3:** **Telephony Associated Services**  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| AQ4: Support, Warranty and Training |
| Requirement |
| Contracting Authorities may require a range of associated services to their telephony provision, including (but not limited to):   * Specification, design, auditing, implementation, deployment, and configuration of systems. * Warranty, maintenance, and updates. * Support, management, and monitoring of systems. * Training both at deployment and from time to time as appropriate. |
| Required Response |
| Bidders are required to demonstrate their competence in providing a range of services that satisfy the criteria in this AQ. They should:   * Provide details of their expertise in providing these services to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these services. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * Refer to devices and options presented in their solutions to the requirements in AQ1 and AQ2 where appropriate. * State if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these products and services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these services in an educational context, and the rationale for those choices.   Bidders are not required to include costs for this AQ in **Lot 10: Telephony Cost Matrix.**  Answers should be no more than **3 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| **AQ4:** **Support, Warranty and Training**  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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