



March 2024

## Staffordshire Chambers of Commerce Mobile Phone Voice and Data Services Opportunity

### Introduction

Staffordshire Chambers of Commerce are looking for a mobile contract that will provide optimum efficiency in terms of cost and performance. We are therefore seeking a company to address this requirement for voice and data services as part of a two year managed business contract, commencing June 2024

### Key contract requirements:

- The option of either shared or individual data allowances for 17 connections
- The option of 15 new handsets consisting of 2 iphones (model 13 onwards), 1 reasonably high spec Samsung and 12 other such as Samsung, and 2 only SIMS, or 14 SIM only or 2 iphones (model 13 onwards) and 1 Samsung reasonably high spec  
All numbers to be ported over.
- The option of sustainable handsets.
- Unlimited standard UK minutes and SMS.
- Competitive global roaming solution.
- The ability to add spend caps on an individual basis.
- The provision of an acquisition rebate.

### **Key business contract requirements:**

- The current service provider is BT mobile, which will switch to EE in May, and we are happy to consider an alternative as long as the recommended provider has equivalent or better coverage across Staffordshire. National and international coverage is also required.
- A totally managed and seamless transition should we decide to move away from the current network.
- Solutions for areas where coverage may be a concern such as WIFI calling for example.
- One point of contact is required for support and issue resolution going forward.
- Access to an intelligent online billing platform for reporting and invoices.
- Ease of being able to add more connections if required

### **Key Considerations**

It should be noted that key considerations in appointing a supplier will include, and be scored in the following areas:

- Applicant is a member of Staffordshire Chambers of Commerce
- Experience of delivering similar solutions and reputation
- Quality product and service
- Functionality, innovative solution, reliable, flexible and ease of use
- Value for money and cost
- Delivery timescale
- Device operating system must be 100% compatible with our VOIP app, 3CX (currently version 18). Device operating system should be minimum Android 12. Due to the nature of our VOIP telephone app, demo devices would be required so that tests can be carried out to ensure full compatibility between handset and App”.

Please complete the attached tender form and return to [lorraine.green@staffordshirechambers.co.uk](mailto:lorraine.green@staffordshirechambers.co.uk) no later than Friday 29<sup>th</sup> April 2024.

We look forward to hearing from you with regards to this business opportunity.

Kind regards,

**Lorraine Green**

Director of Finance and Corporate Services  
Staffordshire Chambers of Commerce and Industry Ltd

**Tender Form**

**Company Details**

Name and address of company:

Contact details:

Year company established:

**Details of proposed solution**

**Cost of proposal (clearly breaking down set up costs and ongoing costs)**

**Intended implementation process and timescales**

**Duration of contract, terms and conditions**

**Experience of managing proposed solution and names of two companies using the proposed solution**

**Other Information Required**

Do you hold ISO 9001 and / or ISO 14001?	Y / N
If no, would you be interested in attaining ISO 9001 or ISO 14001	Y / N
Do you pay at least the Real Living Wage to employees?	Y / N
If no, would you like someone to contact you with more information on how to sign up to the Real Living Wage foundation?	Y / N
Please explain how your service supports sustainable development principles. Specifically, describe how it maximises positive environmental impacts or addresses potential negative environmental impacts.	
How does your service contribute to social value? Please provide details on any initiatives, partnerships, or practices that promote social inclusion, diversity, or community engagement.	
Would you like more information on the Sustainable Development Goals?	Y / N