**Invitation to Tender**

Mobile phone and IT audit service member benefit

1. **Introduction**

Staffordshire Chambers of Commerce (SCOC) is seeking a provider to partner with us in offering an exclusive mobile phone contract audits service to our members. This service will be a valuable member benefit for those looking to make savings on their existing phone contracts.

Additionally currently, there is no dedicated mobile offering within our membership, and this partnership will enable members to secure enhanced rates and discounts on corporate mobile phone plans. This wont’ be an exclusive arrangement though as we do have other telecom company members.

As part of the arrangement, the Chamber will receive a commission for each business that subscribes to the provider’s services following our introduction and a percentage of savings of any new contracts agreed. We are looking to establish this partnership through an initial one year business contract, beginning in April 2025 with a view to extend for a further two years.

The service will be a new member benefit, similar to that we currently have with TROO for energy audits. The successful bidder will therefore be representing the Chambers to a degree and therefore we reserve the right to cancel the agreement without notice if we feel the service is bringing the Chambers into disrepute.

1. **Tender specification:**

* The company must be Staffordshire-based and a current member of the Chamber.
* Provide a complimentary business mobile phone audit.
* Offer services across all major networks, including Vodafone, O2, EE/BT, and Three.
* The Chamber will receive an upfront commission payment, based on a percentage of the total value of any deal resulting from a member's subscription.
* Provide quarterly statements and pay any funds due to the Chambers within 60 days of contracts being signed with businesses.
* Provide case studies from businesses that you have been able to help reduce costs and provide testimonials.
* Ideally, we would like a company that can carry out a full audit of a companies IT costs to include Microsoft licences etc. to maximise the savings a company could make.

The successful bidder will be expected to sign a Service level agreement. (Please see appendix 1 for draft SLA)

1. **Tender Requirements**

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

* The applicant must be a current member of Staffordshire Chambers of Commerce.
* Proven experience in delivering similar solutions, with a strong reputation for quality.
* High-quality products and services.
* A solution that is functional, innovative, reliable, flexible, and user-friendly.
* Competitive pricing that offers excellent value for money.
* Ability to meet agreed delivery timescales.

Please complete the attached tender form and return it to Jade Holloway at: jade.holloway@staffordshriechambers.co.uk by 12.00 28th March 2025.

We look forward to receiving your response and discussing this exciting business opportunity.

1. **Tender evaluation**

Bids will be assessed on the following criteria:

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| --- | --- |
| **Criteria** | **Weighting** |
| Member of the Staffordshire Chambers of Commerce | Pass/Fail |
| Experience of delivering similar service | 25% |
| Methodology and approach | 25% |
| Two examples of relevant case studies | 10% |
| Savings on contracts given to the Chambers | 20% |
| Discounts offered to Chamber members on new contracts | 20% |

1. **Scoring Matrix**

|  |  |
| --- | --- |
| Unacceptable/ Not answered | 0 |
| Minor reservations | 2 |
| Acceptable | 3 |
| Fully meets | 4 |
| Usefully exceeds | 5 |

1. **Timeline**

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| --- | --- |
| Opportunity advertised | 12.03.25 |
| Deadline for submissions | 28.03.25 |
| Assessment of bids | By 04.04.25 |
| Contract award | By 11.04.25 |
| Inception meeting | w/c 14.04.25 |
| Benefit goes live on members portal | w/c 14.04.25 |

1. **Clarification questions**

If you have any queries regarding this tender opportunity please email Jade Holloway. Questions and answers will be anonymised and posted to our website so that all bidders have access to the same information. The deadline for clarification questions is 12.00 on the 25th March.

**Tender Form**

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| **Company Details**  Name and address of Company  Main Contact Details:  Name:  Position:  Email:  Tel:  Year company established:  Company number: |

**Question 1**

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| **Please detail your experience of delivering a similar service (**Max 350 words): |

**Question 2**

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| **Please detail you proposed methodology and approach to deliver this work** (max 350 words) |

**Questions 3**

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| **Please give examples of 2 relevant case studies** |

**Question 4**

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| Proposed savings on contracts to be given to SCOC |

**Questions 5**

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| Exclusive discounts to be offered to Chamber members taking new contracts: |

**Other Information Required (not mandatory)**

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| --- | --- |
| 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 |