

**Working together for positive change**

# Tender for Avaya Phone System Upgrade

**PRN618: Tender Pack**

**OJEU Ref 2016/S 126-225389**

**Tender Return Deadline 12noon Friday 12th August 2016**

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1. Background Information

* 1. Choice Housing Ireland Limited (the Association) is a newly formed registered housing association and currently the largest in Ireland. As a landlord Choice Housing Ireland provides approximately 10,200 homes across Northern Ireland and 500 through Oaklee Housing in the Republic of Ireland. Choice Housing Ireland provides housing for families, singles, sheltered accommodation and various models of supported housing for tenants with complex needs. We work with over 40 partners to provide care and support services. Our partners include the Health & Social Care Trusts, the Housing Executive and other organisations from the voluntary and community sectors. Choice Housing Ireland Ltd will be increasingly involved in a range of private and commercial housing activities through group businesses.
  2. The Association provides a wide range of products and services including pioneering energy efficient housing, extensive care & support services and award winning Dementia housing schemes.
  3. Our Mission is to be the leading provider of customer focused housing and support services in Ireland.
  4. Our Values are:



2. Key Business Requirements

2.1 Choice Housing uses an Avaya IP Office system connected in a small community network. We require this system to be upgraded to Avaya 9.1 leaving all the handsets interconnected.

2.2 We are currently using IP Contact Centre Reporting which will be obsolete after the upgrade; we require a replacement solution. The Customer Services Centre is in operation between 09:00 & 17:00 Monday – Friday so the switchover will need to happen at a weekend. Phone lines are in use for forwarding out of hours so minimal downtime for the line must be achieved.

2.3 We will require support to migrate and necessary information, and training on any new products supplied.

2.4 We will be decommissioning analogue handsets as part of this process and replacing them with IP handsets.

3. Specification

3.1 This tender covers 4 key elements:

1. The upgrade of the current Avaya system over our 3 sites.
2. A 3 year support and maintenance package for the Avaya system.
3. A replacement solution for the CCR.
4. A 3 year support and maintenance package for the new CCR.

Upgrade of the current Avaya system

3.2 We require an upgrade to our Avaya IP Office system over 3 office locations to version 9.1 of the system. This can either be achieved by upgrading the existing IP Office v2s, or migrating the system to IP Officer Server edition.

3.3 The 3 office locations are:

Leslie Morrell House, 37-41 May Street, Belfast BT1 4DN

Maple House, Beechill Industrial Estate, 96 Beechill Road, BT8 7QN

36-39 James’s Street, Dublin 8

3.4 Each site has an Avaya IP 500 v2 unit. Currently each is licensed for Version 9 of the software, however at present only the Dublin unit has v9 installed.

3.5 The system needs to support 255 handsets over the 3 sites with 8 analogue ports available in Leslie Morrell House and Maple House. We currently have a mix of analogue, digital and IP handsets. It is our intention to replace all of the analogue handsets with IP handsets (approximately 150 units). Please quote for Avaya IP 1608i’s or similar handsets – note we don’t link our computers through the handsets.

3.6 One/X portal will need to be installed and configured for the system. It is preferable for this to be hosted on our VMWare cluster in Leslie Morrell House.

3.7 We require VoiceMail Pro for all users. It is preferable for this to be hosted on our VMWare cluster in Leslie Morrell House. We require 32 voice mail ports.

3.8 We have 5 analogue modules which will be removed as part of this process.

3.9 Any of the physical hardware within the current system can be re-tasked as part of any solution proposed.

3.10 The association would like to retain current investment in licenses within any proposed solution.

3.11 We enclose a summary of the licenses available and handsets connected to our current Avaya system. These can be found in Appendix C. The configuration files for the system can be supplied upon request.

3.12 To implement the upgrade the successful supplier must be an Avaya accredited partner. The implementation team must include at least one engineer who is certified on Avaya v9.1 with at least 3 years’ experience.

3.13 There must be at least 1 engineer on site for go-live.

Three year support and maintenance package for Avaya

3.14 Our normal office hours are Monday to Friday, 8am to 6pm. We require a support and maintenance contract to cover the full Avaya system for a period of 3 years, providing support from Monday to Friday, 8am to 6pm, as a minimum. However it would be preferable for support to be available from 8am to 8pm.

3.15 As we operate a customer contact centre the maximum response time acceptable is 4 hours.

3.16 To maintain support for our office in Dublin emergency cover must be available on Northern Ireland public/statutory holidays that are **not** holidays in the Republic of Ireland.

3.17 To provide support the successful supplier must be an Avaya accredited partner, with a minimum of 4 qualified Avaya Support Engineers.

Replacement solution for the CCR

3.18 We require a replacement solution for the CCR. Whatever solution is proposed it must be either an Avaya proprietary solution, or an Avaya accredited DevConnect product.

3.19 The proposed solution must be able to record all conversations within the contact centre, and these conversations must be available for quality review by the contact centre team leaders. The association currently using Contact Store for this.

3.20 The solution must be able to provide the following range of reports:

1. **Inbound Call Report**

* Customer Calls
* Answered Calls
* Lost Calls
* Average answer time (secs)
* Average answer time (%)
* Average Call duration (mm:ss)
* Average After Call Work (mm:ss)
* Average Busy Not Available (mm:ss)
* Average Abandoned Time (mm:ss)
* Grade of Service

1. **Outbound Call Report**

* Outbound Calls
* Average Call Duration

1. **Advisor Report**

* Shift
* Calls Answered
* Average Call duration answered calls
* Outbound calls made
* Average call duration outbound calls
* After Call Work Time (mm:ss)
* After Call Work (%)
* Busy not available (hh:mm:ss)
* Busy not available (%)

1. **Hourly call report**

* Customer Calls
* Answered Calls
* Lost Calls
* Average call duration
* Average After Call Work (mm:ss)
* Average Busy not available (mm:ss)

3.21 It would also be useful to have a report that would highlight recurring trends when KPI’s are not being met. If possible a comparison report which compares hourly slots daily on like for like days. This would help us to see what days and times we regularly see a drop in grade of service and would help us to monitor staffing levels.

3.22 To install and implement the proposed solution the successful supplier must have at least 1 engineer certified for the current version of the software, with at least 3 years’ contact centre engineering experience.

3.23 There must be at least 1 engineer on site for go-live (if on the same day as the Avaya upgrade this must be in addition to the Avaya engineer).

Three year support and maintenance package for CCR replacement

3.24 Our normal office hours are Monday to Friday, 8am to 6pm. We require a support and maintenance contract to cover the CCR for a period of 3 years, providing support from Monday to Friday, 8am to 6pm, as a minimum. However it would be preferable for support to be available from 8am to 8pm.

3.25 As we operate a customer contact centre the maximum response time acceptable is 4 hours.

3.26 To maintain support for our office in Dublin emergency cover must be available on Northern Ireland public/statutory holidays that are **not** holidays in the Republic of Ireland.

3.27 To provide support the successful supplier must be accredited for the solution provided, with a minimum of 3 qualified Support Engineers.

4. Submission of Proposal

4.1 All companies wishing to take part in the Tender must submit their proposal for the project by **12noon Friday 12th August 2016**, in the format as specified in this document.

5. The Procurement Process

5.1 This Tender process will be run in line Choice Housing Ireland’s procurement procedures. The tender process is not subject to the Regulations but is subject to Northern Ireland Public Procurement Policy.

5.2 This procurement process is also subject to the conditions of tender set out throughout this document. All information returned will be binding and no variant will be permitted.

6. Procurement Timeline

6.1 The key dates of the procurement process are set out in the table below (although the Association reserves the right to vary key dates on notice to all tendering organisations).

|  |  |
| --- | --- |
| **Date** | **Action** |
| Monday 27th June 2016 | Tender documents available |
| Wednesday 3rd August 2016 | Clarification deadline – 12noon |
| Friday 12th August 2016 | Tender return date – 12noon |
| Tuesday 16th August 2016 | Evaluation of Tender Proposal |
| Advise presentation slot by 17th August 2016 | Advise of date and time for Contact Centre solution replace |
| 22nd or 23rd Aug | Presentation of CCR, times to be confirmed |
| Thursday 1st September 2016 | Issue Award notice |
| Thursday 8th September 2016 | Award of Tender |

The winning Tenderer must confirm they can adhere to the above timeline.

6.2 Tendering organisations must submit their response to this Tender by **12noon Friday 12th August 2016** in accordance with the provisions of this Tender. The Association reserves the right to extend the deadline. Any extension granted will apply to all tendering organisations. The Association reserves the right to reject any responses received after the deadline.

6.3 The Association will perform an evaluation of the submissions, with a view to selecting a tendering organisation to perform the Services.

6.4 The Association may require that you attend a meeting to present on your proposed solution. This will take place after the closing date for return of the Tender. The Association will advise candidates at the earliest opportunity if face to face meetings are required. Unfortunately the Association will be unable to accommodate any other date other than those offered.

6.5 The engagement of the successful tendering organisation is subject to the formal approval process of the Association. Until all necessary approvals are obtained no contract will be entered into.

6.6 Consultants are required to provide the full names and addresses of the proprietor, partners and/or directors of the Team Members (or where the Consultant is a Consortium, for each Consortium member) and to confirm whether any of the persons named are (a) related to any officer/member of staff of Choice or (b) have been an employee of Choice during the past five years. Where there is a potential conflict of interest, Consultants must provide their proposals for dealing with the potential conflict, section 7 outlines this further.

7. Conflicts of Interest

7.1 Confirmation of a potential conflict of interest will not result in the automatic disqualification of a supplier. Choice will assess the likelihood of any conflict affecting the robustness of the competition, taking into account the suppliers proposals for dealing with the conflict, in deciding whether to consider the supplier ineligible for further consideration.

7.2 If it appears likely that the conflict will have such an effect, Choice (or its representatives) will discuss the matter with the supplier and seek to agree a method for dealing with the conflict satisfactorily. If agreement cannot be reached on terms acceptable to Choice, the supplier may be excluded from further participation in the competition.

8. Instructions to Tenderers

8.1 Tenderers must inform the Association in writing if there is any change in control, composition or membership of their organisation or their consortium members subsequent to their expression of interest in this procurement process. The Association reserves the right to disqualify Tenderers from the procurement process as a result of any such change.

8.2 Tenderers are reminded of the eligibility requirements that apply to this procurement process at all times. Any change in the Tenderer's eligibility must be notified immediately to the Association in writing and may result in the Tenderer's disqualification from the procurement process.

8.3 Tenderers must state if they will be using third party contractors to deliver the solution and ensure that all relevant terms and conditions are applied within any relevant sub-contract. Tenderers will be fully responsible as the prime contractor for all third party sub-contractors.

8.4 It is the Tenderer's responsibility to carefully read all documentation contained within this documentation set.

9. Confirmation of receipt

9.1 Tenderers should confirm receipt of this Tender Pack and confirm participation in the process to: [corporateprocurement@choice-housing.org](mailto:corporateprocurement@choice-housing.org) (or appropriate inbox) by 12 noon Wednesday 3rd August 2016, and should advise of one (or more) email addresses to be used in any correspondence with the Association in relation to this Tender, in particular to send the responses to clarification questions.

10. Clarification of information provided in Tender Pack

10.1 Tenderers may submit, by no later than 12 noon Wednesday 3rd August 2016 any queries relating to this tender.

10.2 Requests for clarification of information provided in this Tender should be made via email to the Association at [corporateprocurement@choice-housing.org](mailto:corporateprocurement@choice-housing.org). Whilst the Association will undertake to respond to all requests for clarification promptly, Tenderers should allow up to two working days to receive a response.

10.3 Copies of the clarifications requested and the responses will be provided to all Tenderers and will be distributed to the email addresses provided by each Tenderer. This will not identify the source of the original question.

10.4 If a Tenderer wishes their clarification to be treated as confidential and not shared with other Tenderers, it must state this when submitting the clarification request. If the Association does not consider the clarification request as confidential, the Tenderer will be informed and will have an opportunity to withdraw the request. If the clarification is not withdrawn the response will be issued to all Tenderers.

10.5 The deadline for receipt of clarifications relating to the solution of this Tender is set out in the Timetable. Tenderers are advised not to rely on communications from the Association in respect of the solution or Tender unless they are made in accordance with these instructions.

11. Due diligence

11.1 It is the Tenderer’s responsibility to verify the accuracy of all information provided throughout the Tender Procedure.

11.2 It is the Tenderer’s responsibility to perform all necessary due diligence which allows a fixed price to be submitted in this Tender submission.

12. Clarification of responses from Tenderers

12.1 The Association's approach to clarification will be consistent to ensure that one Tenderer does not receive an unfair advantage over the rest. There will be a clear audit trail documenting the reasoning behind any attempt to seek clarification in writing (via email) from a Tenderer.

12.2 Clarifications may be sought:

* Where the majority of clarification issues fall into the category of ‘obvious mistake’; and
* Where it is apparent what the Tenderer’s intentions were, but a mistake has been made in the Tender submission.

Some examples are:

* Administrative mistakes – such as referring to a document “attached” to the submission which has been omitted;
* ‘Typos’ – such as, where percentages in a column add up to 10%, but 100% has been written (the extra ‘0’ added by mistake);
* Glaring omissions – such as, the working of a calculation has been shown, but the answer left blank; and
* Inconsistencies and confused document structure – such as, when there is conflicting information in the document.

Clarification may be sought for such ‘obvious mistakes’.

12.3 An example of where clarification is not appropriate is “brief answers” – such as, where the Tenderer has understood the question and answered it clearly, but briefly. However, if all Tenderers have been light on information in the same area, then it may be possible to ask for more information from all, since the principle of equal treatment will have been adhered to.

12.4 Tenderers should be aware that the Association is under no obligation to seek clarification and it is the responsibility of the Tenderer to ensure that their responses are unambiguous and complete.

13. Preparation and Format of Responses

13.1 Tenderers shall submit their Tender in accordance with these instructions. Any Tender that does not comply with such instructions in any particular way may be rejected by the Association, whose decision in this matter will be final.

13.2 Responses to all documents and all correspondence relating to the Tender must be written in English.

13.3 Tenderers should consider only the information contained within this Tender, and supporting documents, or otherwise formally communicated in writing, when making their offer.

13.4 Except where otherwise stated, Tenderers shall use **12 point Arial Font** to prepare their submissions.

13.5 Tenderers must complete the Administration and Organisation Details (Section 18) for information purposes.

13.6 Tenderers must complete all of the following sections which will form part of the evaluation:

* Section 18 – Administration and Organisation Details
* Section 19 – Qualification Assessment
* Section 20 – Quality Assessment
* Section 21 – Cost Assessment (completed cost schedule)
* Section 22 – The Form of Tender
* Appendix A – The Conflict of Interest Declaration
* Appendix B – Fair Employment Declaration

13.7 Tenderers must ensure that all evidence/supporting documentation requested is enclosed with their submission.

13.8 The **Form of Tender** (Section 22), **Conflict of Interest Declaration** (Appendix A) and **Fair Employment Declaration** (Appendix B) must be completed by all Tenderers and returned with their submission. Failure to complete and return the **Form of Tender** will mean that a Tenderers submission will be rejected.

14. Submission of Tender

14.1 Please be advised that the Association operates a 3 envelope return system for Tender returns. Please take note of the following instructions for the return of this Tender.

**Envelope 1**

The envelope must be marked **“No.1 – Quality Submission”**, with the Tenderer’s name and the project name, i.e.:

**‘‘Tender for Avaya Phone System Upgrade 2016 - PRN618”**

The envelope should include the following only:

* Section 18 – Administration and Organisation Details
* Section 19 – Qualification Assessment
* Section 20 – Quality Assessment
* Appendix A – The Conflict of Interest Declaration
* Appendix B – Fair Employment Declaration

**Envelope 2**

The envelope must be marked **“No.2 – Cost Submission”**, with the Tenderer’s name and the project name, i.e.:

**‘‘Tender for Avaya Phone System Upgrade 2016 - PRN618”**

The envelope should include the following only:

* + Section 21– Cost Assessment (completed cost schedule for the proposed solution)
  + Section 22 – The Form of Tender

**Envelope 3**

Envelopes 1 and 2 should be put in this envelope. It should be sealed and marked:

**‘‘Tender for Avaya Phone System Upgrade 2016 - PRN618”**

and also marked as **Private & Confidential.**

There should be no identification of the organisation submitting the Tender package on Envelope 3.

14.2 Tenders must be returned to:

**Procurement Department**

**Choice Housing Ireland Limited**

**Leslie Morrell House**

**37-41 May Street**

**Belfast, BT1 4DN**

By **12noon Friday 12th August 2016,** each Tenderer is responsible for the safe and timely delivery of its Tender submission.

14.3 The Association requests that Tenderers provide 3 hard copies of their submission

15. Conditions of Tender

15.1 In submitting a Response to this Tender it will be implied that the Tenderer accepts all the provisions of this Tender including these conditions.

15.2 The Association reserves the right to issue the response to any clarification request made by a Tenderer to all Tendering Organisations unless the Tenderer expressly requires it to be kept confidential at the time the request is made. If the Association considers the contents of the request not to be confidential, it will inform the Tenderer and they will have the opportunity to withdraw the request.

15.3 The information contained in this Tender, any supporting documents and in any related written or oral communication is believed to be correct at the time of issue but the Association will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the Association.

15.4 By issuing this Tender, the Association is not bound in any way to enter into any contractual or other arrangement with the Tenderer or any other party.

15.5 It is intended that this procurement will take place in accordance with the provisions of this Tender but the Association reserves the right to terminate, amend or vary the procurement process by notice to all tendering organisations in writing. The Association will accept no liability for any losses caused to the Tenderer as a result of this.

15.6 The Tenderer will not be entitled to claim from the Association any cost or expenses that the Tenderer may incur in preparing their Response irrespective of whether or not their Tender is successful.

15.7 All information supplied to the Tenderer by the Association, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to the Tenderer's professional advisers) unless the information is already in the public domain.

15.8 There must be no publicity by the Tenderer regarding the Project or the future award of any Contract unless the Association has given express written consent to the relevant communication.

15.9 Any attempt by the Tenderer or their appointed advisers to inappropriately influence the contract award process in any way will result in the Tenderer's Response being disqualified. Any direct or indirect canvassing by the Tenderer or their appointed advisers in relation to this procurement or any attempt to obtain information from any of the employees or agents of the Association concerning another tendering organisation may result in disqualification at the discretion of the Association.

15.10 The Association reserves the right to disqualify the Tenderer if they do not submit their response in a manner consistent with the provisions set out in the Instructions to Tenderers.

15.11 It is the Tenderer's responsibility to ensure that any consortium member, sub- contractor and adviser abides by these Conditions of Tender.

15.12 The Tenderer's response should remain valid for acceptance for a minimum of 90 days from the date it is submitted.

16. Tender Evaluation Model - Award and Evaluation Criteria

16.1 Any contract(s) awarded as a result of this procurement will be awarded on the basis of the proposal that best meets the requirements of the Association.

The Award Criteria are:

* 30% Price
* 70% Quality

16.2 Scores are arrived at following the application of the Evaluation Criteria set out below.

16.3 Tenderers are required to submit a Tender strictly in accordance with the requirements set out in this Tender Pack to ensure that the Association has the correct information to make the evaluation. Evasive, unclear or hedged Tenders may be discounted in evaluation and may, at the organisation’s discretion, be taken as a rejection by the Tenderer to the terms set out in this Tender Pack.

16.4 The Tender Evaluation Model showing the Evaluation Criteria and the maximum scores attributable to them is set out as follows.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Evaluation Criteria** | **Section of Tender Pack** | **Score** | **Weighting** | **Total Score** |
| Avaya Upgrade – including the implementation plan and team | **20.1** | 0-5 available | **x1.6** | Max available 8 |
| Avaya Support Contract | **20.2** | 0-5 available | **x0.8** | Max available 4 |
| CCR Upgrade/Replacement – including the implementation plan and team | **20.3** | 0-5 available | **x1.6** | Max available 8 |
| CCR Support Contract | **20.4** | 0-5 available | **x0.8** | Max available 4 |
| Case Studies | **20.5** | 0-5 available | **x4.2** | Max available 21 |
| Presentation on CCR Solution | **20.6** | 0-5 available | **x5** | Max available 25 |

17. Evaluation Process

17.1 Quality Evaluation

The quality evaluation will be scored in accordance with the following table:

|  |  |
| --- | --- |
| **Scoring matrix for the technical and quality criteria** | |
| **0** | Completely fails to meet required standard or does not provide a proposal. |
| **1** | Proposal significantly fails to meet the standards required, contains significant shortcomings or is inconsistent with other proposals. |
| **2** | Proposal falls short of achieving expected standard in a number of identifiable respects. |
| **3** | Proposal meets the required standard in most material respects, but is lacking or inconsistent in others. |
| **4** | Proposal meets the required standard in all material respects. |
| **5** | Proposal meets the required standard in all material respects and exceeds some or all of the major requirements. |

Evaluation of tenders will be carried out by a tender panel, and the evaluators will, if necessary, contact tenderers to seek clarification of any aspect of a tender.

17.2 The Association envisages that the tender panel will consist of the following members, however we reserve the right to change the composition dependent on business needs:

Mr Robert Roulston – Board Member

Mr Dominic Griffith – ICT Technical Manager

Mr Martin Murphy – Service Centre Team Leader

Tenderers should identify any work they are currently carrying out or competing for which could cause a conflict of interest, and indicate how such a conflict would be avoided.

17.3 Cost Evaluation

Please set out your fixed price for undertaking the programme of work (excluding VAT) for providing the service outlined in sections 2 and 3.

Invoices will be required to show a detailed breakdown (by staff member) of actual time worked on the project.

Tender prices will be scored on a comparative basis [with the lowest Tender receiving 100% of the available marks (30% following weighting). All other Tenders will be compared against that lowest Tender].

|  |
| --- |
| Cost Evaluation |
| Price will count for 300 marks and will be evaluated on the basis of each Tenderer’s tendered price as described in the table of costs requested as per **Section 21**. The lowest tendered price will score full marks for price. The marks for price for all other Tenders will be calculated by the following formula:  Maximum marks for price (300) X price of lowest priced Tender  Price of Tender being evaluated  Where for assessment purposes the tender price will be the overall cost for the solution (Section 21). |

# 

We wish to advise that Choice does not bind itself to accept the lowest tender.

# The Group normally settles invoices at 30 days following the receipt of the invoice. Tenderers are expected to confirm that they accept these arrangements.

18. Administration and Organisation Details

This section is for information and will not be evaluated.

|  |  |
| --- | --- |
| **Full Title of Tenderer** | [ENTER TEXT HERE] |
| **Address of Registered Office** | [ENTER TEXT HERE] |
| **Name of contact person for the purposes of this Tender – please include contact details** | [ENTER TEXT HERE] |
| **Email address(es) to be used in any correspondence with the Association in relation to this Tender, in particular to send the responses to clarification questions** | [ENTER TEXT HERE] |
| **Address of office where the designated support team would be based** | [ENTER TEXT HERE] |
| **What is the trading status of the Tenderer? Please specify eg public limited company, private limited company, co-operative, etc** | [ENTER TEXT HERE] |
| **If the Tenderer is a member of a group of companies, consortium or special purpose vehicle, please provide the name, company registration number and registered address of the parent company/head office** | [ENTER TEXT HERE] |
| **Former trading names if any** | [ENTER TEXT HERE] |
| **Please attach an organisation chart/diagram as Appendix 1, clearly showing the staffing/management structure within the Tendering Organisation as it is relevant to this Tender** | Chart attached? Please choose Yes or No from the drop down box below.  Choose an item. |

19. Qualification Assessment

19.1 Tenderer profile

A) Are there any pending, threatened or past material litigation or other legal proceedings connected with similar projects against your organisation that may affect delivery of the services referred to in this Tender?

Please choose Yes or No from the drop down box below.

Choose an item.

If ‘Yes’, please provide further information.

[ENTER TEXT HERE - MAX. 500 WORDS]

B) Have there been any instances in the past three years where there has been a failure, by the Tenderer to complete a contract on time or at all, or where there have been claims for damages, or where damages have been deducted or recovered or any contracts terminated?

Please choose Yes or No from the drop down box below.

Choose an item.

If ‘Yes’, please provide further information.

[ENTER TEXT HERE - MAX. 500 WORDS]

19.2 Health & Safety Policy

Does the Tenderer have an up to date and signed Health & Safety Policy that is compliant with current legislation?

Please choose Yes or No from the drop down box below.

Choose an item.

Evidence must be attached.

If the answer is ‘No’, please provide further information.

[ENTER TEXT HERE - MAX. 500 WORDS]

19.3 Insurances

Please confirm you have the minimum requirements below.

Insurance documentation will be required from the successful Tenderer prior to commencement of contract.

Note: Where a Tenderer does not currently have the minimum stated requirement (see below), it will be a condition of award of contract that it obtain and maintain the minimum cover prior to, and during, any contract award as follows:

Minimum requirements are

|  |  |  |
| --- | --- | --- |
| **Insurance Category** | **Value** | **Complete as appropriate** |
| Employer’s Liability | £5,000,000 | Please choose Yes or No from the drop down box below.  Choose an item. |
| Public Liability | £5,000,000 | Please choose Yes or No from the drop down box below.  Choose an item. |
| Professional Indemnity Insurance | £500,000 | Please choose Yes or No from the drop down box below.  Choose an item. |

19.4 References

Please provide details of two organisations whereby your firm has provided an Avaya system and/or CCR solution of a similar size to that being provided for Choice. Choice reserves the right to contact any or all of these companies for a reference. You should ensure that the companies listed would be willing to provide a reference /be willing to discuss your performance with Choice.

|  |  |
| --- | --- |
| Name of Client | [ENTER TEXT HERE] |
| Address of Client | [ENTER TEXT HERE] |
| Name of Contact | [ENTER TEXT HERE] |
| Position of Contact | [ENTER TEXT HERE] |
| Contact details phone / email | [ENTER TEXT HERE] |
| Contract start date | [ENTER TEXT HERE] |
| Length of Contract | [ENTER TEXT HERE] |
| Description of work undertaken | [ENTER TEXT HERE] |

|  |  |
| --- | --- |
| Name of Client | [ENTER TEXT HERE] |
| Address of Client | [ENTER TEXT HERE] |
| Name of Contact | [ENTER TEXT HERE] |
| Position of Contact | [ENTER TEXT HERE] |
| Contact details phone / email | [ENTER TEXT HERE] |
| Contract start date | [ENTER TEXT HERE] |
| Length of Contract | [ENTER TEXT HERE] |
| Description of work undertaken | [ENTER TEXT HERE] |

Please note: Choice will not accept references from legacy Association members (that is Ulidia H.A, Oaklee, Trinity H.A or OakleeTrinity) or if you have previously been engaged by Choice Housing.

19.5 Minimum Selection Criteria

19.5.1 For Tenderers to proceed to the presentation stage of the selection process they must fulfil the following criteria:

1. To implement the upgrade the successful supplier must be an Avaya accredited partner. The implementation team must include at least one engineer who is certified on Avaya v9.1 with at least 3 years’ experience.
2. To provide support for the Avaya system the successful supplier must be an Avaya accredited partner, with a minimum of 4 qualified Avaya Support Engineers.
3. To install and implement the proposed CCR solution the successful supplier must have at least 1 engineer certified for the current version of the software, with at least 3 years’ contact centre engineering experience.
4. To provide support for the CCR the successful supplier must be accredited for the solution provided, with a minimum of 3 qualified Support Engineers.

19.5.2 Please complete the following table for assessment:

|  |  |  |
| --- | --- | --- |
| **i.** | Are you an Avaya accredited partner?  *Please provide evidence.* | Choose an item. |
| How many of the implementation engineers are certified on Avaya v9.1? |  |
| How many years’ experience per certified engineer? |  |
| **ii.** | How many Avaya support engineers do you have? |  |
| **iii.** | How many implementation engineers are certified for the CCR solution? |  |
| How many years’ experience per certified engineer? |  |
| **iv.** | How many CCR qualified support engineers do you have? |  |

20. Quality Assessment – 70%

20.1 Avaya Upgrade – Implementation Plan and Team (8%)

Please provide a detailed implementation plan for the upgrade of the Avaya system, providing full details of the stages involved, timeframe, and any back-out plans. (*Sections 3.2 to 3.13 detail our requirements for the upgrade)*

Within your response provide a detailedoutline of key personnel who will be involved in this contract. This section should include:

* Name of employee; job title; relevant qualifications; other professional qualifications; date that they joined your firm; current and previous work experience;
* Please provide a CV for each project team member
* Tenderers should note that the individuals whose qualifications and experience are relied on to satisfy the minimum standards of professional ability must form part of the team that is proposed for delivery.

Click here to enter text.

20.2 Avaya Support Contract (4%)

Please provide full details of the support contract you are offering. *(Sections 3.14 to 3.17 detail our minimum requirements)*

Within your response provide a detailedoutline of key personnel who will be involved in this contract, including qualifications and experience of at least 4 support engineers actively involved in providing support.

Click here to enter text.

20.3 CCR Upgrade/Replacement (8%)

Please provide full details of the CCR solution you are providing, outlining how this will integrate with our Avaya system, and fulfil the reporting requirements set out in sections 3.20 and 3.21.

You must also provide a detailed implementation plan for the upgrade/replacement of the CCR, providing full details of the stages involved, timeframe, and any back-out plans. (*Sections 3.18 to 3.23 detail our requirements for the upgrade/replacement)*

Within your response provide a detailedoutline of key personnel who will be involved in this contract. This section should include:

* Name of employee; job title; relevant qualifications; other professional qualifications; date that they joined your firm; current and previous work experience;
* Please provide a CV for each project team member
* Tenderers should note that the individuals whose qualifications and experience are relied on to satisfy the minimum standards of professional ability must form part of the team that is proposed for delivery.

Click here to enter text.

20.4 CCR Support Contract (4%)

Please provide full details of the support contract you are offering. *(Sections 3.24 to 3.27 detail our minimum requirements)*

Within your response provide a detailedoutline of key personnel who will be involved in this contract, including qualifications and experience of at least 4 support engineers actively involved in providing support.

Click here to enter text.

20.5 Case Studies (21%)

Please provide 3 case study examples of your experience, within the last 3 years prior to the return date of this Tender, of performing similar work for organisations with similar requirements to Choice. You should provide full detail of your experience. Each case study will be worth 7%

Tenderers should ensure their responses relate to both the key information provided and scope of services.

Click here to enter text.

20.6 Presentation on the CCR Solution (25%)

Tenderers who fulfil the minimum criteria as set out below in section 19.5 (and detailed in section 3) will be invited to a meeting with the evaluation panel to present on the CCR solution they are proposing.

Tenderers will be expected to demonstrate the integration capabilities and mandatory reporting requirements of the solution (as detailed in 3.20).

Meetings will last for 1 hour – 30 minutes being for the presentation and 30 minutes for questions from the panel.

Tenderers proceeding to presentation stage will be advised of the date and time of their meeting by close of business on 11th August. The meetings themselves will take place over the 15th and 16th August.

21. Cost Assessment – 30%

21.1 Tenderers must complete the cost schedule below (note - costs should exclude VAT). Please provide a fixed fee for the services as required and detailed within this tender document.

|  |  |  |
| --- | --- | --- |
| **Elements to Cost for** | **Section of Tender Pack** | **Total Score** |
| Avaya Upgrade | **20.1** |  |
| 1. Hardware + Licenses |  | **£** |
| 1. Implementation Time |  | **£** |
| CCR Upgrade/Replacement | **20.3** |  |
| 1. Hardware + Licenses |  | **£** |
| 1. Implementation Time |  | **£** |
| Support Contract – **based on a 3 year term** |  |  |
| 1. Avaya | **20.2** | **£** |
| 1. CCR | **20.4** | **£** |
| **Total Cost** | | **£** |

All of the above will form part of the cost assessment for the Tender.

22. Form of Tender

**This must be completed by each Tenderer**

1. I/We the undersigned hereby tender for the above contract in accordance with the attached Conditions of Contract and Specification at the prices quoted in the cost assessment forming part of my/our tender response.
2. I/We agree that this Tender together with your written acceptance thereof shall constitute a binding contract between Choice Housing Ireland Limited in relation to the whole or such part of the Tender as may be specified in your written acceptance.
3. I/We have read, accept and agree to abide by the attached Conditions of Contract which take precedence over any terms, conditions, stipulations or provisos which may appear on or be annexed to any correspondence submitted by me/us in connection with this Contract.
4. I/We understand that Choice Housing Ireland Limited does not bind itself to accept the lowest or any Tender submitted in response to this enquiry and may accept the whole or part of any Tender.
5. I/We understand Choice Housing Ireland Limited has the right to discontinue the award procedure in the event of irregular Tenders or in the absence of appropriate Tenders.
6. I/We warrant that I/we have all the requisite corporate authority to sign this Tender.

Dated this \_\_\_[ENTER TEXT HERE]\_\_\_\_\_day of \_\_[ENTER TEXT HERE]\_\_ 2016

Signed by or on behalf of the Tenderer: \_\_[ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name [ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Tenderer: [ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Registered Address: [ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Appendix A: CONFLICT OF INTEREST DECLARATION

# Tender for Avaya Phone System Upgrade

**PRN618**

**Please complete where appropriate.**

I/We warrant that:

1. There **would be no** conflict or perceived conflict of interest in relation to the personnel or type of work involved in the Contract.\*

2. There **could be** a possible conflict or perceived conflict of interest in relation to the personnel or type of work involved in the Contract.\*

3. If you have indicated 2 above applies then please explain in a separate annex what the possible conflict or perceived conflict of interest may be and who it relates to and how it could have an adverse effect on the Contract.

\*Delete as Appropriate

Signature: [ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: [ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: [ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company: [ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(NOTE: THIS CERTIFICATE FORMS PART OF THE TENDER)

Appendix B: DECLARATION AND UNDERTAKING

**FAIR EMPLOYMENT AND TREATMENT (NORTHERN IRELAND) ORDER 1998**

I/We [ENTER TEXT HERE] hereby declare that I am/we are not an unqualified person for the purposes of Articles 64 to 66 of the Fair Employment and Treatment (Northern Ireland) Order 1998.

I/We undertake forthwith to inform CHOICE HOUSING should any notice stating that I am/we are an unqualified person be served upon me/us by the Equality Commission.

Signed: \_\_\_[ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_ Date: \_\_[ENTER TEXT HERE]\_\_

Duly authorised to

Sign for and on behalf of \_\_[ENTER TEXT HERE]\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Appendix C: EXISTING LICENSES AND HANDSETS

