

**Invitation to Tender**

**Mobile Phone Contract Renewal**

**(NFNPA – 0070)**

Date: 16 June 2025

**New Forest National Park Authority**

Lymington Town Hall, Avenue Road, Lymington, Hampshire SO41 9ZG

**Telephone** 01590 646600 **Fax** 01590 646666 **Email** tender@newforestnpa.gov.uk

[**www.newforestnpa.gov.uk**](http://www.newforestnpa.gov.uk)

VAT Reg No. 871 9343 00

**CHAIRMAN** DAVID BENCE **CHIEF EXECUTIVE** ALISON BARNES

**Contents PAGE**

1. [summary](#summary) 3

1. [New forest national park OVERVIEW](#opof_overview)  3
2. [WORKING ARRANGEMENTS](#working_arrangements) 3
3. [TENDER SPECIFICATION](#tender_specification) 4
4. [EVALUATION OF TENDERS](#eval_of_tenders) 4
5. [INSTRUCTIONS TO TENDERERS](#instructions_to_tenderers) 7
6. [CONDITIONS OF TENDER](#conditions_of_Tender) 8

## SUMMARY

The New Forest National Park Authority (NFNPA or ‘the Authority’), is looking to tender for a new mobile phone contract for the next 3 years. The current contract is due to end on 25 August 2025 and this new contract would need to seamlessly follow this end date to allow for continuous communication.

## OVERVIEW

The **New Forest National Park Authority** is the organisation responsible for promoting the two statutory purposes of the National Park as set out in the Environment Act 1995 which are:

■ To conserve and enhance the natural beauty, wildlife and cultural heritage of the area

■ To promote opportunities for the understanding and enjoyment of the special qualities of the Park by the public

The Authority also has a duty to seek to foster the economic and social wellbeing of the local communities within the National Park.The **New Forest National Park** hosts an extraordinary diverse range of species that are rare, uncommon, and declining elsewhere in the UK and Western Europe. It also has wonderful opportunities for quiet recreation, learning and discovery. The New Forest National Park receives an estimated 15 million day visits per year.

## WORKING ARRANGEMENTS

Any queries may be submitted through our contact details below:

Tender Team - 01590 646678 - [tender@newforestnpa.gov.uk](mailto:tender@newforestnpa.gov.uk)

## TENDER SPECIFICATION

**Detail**

We would like to have unlimited calls and unlimited texts included. We currently use a data bundle so that all numbers have access to the data pot, albeit most are restricted to a 4GB limit per month.

For the data pool going forward, we’d like it to be shared between all users but also have the ability to be able to set data limits on individual Sims and be able to amend those as required. Data usage will not exceed 60GB.

The contract will not need to provide us handsets and so the quote is for SIMs only - current requirement 65 with the option to increase at a later date at the same cost. We would be interested in hearing about both physical and eSIMs.

Pricing of the contract should show the cost per year including expected inflationary costs and support costs where applicable.

**The Contract**

The contract is to start by 26 August 2025, and last at least 3 years with the option of a further +1 +1 year extension with full service and support. All necessary CCS supporting documentation is provided with the ITT document as per the CCS rules and regulations.

## EVALUATION OF TENDERS

Suppliers must complete, a tender response as stipulated by the CCS legislation. This outlines the minimum information required from suppliers and will form the basis upon which your submission will be evaluated. It is envisaged that this scoring and evaluation exercise will take no longer than 5 working days after the ITT response deadline, which isnoon Wednesday 9 July 2025**.** It is envisaged that a decision will then be made 16 July 2025, with the contract starting in August 2025 as stated.

No information contained in this ITT, or in any communication made between the Authority and you in connection with this ITT shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this ITT. The Authority reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall the Authority incur any liability in respect of this ITT or any supporting documentation.

Please answer all questions as accurately and concisely as possible in the same order as the questions are presented. Where a question is not relevant to your organisation, this should be indicated, with an explanation.

***Completeness and Further Information***

The information supplied will be checked for completeness and compliance with the instructions before responses are evaluated.

Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, may mean that you are not invited to participate further. In the event that none of the responses are deemed satisfactory, the Authority reserves the right to terminate the procurement and where appropriate re-advertise the procurement.

You should be explicit and comprehensive in your responses to this ITT as this will be the single source of information on which responses will be scored and ranked. You are advised neither to make any assumptions about any past or current supplier relationships with the Authority nor to assume that such prior business relationships will be taken into account in the evaluation procedure.

The ITT is provided on the same basis to all tenderers. Please note that to ensure fair and open competition, the responses to any questions raised by interested contractors will be made available to all other contractors, where appropriate. Any such clarifications will be posted on our website. The deadline for receipt of clarifications relating to the specification or any other part of this ITT is noon Friday 28 June 2025.

Please note that the spaces provided in the Assessment Document should not be viewed as an indication of the length and depth of responses we require for a particular section. Suppliers are encouraged to generate as much space as required to answer each section in full, ensuring that any additional pages used are clearly cross-referenced to the relevant section being addressed, where applicable.

It should be noted that whilst some sections of the Assessment Document are not directly scored (e.g. financial information), the Authority reserves the right to take into account supplier responses to these elements when evaluating and awarding the contract.

Supplier responses in the Assessment Document shall form part of the contract, where appropriate, thus the supplier will be legally obliged to comply with the responses provided therein. Should your company be successful and be awarded the contract, any variations to the proposals in the Assessment Document must receive prior written approval from the Authority.

The Authority expressly reserves the right to request you to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this ITT. The Authority may seek independent financial and market advice to validate information declared, or to assist in the evaluation.

***Disqualification and selection***

The Authority may disqualify you if you fail to:

1. Provide a satisfactory response to any questions in the ITT or inadequately or incorrectly complete any question or have not provided the required information; and/or
2. Submit the completed ITT before the stated deadline.

The potential providers who are not disqualified in accordance with the above grounds shall be evaluated on the qualification criteria which take into account the economic and financial standing and the technical or professional ability of each.

The Contract will be awarded on the basis of the most economically advantageous tender to the Authority, based on the evaluation criteria of 30% price and 70% quality. Tenders will be evaluated and assessed using the scoring matrix below.

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Price | 30% |
| Quality | 70% |

The following scoring mechanism will be used to allocate points available.

|  |  |
| --- | --- |
| **Scoring** | **Points** |
| Response meets the required standard in all material respects and adds value in some or all of the major requirements | 9 – 10 |
| Response meets the required standard in all material respects | 7 – 8 |
| Response meets the required standard in most material respects, but is lacking or inconsistent in others | 5 – 6 |
| Proposal falls short of achieving expected standard in a number of identifiable respects | 3 - 4 |
| Response significantly fails to meet the required standard, contains significant shortcomings or is inconsistent with other responses | 1 - 2 |
| Completely fails to meet required standard or does not provide a response | 0 |

**Price** –with regards to the price evaluation, the lowest accepted (i.e. reasonable) submitted price will be awarded the maximum price score of **30%**. Thereafter, each tender will be ranked and scored in accordance with how much more expensive their respective price is compared to the lowest price (e.g. – if it is 50% more expensive than the lowest price, it will be awarded 50% less price points in comparison to the lowest price tender).

**Quality** - weighted scores will be calculated by multiplying the score for each quality criteria by its weighting. The weighted scores will be totalled for each tender. The totals will be normalised so that the normalised highest total will attract the highest Quality score of **70%**.

There is an overall quality threshold of **6 points**. If the summation of the weighted scores under each quality heading is below this figure, then the tender will no longer be considered, regardless of price.

The Authority reserves the right to withdraw this contract opportunity at any point, without notice, and will not be liable for any costs incurred by suppliers during any stage of the process. Suppliers should also note that, in the event a tender is considered to be fundamentally unacceptable on a key issue, regardless of its other merits, that tender may be rejected.

## INSTRUCTIONS TO TENDERERS

The proposed Tender timescales are as follows, however these are subject to change:

|  |  |
| --- | --- |
| **Tender Process** | **Deadline** |
| Invitation to Tender (ITT) sent out | 16 June 2025 |
| Deadline for ITT clarifications / questions | noon Friday 28 June 2025 |
| ITT response deadline | noon Wednesday 9 July 2025 |
| Evaluation of ITT submissions | 9 July to 16 July 2025 |
| Contract award notice | 16 July to 23 July 2025 |
| Standstill Period | One week from award |
| Contract commencement date | 26 August 2025 |

Tenders submitted after the stipulated time and date advised will be rejected, unless exceptional circumstances are proven.

Tenderers must ensure that their completed Assessment Document has been returned, by noon Wednesday 9 July 2025 in order for their bids to be evaluated:

1. If your submission is via email, please return it to: [tender@newforestnpa.gov.uk](mailto:tender@newforestnpa.gov.uk) - to arrive no later than noon Wednesday 9 July 2025.
2. If you wish to post a hard copy reply, it must be marked for the attention of Tom Knott, to arrive no later than noon Wednesday 9 July 2025 and sent to:

FAO: Tom Knott, Finance and Sustainable Procurement Officer – [NFNPA 0070]

New Forest National Park Authority

Lymington Town Hall

Avenue Road

Lymington

Hampshire

SO41 9ZG.

Please note that you must ensure that the envelope used must bear **no mark to identify the sender**. Failure to comply with this may result in your tender being excluded from the evaluation process.

Posted entries are sent at the risk of the supplier and confirmation of receipt will not be provided by the Authority, unless specifically requested by the supplier; the Authority will not be liable in any way for entries not received or delayed in the post. Furthermore the Authority is unable to return any documentation provided, whether the supplier is successful or not.

The Authority shall keep all tenders received unopened until after the ITT submission deadline of 9 July 2025. Any tenders received after this time shall not be considered for evaluation and shall be returned promptly to the tenderer.

## CONDITIONS OF TENDER

The Terms and Conditions of Contract will be based on the CCS terms and conditions firstly, then on the Authority’s General Standard Conditions of Contract where applicable, a copy of our terms can be found below:



The Authority reserves the right to withdraw this contract opportunity without notice and will not be liable for any costs incurred by suppliers during any stage of the process. Suppliers should also note that, in the event a tender is considered to be fundamentally unacceptable on a key issue, regardless of its other merits, that tender may be rejected.

### Representations

A supplier may contact the Authority to obtain any further information about the requirements of the contract or the tendering procedures if these are not evident or clear from the documents supplied to suppliers.

No questions will be answered that provide a competitive advantage to any party interested in tendering.

Should questions arise during the tendering period, which in our judgment are of material significance, we will inform all suppliers to explain the nature of the question, and our formal reply. All suppliers should then take that reply into consideration when preparing their own bids and we will evaluate bids on the assumption that they have done so.

### Specification

For the avoidance of doubt, the contract specification shall include all requirements explicit or implied within this Invitation to Tender.

The Authority reserves the right to withdraw this tender document and all funding contained within it without notice.

### Conflicts of Interest

Tenderers must disclose in their Tender any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest by taking part in this competition, or if awarded any contract as a result of this opportunity. This also applies to any sub-contractors that the Tenderer wishes to employ as part of any contract.

Where Tenderers identify such potential conflicts, they should immediately state these to the Authority and confirm how they intend to avoid such conflicts. The Authority reserves the right to reject any Tender which, in the opinion of the Authority gives rise, or could potentially give rise to, any conflict of interest.

### Tenders Excluded

No tender will be considered for acceptance if the supplier has indulged or attempted to indulge in any corrupt practice or canvassed the tender with an employee of the Authority. If a supplier has indulged or attempted to indulge in such practices and the tender is accepted, then grounds shall exist for the termination of the contract and the claiming of damages from the successful suppliers.

It is unlikely that any tender will be accepted which (a) is incomplete or inaccurately or inadequately completed or which purports to impose conditions other than those provided in the contract documents and (b) is delivered out of time or in a manner other than specified in the specification.

### Collusive Tendering

In submitting a tender against this contract, the supplier confirms that they have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

The supplier also certifies that at no time, before or following the submission of the tender, has the Supplier carried out any of the following acts:

i) communicating to a person other than the person calling for the tenders the amount or approximate amount of the proposed tender, except where such disclosure is required for the purpose of obtaining insurance

ii) entering into any agreement or arrangement with any person that he shall refrain from tendering or as to the amount of any tender to be submitted

iii) offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above. In the context of this clause the word ‘person’ includes any persons and any body or association, corporate or unincorporated; and ‘any agreement or arrangement’ includes any such transaction, formal or informal, and whether legally binding or not.

### Freedom of Information

The National Park Authority is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 and therefore information in relation to this tender may be requested by third parties. Requests for information will be considered on a case-by-case basis and consideration will be given as to whether or not the information is exempt from disclosure under the legislation.

Suppliers should identify if any of the information supplied by them is confidential or commercially sensitive and provide details of why they feel release of the information would prejudice their interests.  This will not guarantee that the information will not be disclosed but your views will be taken into account when considering a request.

It is important to note that information may be commercially sensitive for a time (e.g. during a tender process) but afterwards it may not be.  The timing of any request for information will be taken into account when determining whether or not the information is exempt, however suppliers should note that no information is likely to be regarded as exempt forever.

**Confidentiality**

The Tenderer (whether this Tender is accepted or not) and all other recipients of the Specification and documents (whether they submit a tender or not) shall treat the details of the Specification and the documents attached hereto as private and confidential and shall not disclose the details to any party.