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Contract

User Services for Emergency Services Network (ESN)

Secretary of State for the Home Department

F03: Contract award notice

Notice identifier: 2025/S 000-001272

Procurement identifier (OCID): ocds-h6vhtk-037300

Published 14 January 2025, 5:12pm

Section I: Contracting authority

I.1) Name and addresses

Secretary of State for the Home Department

The Emergency Services Mobile Communication Programme, 3rd Floor, Clive House, 70 Petty France,

London

SW1H 9EX

Contact

ESMCP User Services Commercial Lead

Email

esmcp_user_services@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/government/organisations/home-office

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

User Services for Emergency Services Network (ESN)

Reference number

C18116

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

This Award Notice relates to the award of a contract the provision of User Services (US) ,

a managed service to be provided to the 3 Emergency Services (Police, Fire and Rescue and Ambulance) ("3ES") and other future users.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,362,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32500000 - Telecommunications equipment and supplies
- 32522000 - Telecommunications equipment
- 32523000 - Telecommunications facilities
- 32524000 - Telecommunications system
- 45232332 - Ancillary works for telecommunications
- 48200000 - Networking, Internet and intranet software package
- 48444100 - Billing system
- 50312300 - Maintenance and repair of data network equipment
- 50312600 - Maintenance and repair of information technology equipment
- 50324100 - System maintenance services
- 50330000 - Maintenance services of telecommunications equipment
- 50334400 - Communications system maintenance services
- 64212000 - Mobile-telephone services
- 64225000 - Air-to-ground telecommunications services
- 71243000 - Draft plans (systems and integration)
- 72000000 - IT services: consulting, software development, Internet and support
- 72246000 - Systems consultancy services

- 72253000 - Helpdesk and support services
- 72253100 - Helpdesk services
- 72253200 - Systems support services
- 72254000 - Software testing
- 72254100 - Systems testing services
- 72260000 - Software-related services
- 72261000 - Software support services
- 72262000 - Software development services
- 72267200 - Repair of information technology software
- 72268000 - Software supply services
- 72315000 - Data network management and support services
- 72318000 - Data transmission services
- 72322000 - Data management services
- 72400000 - Internet services
- 79342300 - Customer services
- 79512000 - Call centre
- 79940000 - Collection agency services
- 79980000 - Subscription services
- 79990000 - Miscellaneous business-related services
- 80511000 - Staff training services
- 92210000 - Radio services
- 92217000 - General Mobile Radio Services/Family Radio Services (GMRS/FRS)
- 92312212 - Services related to the preparation of training manuals
- 98110000 - Services furnished by business, professional and specialist organisations

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

England, Scotland and Wales

II.2.4) Description of the procurement

This Award Notice relates to the award of a contract the provision of User Services (US) , a managed service to be provided to the 3 Emergency Services (Police, Fire and Rescue and Ambulance) ("3ES") and other future users. The US supplier will provide end to end systems integration (including interfaces and testing services) for the ESN including, but not limited to providing public safety communications services (including developing and operating the public safety applications), providing the necessary telecommunications infrastructure; user device management, customer support, and service management.

Future users of ESN include the police, fire and rescue, and ambulance services as well as a range of other users ranging from local authorities and utility services to first responders like inshore rescue. There are 300,000+ frontline emergency service users who will depend on ESN, using handheld devices or operating equipment in 45,000 vehicles, 66+ aircraft and more than 100 control rooms. All of Mobile Services Suppliers coverage will be available for ESN with specific contract provision for the majority of roads; user defined Critical Operational Locations; up to 10,000 feet in the air and 12 nautical miles from Britain's coastline.

The services are primarily intended for use by public-sector bodies in England, Scotland, and Wales. User Organisations, including the 3ES and non-3ES Sharer Organisations.

The 3ES service will be required to cover (currently): — Approximately 250,000 operational staff (with a broadly equivalent number of connected mobile communication devices taking into account the proportion of staff with a device, vehicles, and pools of spare devices) across the 3ES; — 44 Police and Crime Commissioners/services; — 50 Fire and Rescue Authorities/services; — 13 ambulance trusts; — National Crime Agency; — 3 non-Home Office Police Services (British Transport Police, Ministry of Defence Police, Civil Nuclear Constabulary); — National Police Air Service. ESN will also provide a service for more than just the 3ES however as 400+ Government and local public safety and other bodies use the current system and will potentially require the ability to use ESN. These other bodies may add up to approximately 50,000 additional connected devices, and may

include the Central Government Departments, Non-Departmental Public Bodies and Agencies, Local Authorities in Great Britain and a number of charitable bodies and other organisations that interact with public safety bodies.

The Authority may from time to time modify this list to reflect changes to the organisational structure of the 3ES.

The initial contract term, which is [84.5 months], runs until 31st December 2031 with two options to extend for a 12 month period in each case. optional 2 years extensions in 12-month periods.

The value used on the notice is an up to value and includes any potential extensions.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Two optional 2 years extensions in each case for a 12-month periods.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-013744](#)

Section V. Award of contract

Contract No

C18116

Title

User Services for Emergency Services Network (ESN)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 December 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

IBM United Kingdom Limited

P.O. Box 41 North Harbour, Portsmouth Hampshire

Portsmouth

PO6 3AU

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00122953

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,362,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 63 %

Short description of the part of the contract to be subcontracted

Specialist services in support of overall User Services delivery

Section VI. Complementary information

VI.3) Additional information

The initial term of the contract is [84.5 months] and runs until 31st December 2031. The Authority may (at its sole discretion) extend the initial term by one or more extension periods by giving the supplier at least sixty (60) Working Days' notice before the end of the initial term (up to a maximum of 2 years in two separate 12 month periods). The Authority may (at its sole discretion) extend the initial term by one or more extension periods by giving the supplier at least sixty (60) Working Days' (as defined in the regulations') notice before the end of the initial term or beyond (up to a maximum of 2 years in two separate 12 month periods)

The Home Office as Contracting Authority intends to put in place contracts for the ESN for use by or on behalf of itself and other UK public sector bodies (The Scottish Ministers acting through the Scottish Government, Safer Communities Directorate , The Welsh Ministers acting through the Welsh Government) in England, Scotland, and Wales (and their statutory successors and organisations created as a result of re-organisation or organisational changes).

However, the services shall also be available for use by all UK contracting authorities (as defined in the Regulations) with a public safety, crime prevention or security remit, including, but not limited to, Central Government Departments (in particular the Secretary of State for the Home Department, the Secretary of State for Health and Social Care, the Scottish Ministers acting through the Scottish Government, and the Welsh Ministers acting through the Welsh Government and their Agencies and Non Departmental Public Bodies (NDPBs) (a list of Government Departments, Agencies and NDPBs can be found at: Departments, agencies and public bodies - GOV.UK - GOV.UK (www.gov.uk)

he services shall also be available to the following entities:

NHS bodies (i.e. NHS England, NHS Trusts, NHS Foundation Trusts and other NHS organisations including NHS Scotland and its organisations and Special NHS Boards in Scotland) (lists of such Authorities and Trusts can be found at: NHS England » NHS provider directory NHS Wales health boards and trusts | GOV.WALES Organisations –

Scotland's Health on the Web

Local Authorities a list of such authorities can be found at:

LOCAL AUTHORITY COUNCILS:

England:

County, Unitary, District, Borough, and Metropolitan Councils. (Parish and Community Councils are also permissible users). See link:

A-Z of councils online | Local Government Association

<https://www.local.gov.uk/topics>

<http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm>

Scotland: Administered across 32 Council areas. See link:

Councils | COSLA

Wales: Administered across 22 Council areas. See link:

Find your local authority | GOV. WALES <https://www.gov.im/categories/home-and-neighbourhood/local-authorities/local-authority-contacts/>

All territorial and specialist police forces in England, Wales, and Scotland, including National Crime Agency, College of Policing and other law enforcement agencies, all Police and Crime Commissioners and Police Authorities in the UK, Fire and Rescue Services Find a police force

| [Police.uk](https://www.police.uk) (www.police.uk) List of UK fire and rescue services (nationalfirechiefs.org.uk) Structure of the UK Ambulance Services - aace.org.uk. In addition, the services may be made available to Category 1 Responders so "organisations identified as Category 1 or 2 responders under the Civil Contingencies Act (2004) which could include (transport operators, utility operators, and charities that interact with public safety bodies).

Please note the following sections should be zero, however the current form does not allow for a zero entry:

Number of tenders received from SMEs: (SME - as defined in Commission Recommendation 2003/361/EC)

Number of tenders received from tenderers from other EU Member States

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom