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Contract

## **Maintenance of Prisoner Telephony System**

Scottish Prison Service

F03: Contract award notice

Notice identifier: 2022/S 000-003511

Procurement identifier (OCID): ocds-h6vhtk-031452

Published 8 February 2022, 9:05am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Scottish Prison Service

Calton House, 5 Redheughs Rigg

Edinburgh

EH12 9HW

#### **Contact**

David Wares, Procurement Manager

#### **Email**

[david.wares@sps.pnn.gov.uk](mailto:david.wares@sps.pnn.gov.uk)

#### **Telephone**

+44 1313303768

#### **Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

<http://www.sps.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00384](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00384)

**I.4) Type of the contracting authority**

Regional or local Agency/Office

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Maintenance of Prisoner Telephony System

Reference number

00796

#### **II.1.2) Main CPV code**

- 50334130 - Repair and maintenance services of telephone switching apparatus

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Contract Award Notice. Maintenance of the prisoner telephone system (an analogue / digital hybrid) within the publically prisons managed by the Scottish Prison Service for a period of 3 years.

#### **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: £1,117,563

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

Main site or place of performance

All SPS prisons in Scotland. See [www.SPS.gov.uk](http://www.SPS.gov.uk) for location details

#### **II.2.4) Description of the procurement**

The SPS has undertaken a direct award to Redwood Technologies to continue the support and maintenance of the as installed prisoner telephony system within 13 Scottish prison for the next 3 years from April 2022 to 2025. The value of the maintenance services is circa 372,000 GBP per annum.

#### **II.2.5) Award criteria**

Quality criterion - Name: System support and maintenance / Weighting: 60

Price - Weighting: 40

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The installed prisoner PIN telephony system contains hardware and uses operating system software that was developed by, and is proprietary to, Redwood Technologies. Technical reasons, and exclusive rights (IPR) in the software therefore preclude effective competition for the maintenance services. The software is integral to the operation of the system and affects a number of SPS activities including call monitoring, tariff management, and call charge reconciliation back to individual prisoners. Redwood also hold stocks of key spare parts, pin-phone telephone instruments and components to support in-service maintenance. The age of the system (12 years) means that such items are not generally and readily available in the market.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

### **Contract No**

00796

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

7 February 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 0

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

**V.2.3) Name and address of the contractor**

Redwood Technologies

Radius Court, Eastern road

Bracknell

RG12 2UP

Telephone

+44 1344304344

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,117,563

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This award of maintenance services will extend the in-service life of the existing prisoner telephony systems through continued support, software fixes and a selective technology refresh of some components for a further 3 years.

It is intended that SPS will seek to tender and replace this aged phone system with a modern digital system in this 3 year period.

This in-service extension will enable SPS to properly consider options and technology solutions for the future provision of prisoner telephony.

(SC Ref:682462)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Scottish Court Service c/o Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

Internet address

[www.scotcourts.gov.uk/the-courts/sheriff-court/find-a-court](http://www.scotcourts.gov.uk/the-courts/sheriff-court/find-a-court)