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Planning

## **Voice Services**

Foreign Commonwealth and Development Office

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-011278

Procurement identifier (OCID): ocds-h6vhtk-02b380

Published 20 May 2021, 10:45pm

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

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

Foreign Commonwealth and Development Office

King Charles Street

London

SW1A 2AH

#### **Contact**

Ginny Noble

#### **Email**

[ginny.noble@fco.gov.uk](mailto:ginny.noble@fco.gov.uk)

#### **Telephone**

+44 2070080932

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.gov.uk/fcdo](http://www.gov.uk/fcdo)

Buyer's address

<https://fcdo.bravosolution.co.uk/web/login.html>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

National or federal Agency/Office

**I.5) Main activity**

General public services

## **Section II: Object**

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

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

Voice Services

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

- 64200000 - Telecommunications services

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

Services

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

Voice services to cover the design, installation, monitoring and management, call logging, directory and remote back-up and storage based on the existing FCDO owned Mitel controller configuration estate.

#### **II.1.5) Estimated total value**

Value excluding VAT: £18,500,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32342440 - Voice-mail system
- 32342450 - Voice recorders
- 32344110 - Voice-logging system
- 32412000 - Communications network
- 32422000 - Network components
- 32424000 - Network infrastructure

- 32500000 - Telecommunications equipment and supplies
- 32520000 - Telecommunications cable and equipment
- 32522000 - Telecommunications equipment
- 32523000 - Telecommunications facilities
- 32524000 - Telecommunications system
- 32550000 - Telephone equipment
- 32552100 - Telephone sets
- 32570000 - Communications equipment
- 32571000 - Communications infrastructure
- 32573000 - Communications control system
- 45232332 - Ancillary works for telecommunications
- 45314000 - Installation of telecommunications equipment
- 50330000 - Maintenance services of telecommunications equipment
- 50332000 - Telecommunications-infrastructure maintenance services
- 50334110 - Telephone network maintenance services
- 50334400 - Communications system maintenance services
- 64200000 - Telecommunications services
- 64220000 - Telecommunication services except telephone and data transmission services
- 64222000 - Teleworking services
- 64224000 - Teleconferencing services
- 64227000 - Integrated telecommunications services
- 72220000 - Systems and technical consultancy services
- 72223000 - Information technology requirements review services
- 72224000 - Project management consultancy services
- 72225000 - System quality assurance assessment and review services
- 72226000 - System software acceptance testing consultancy services

- 72250000 - System and support services

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

NUTS codes

- UK - United Kingdom

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

The FCDO (the Authority) is looking to put in place a contract for the provision of voice services to cover the design, installation, monitoring and management, call logging, directory and remote back-up and storage based on the existing Mitel 3300 controller configurations. This contract will cover the period until the FCDO has decided on its future unified communications strategy.

The purpose of this prior information notice is to:

- inform potential suppliers of a possible procurement for the provision of voice services,
- invite potential suppliers to register their interest for a potential procurement, and
- elicit feedback from potential suppliers to inform the development of the procurement and programme strategy. Nothing in this prior information notice is intended to commit the authority to a subsequent procurement.

Please register your interest via the email address as detailed at Section I.3) by no later than 18th June 2021 and ensure the email subject states 'Expression of Interest'.

FCDO has operated with a Mitel infrastructure since 2010. FCDO own the majority of the Mitel hardware and software, therefore the intention is for service to remain on the existing estate, however upgrades will be required during the life of the contract that offer the best overall value for money solution for FCDO.

The current voice infrastructure and network connectivity enables the communication of voice for over 200 global sites across the FCDO estate and averages 7.5 million calls per annum. During the Covid pandemic, the call volumes were 25,787,753 calls over the 13 month period of 01.03.2020 – 31.03.2021 including all voice calls except internal extension to extensions calls. This unified voice service allows authorised users to use any eligible voice devices on the FCDO estate to communicate internally and externally. The voice service is critical to the continued operation of the FCDO and its presence overseas.

The sites covered by the service are in the following countries; Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Australia, Austria,

Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia, Botswana, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cameroon, Canada, Chad, Chile, China, Colombia, Costa Rica, Cote d'Ivoire, Croatia, Cuba, Cyprus, Czech Republic, Denmark, Djibouti, Dominican Republic, DR Congo, Ecuador, Egypt, El Salvador, Eritrea, Estonia, Ethiopia, Falkland Islands, Fiji, Finland, France, Gambia, Georgia, Germany, Ghana, Gibraltar, Grand Cayman, Greece, Grenada, Guatemala, Guinea, Guyana, Hungary, Iceland, India, Indonesia, Iran, Iraq, Irish Republic, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Laos, Latvia, Lebanon, Lesotho, Liberia, Libya, Lithuania, Luxembourg, Macedonia, Madagascar, Malawi, Malaysia, Mali, Malta, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Netherlands, New Zealand, Niger, Nigeria, North Korea, Norway, Oman, Pakistan, Palestinian Territory, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Rwanda, S/Sudan, Saint Lucia, Samoa, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Slovakia, Slovenia, Solomon Islands, Somalia, South Africa, South Korea, Spain, Sri Lanka, St Vincent & the Grenadines, Sudan, Swaziland, Sweden, Switzerland, Taiwan, Tajikistan, Tanzania, Thailand, The Bahamas, Tonga, Trinidad and Tobago, Tristan da Cunha, Tunisia, Turkey, Turkmenistan, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, United Kingdom, Uruguay, USA, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe.

#### **II.2.14) Additional information**

The supplier must be able to provide a service at all sites remotely, and if necessary and not possible through local staff, physically.

The procurement route has not been chosen yet and is subject to internal business case approval.

#### **II.3) Estimated date of publication of contract notice**

31 December 2021

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### **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: Yes