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Tender

User Services for Emergency Services Network (ESN)

Secretary of State for the Home Department, Public Safety Group, Emergency Services Mobile Communications Programme (ESMCP)

F02: Contract notice

Notice identifier: 2023/S 000-013744

Procurement identifier (OCID): ocds-h6vhtk-037300

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Section I: Contracting authority

I.1) Name and addresses

Secretary of State for the Home Department, Public Safety Group, Emergency Services Mobile Communications Programme (ESMCP)

Clive House, 70 Petty France, London, SW1H 9EX

London

SW1H 9EX

Contact

ESMCP User Services Commercial Lead

Email

ESMCPsupplier@homeoffice.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/home-office>

Buyer's address

<https://www.gov.uk/government/publications/the-emergency-services-mobile-communications-programme/emergency-services-network>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://homeoffice.app.jaggaer.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://homeoffice.app.jaggaer.com>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Public order and safety, Health, Fire and Rescue Services

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

Further to a Prior Information Notice (PIN) ref: 2022/S 000-027907 issued on 4 October 2022, the Secretary of State for the Home Department (the Authority) is undertaking this procurement to appoint a suitably capable and experienced provider of User Services for the Emergency Services Network (ESN).

The information previously shared as part of the market engagement activity has now been superseded by the procurement and contract documentation issued in connection with this contract notice. Only the information shared pursuant to this contract notice should be relied upon by suppliers deciding whether to request to participate in this procurement

The ESN will replace Airwave in the future as the main critical communications system for first responders across Great Britain.

There are more than 300,000 emergency service users who will rely on the system we are creating for their own operational safety and the welfare of the British public. The Emergency

Services Mobile Communication Programme (ESMCP) is responsible for delivering the programme and we need companies with high standards, who can work with us to provide the technical building blocks needed, and who believe in the significance of what we are creating in ESN.

ESN will be provided by the User Services Supplier working in conjunction with other suppliers to the programme, principally the Mobile Services Supplier (currently EE). The Mobile Services Supplier provides the radio access network infrastructure and related services.

The User Services Supplier is responsible for the following areas:

Programme and project management delivery

- System integration, including the production of end-to-end designs and managing the integration of all systems and interfaces necessary to deliver ESN
- Delivery of network and IT infrastructure as required for the User Services, including a dedicated dual 4G/5G SA mobile core network
- Provision of a 3GPP-compliant solution for Mission Critical Services (MCX) supporting Mission Critical Push-to-Talk (MCPTT), Data (MCData) and Video (MCVideo) features
- Specification and certification services for third-party devices and systems to connect to ESN
- Provision of an enterprise mobility management service for ESN devices
- Provision of customer support, including a self-service interface, billing and reporting services
- Provision of service integration and service management, co-ordinating support from other ESN suppliers and managing end-to-end support for ESN

User Services must be resilient by design and optimised to work over mobile networks.

The MCX Services, which are core to the User Services, will provide prioritised group and individual voice, data and video communications over the 4G mobile network which is currently provided by EE (Mobile Services Supplier).

This opportunity is to establish a contract for User Services for the ESN and will be operated in line with the Competitive Dialogue Procedure under the Public Contracts Regulations 2015 (Regulations) The procurement comprises a multi-stage procurement process that is intended to short list qualified bidders, via an assessment of responses to the Standard

Selection Questionnaire (SQ), who will in turn be invited to participate in dialogue with the Authority and tender for the contract opportunity.

The SQ document is provided on the Authority's e-sourcing portal and will be available to suppliers who sign the Non-Disclosure Agreement (NDA) and Ethical Walls Agreement (please see Section VI.3 below for detail on how to access this). Note the date & time in IV2.2/ IV2.3 relates to SQ closing.

The evaluation panel shall evaluate the SQ responses using selection criteria detailed in the SQ document.

A Descriptive Document (DD) which sets out the Authority's requirements will also be made available to suppliers who sign the (NDA & EWA).

The Authority intends to issue draft contractual documentation at a later stage in the procurement, as detailed in the SQ.

II.1.5) Estimated total value

Value excluding VAT: £895,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32500000 - Telecommunications equipment and supplies
- 32522000 - Telecommunications equipment
- 32523000 - Telecommunications facilities
- 32524000 - Telecommunications system

- 32581000 - Data-communications equipment
- 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

- 72263000 - Software implementation 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
- 79980000 - Subscription services
- 79990000 - Miscellaneous business-related services
- 79994000 - Contract administration 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

II.2.4) Description of the procurement

Aims and Objectives of the Programme ESMCP is seeking a supplier of User Services (US) to provide a managed service for the 3 Emergency Services (Police, Fire and Rescue and

Ambulance) ("3ES") and other users and will be a key part of the ESN. 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, are listed within the DD

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 Authority is seeking to appoint a supplier to deliver the Services. The successful supplier needs to be able to meet the Authority's requirements (further detailed in the procurement documentation) and must be capable of delivering highly secure and complex services for an initial contract term until 31st December 2031 with optional 2 years extensions in 12-month periods.

Following publication of the Contract Notice, Procurement will be structured in the following

successive stages: :

The Selection Stage

Dialogue Stage, which comprises the following stages:

Invitation to Participate in Dialogue (“ITPD”) issued to qualified Bidders

Initial Dialogue Meetings

Initial Outline Proposal submitted by Bidders

Detailed Dialogue meetings

Close Dialogue and Invitation to Submit Final Tenders (“ITSFT”)

Tender evaluation and contract award.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £895,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

116

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

Following evaluation of SQ responses, a minimum of 3 and a maximum of up to 5 qualified bidders will be shortlisted and invited to proceed to the next stage of the procurement. This will be based on the top 3 to 5 highest scoring bidders who have submitted a compliant SQ response, provided that the specified number of qualified bidders is available.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The initial term of the contract is 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' (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))

<https://www.ons.gov.uk/methodology/classificationsandstandards/economicstatisticsclass>

[ifications/introductiontoeconomicstatisticsclassifications](#). The 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/DL1/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 (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). Further information on the organisations that may receive the services is provided in the Descriptive Document.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

N/A

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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: [2022/S 000-027907](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

19 June 2023

Local time

3:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 24 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

If you are interested in this opportunity you must register for the Home Office e-tendering portal Home Office eSourcing Portal (jaggaer.com) AND register interest by email via ESMCPSupplier@homeoffice.gov.uk to gain access to a Non-Disclosure and Ethical Walls Agreement which the Authority is utilising pursuant to Regulation 21(3) of the Regulations.

You must complete the NDA & EWA as soon as possible in order to access the eSourcing portal where the Selection Questionnaire and the Descriptive Document will be available. Note the date & time in IV2.2/ IV2.3 relates to SQ closing.

The Descriptive Document sets out the Authority's requirements. Draft contractual documentation will be made available at later stages of the procurement, as details in the SQ and DD. The Authority intends to establish a contract with the successful bidder for the ESN User Services requirement which is based on the Model Services Contract v2.0. The successful supplier will subsequently have a direct contractual relationship with each User Organisation. This will be in the form of a Supplier - User Organisation Purchase Agreement. The Supplier - User Organisation Purchase Agreement will govern the User Organisation's use of the User Services Supplier's services. The draft Supplier - User Organisation Purchase Agreement will be published in the draft contract (to be made available at a later stage in the procurement).

It is anticipated that a minimum number of 3 and a maximum number of 5 may be invited to participate in dialogue.

Objective criteria for choosing the limited number of candidates, included in the SQ.

The Authority reserves the right to reduce the number of bidders as part of an initial dialogue stage. The Authority will utilise a down selection process if 4 or more (to a maximum of 5) suitable bidders are shortlisted from the SQ stage, by applying award criteria (to be stated in the Invitation to Participate in Dialogue document) to an Initial Outline Proposal submission. After the Initial Outline Proposal stage, the Authority's intention is to conduct dialogue meetings with a maximum of 3 bidders only. Further detail on the stages of the procurement is set out Section [VI.3]. If 3 or few bidders are shortlisted after the SQ stage, the Authority will not utilise a down selection process during dialogue stage.

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