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Tender

Telephony and Communication Services Dynamic Purchasing System

Scottish Government

F02: Contract notice

Notice identifier: 2026/S 000-014683

Procurement identifier (OCID): ocds-h6vhtk-02d30e

Published 18 February 2026, 11:50am

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

Email

lisa.pittman@gov.scot

Telephone

+44 7345473360

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.gov.scot/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony and Communication Services Dynamic Purchasing System

Reference number

SP-21-039

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority is further extending its collaborative Dynamic Purchasing System (DPS) for Telephony and Communication Services for an additional 24 months until 27 March 2028.

The DPS comprises of two lots:

Lot 1 - Telephony and Communication Services

Lot 2 - Enterprise Bundled Services

The Authority wishes to take this opportunity to refresh the supplier list to ensure current suppliers retain the minimum qualifying criteria, still have up-to-date contact details and still wish to remain as a supplier. Accordingly, suppliers that are currently on the DPS are required to refresh and resubmit their Single Procurement Document (SPD) in order to remain as a DPS supplier. There is no need to resubmit any case study evidence for current suppliers. Current suppliers are required to submit an updated SPD within six weeks of this Contract Notice being issued. Failure to do so will result in current suppliers being removed from the DPS.

Full details of the requirement can be found on a previous Contract Notice which was issued on 17 February 2022, details as follows:

Reference No:FEB441070

OCID:ocds-r6ebe6-0000672959

II.1.5) Estimated total value

Value excluding VAT: £48,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Telephony and Communication Services

Lot No

1

II.2.2) Additional CPV code(s)

- 32321200 - Audio-visual equipment
- 32342100 - Headphones
- 32342200 - Earphones
- 32342440 - Voice-mail system
- 32344100 - Portable receivers for calling and paging
- 32351000 - Accessories for sound and video equipment
- 32400000 - Networks
- 32410000 - Local area network
- 32420000 - Network equipment
- 32430000 - Wide area network
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system

- 32520000 - Telecommunications cable and equipment
- 32540000 - Switchboards
- 32550000 - Telephone equipment
- 45314200 - Installation of telephone lines
- 48200000 - Networking, Internet and intranet software package
- 48214000 - Network operating system software package
- 48219100 - Gateway software package
- 48219500 - Switch or router software package
- 48219700 - Communications server software package
- 48219800 - Bridge software package
- 48314000 - Voice recognition software package
- 48316000 - Presentation software package
- 48500000 - Communication and multimedia software package
- 48510000 - Communication software package
- 48821000 - Network servers
- 48900000 - Miscellaneous software package and computer systems
- 50312300 - Maintenance and repair of data network equipment
- 50330000 - Maintenance services of telecommunications equipment
- 51300000 - Installation services of communications equipment
- 51340000 - Installation services of line telephony equipment
- 64213000 - Shared-business telephone network services
- 64214000 - Dedicated-business telephone network services
- 64214200 - Telephone switchboard services
- 64214400 - Communication land-line rental
- 64215000 - IP telephone services
- 64216000 - Electronic message and information services

- 64222000 - Teleworking services
- 64223000 - Paging services
- 64224000 - Teleconferencing services
- 64226000 - Telematics services
- 64227000 - Integrated telecommunications services
- 71316000 - Telecommunication consultancy services
- 72315000 - Data network management and support services
- 72710000 - Local area network services
- 72720000 - Wide area network services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Suppliers must complete the Single Procurement Document (SPD) Scotland and meet the minimum entry criteria, detailed within this Contract Notice, to be established on the DPS.

Due to the wide and diverse nature of this lot, it is not possible to list all the types of services envisaged. However, some examples (non-exhaustive list) include;

Provision of voice calls services & infrastructure, electronic billing services, broadband provision & services, Direct Dial-In (DDI) provision, traditional telephony including line rental including, telephony as a service, Public Switched Telephony Network (PSTN), Integrated Services Digital Network (ISDN), migration management support, paging services, non-geographic numbers, Directory Enquiries, Voice over Internet Protocol (VoIP), Session Initiation Protocol (SIP) trunks, point to point circuits, provision of Internet Protocol (IP) telephony, telephony software services, provision of telephony through a hosted or cloud based solution, call centre/contact centre, maintenance and support services, messaging services, unified communications, Intelligent Voice Response (IVR), automated call distribution, audio conferencing, web conferencing, video conferencing,

webcasting, wi-fi services.

Suppliers must have at least 12 months experience delivering the types of services within this lot. Please provide details about the services you can provide under this lot including at least 2 relevant case study examples from the last 3 years. Examples from public and/or private sector may be provided. Please try and be as clear and concise as possible and preferably within 2 sides of text on the relevant case study evidence form. Do not include hyperlinks or embed files to this response and ensure acronyms are explained in full. Note: at least two case study examples are required for each lot.

A copy of the case study evidence form can be found at section 4C.1.2 of the Single Procurement Document (SPD) Scotland within Public Contracts Scotland – Tender (PCS-T). The form should be downloaded, populated with relevant case study examples and uploaded.

Suppliers can apply for either or both lots.

Suppliers should be aware there is not a requirement to provide all services within this lot, applications can be submitted for discrete elements of the services.

II.2.5) Award criteria

Quality criterion - Name: Technical Weighting / Weighting: 40-80%

Price - Weighting: 20-60%

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

Duration in months

71

This contract is subject to renewal

Yes

Description of renewals

The DPS is likely to be relet at the end of its period.

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

Envisaged minimum number: 5

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

Economic operators may be excluded from this DPS if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Enterprise Bundled Services

Lot No

2

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32250000 - Mobile telephones
- 32252000 - GSM telephones
- 32252100 - Hands-free mobile telephones
- 32321200 - Audio-visual equipment
- 32342100 - Headphones
- 32342200 - Earphones
- 32342440 - Voice-mail system
- 32344100 - Portable receivers for calling and paging
- 32351000 - Accessories for sound and video equipment

- 32400000 - Networks
- 32410000 - Local area network
- 32420000 - Network equipment
- 32430000 - Wide area network
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32520000 - Telecommunications cable and equipment
- 32530000 - Satellite-related communications equipment
- 32540000 - Switchboards
- 32550000 - Telephone equipment
- 45314200 - Installation of telephone lines
- 48214000 - Network operating system software package
- 48219100 - Gateway software package
- 48219500 - Switch or router software package
- 48219700 - Communications server software package
- 48219800 - Bridge software package
- 48314000 - Voice recognition software package
- 48316000 - Presentation software package
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- 51340000 - Installation services of line telephony equipment

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- 79512000 - Call centre
- 48200000 - Networking, Internet and intranet software package

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Suppliers must complete the Single Procurement Document (SPD) Scotland and meet the minimum entry criteria detailed within this Contract Notice to be established on the DPS.

The scope of this lot will include all services as detailed within Lot 1 and will also include mobile voice and data services.

This lot will provide a one stop shop for organisations who wish to purchase all their telephony and communication solutions through a single procurement exercise.

Mobile voice and data services can be procured via this lot but only as part of wider services from Lot 1 and cannot be procured as a standalone requirement.

Suppliers must have at least 12 months experience delivering the services within this lot. Please provide details about the services you can provide under this lot including at least 2 relevant case study examples from the last 3 years. Examples from public and/or private sector may be provided. Please note that suppliers are required to demonstrate case study evidence of providing bundled services. This evidence should include mobile voice and data services in addition to some, or all, of the services within Lot 1 as single project/procurement.

Please try and be as clear and concise as possible and preferably within 2 sides of text on the relevant case study evidence form. Do not include hyperlinks or embed files to this response and ensure acronyms are explained in full. Note: at least two case study examples are required for each lot.

A copy of the case study evidence form can be found at section 4C.1.2 of the Single Procurement Document (SPD) Scotland document within Public Contracts Scotland – Tender (PCS-T). The form should be downloaded, populated with relevant case study examples and uploaded.

Suppliers can apply for either or both lots.

II.2.5) Award criteria

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

Duration in months

71

This contract is subject to renewal

Yes

Description of renewals

The DPS is likely to be relet at the end of its period.

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

Envisaged minimum number: 5

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

Economic operators may be excluded from this DPS if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

It is a requirement of this DPS that suppliers hold or can commit to obtain prior to being established on the DPS, the types of insurance indicated below:

Employer's (Compulsory) Liability Insurance = in accordance with any legal obligation for the time being in force.

Public Liability insurance of Minimum GBP 1M

Professional Indemnity insurance of Minimum GBP 1M

Suppliers from the UK will be required to provide their tax reference numbers: i.e. Value Added Tax registration number, PAYE collection reference and Corporation Tax or Self-Assessment reference, as applicable. Please enter this number in section 2A question 2A.2 of the SPD.

Overseas and non-UK suppliers will be required to submit a certificate of tax compliance obtained from the country in which they are a resident for tax purposes.

III.1.3) Technical and professional ability

List and brief description of selection criteria

To gain entry to the DPS, it is mandatory that suppliers hold a suitable third party Cyber Security accreditation e.g. Cyber Essentials, Cyber Essentials Plus, ISO 27001:2013, IASME Gold or are able to provide evidence of equivalency as part of their application. Failure to confirm that a suitable third party accreditation is held (or failure to provide suitable evidence of equivalency) will result in suppliers not gaining entry to the DPS. The response to the Cyber Security question should be provided at section 2.4 within PCS-T.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the setting up of a dynamic purchasing system

The dynamic purchasing system might be used by additional purchasers

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 000-004553](#)

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

Date

27 March 2028

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

27 March 2028

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: January 2028

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

This notice formally further extends the Scottish Government collaborative Telephony and Communication Services (TCS) Dynamic Purchasing System (DPS) for an additional 24 months until 27 March 2028. The DPS will remain open for new suppliers to apply to join.

The Authority wishes to take this opportunity to refresh the supplier list to ensure existing suppliers retain the minimum qualifying criteria, still have up-to-date contact details and still wish to remain as a supplier. Accordingly, suppliers that are currently on the DPS are required to refresh and resubmit their Single Procurement Document (SPD) in order to remain as a DPS supplier. There is no need to resubmit any case study evidence for current suppliers. Current suppliers are required to submit an updated SPD within six weeks of this Contract Notice being issued.

Failure to do so will result in current suppliers being removed from the DPS.

Further details including a supplier guide and current supplier list can be found at the following URL -

<https://www.gov.scot/publications/telephony-communications-services-dynamic-purchasing-system/>

Full details of the requirement can be found on a previous Contract Notice which was issued on 17 February 2022, details as follows:

Reference No:FEB441070

OCID:ocds-r6ebe6-0000672959

For information, the reference to the Scottish Business Pledge within Public Contracts Scotland-Tender is no longer valid and should be ignored.

No form of volume guarantee has been granted by the Authority. The Authority shall not be bound to order any of the services referred to within each lot description. The DPS will be open to entrants throughout its life who meet the minimum criteria.

The Authority will have the right to request evidence that entry criteria is still valid at any point during the life of the Dynamic Purchasing System with evidence to be provided via an updated SPD to the Authority within 5 working days of request being issued.

There will be an ongoing requirement for suppliers to provide management information on call-off contracts awarded under this DPS and failure to provide management information may result in suppliers being removed from the DPS.

A sub-contract clause has been included in this contract. For more information see:
<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:
<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community Benefits requirements will be determined at each individual call-off contract.

(SC Ref:818737)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Clerk's Office, PO Box 23, 1 Carlton Place

Edinburgh

EH1 1LB

Email

edinburgh@scotcourts.gov.uk

Telephone

+44 1312252525

Fax

+44 1312258899

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/edinburgh-sheriff-court-and-justice-of-the-peace-court>