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Planning

## **Telephony Services Dynamic Purchasing System**

Scottish Government

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-019359

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

Published 10 August 2021, 4:14pm

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

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

Scottish Government

5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

#### **Contact**

David Box

#### **Email**

[david.box@gov.scot](mailto:david.box@gov.scot)

#### **Telephone**

+44 7919014604

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10482](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**

Additional information can be obtained from the above-mentioned address

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

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

**II.1.1) Title**

Telephony 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**

Scottish Ministers are seeking to establish a collaborative arrangement for Telephony Services available for Scottish public sector

organisations.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 64212000 - Mobile-telephone services
- 64215000 - IP telephone services
- 50330000 - Maintenance services of telecommunications equipment
- 32420000 - Network equipment
- 32522000 - Telecommunications equipment
- 64214400 - Communication land-line rental
- 48512000 - Interactive voice response software package
- 32412100 - Telecommunications network
- 32416000 - ISDN network
- 32500000 - Telecommunications equipment and supplies
- 32429000 - Telephone network equipment

- 51340000 - Installation services of line telephony equipment
- 32544000 - PABX equipment
- 32524000 - Telecommunications system
- 32545000 - PABX systems
- 51300000 - Installation services of communications equipment
- 32520000 - Telecommunications cable and equipment
- 32523000 - Telecommunications facilities
- 79512000 - Call centre
- 64227000 - Integrated telecommunications services
- 48314000 - Voice recognition software package
- 32250000 - Mobile telephones
- 32550000 - Telephone equipment
- 31712112 - SIM cards
- 64224000 - Teleconferencing services

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

NUTS codes

- UKM - Scotland

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

REQUEST FOR INFORMATION.

Scottish Procurement currently has a Dynamic Purchasing System (DPS) in place for Telephony Services. The new arrangement will look to develop and build upon the DPS which is due to expire in December 2021. The purpose of this PIN is to inform the market of our initial intentions and to gather supplier feedback on the proposed relet. In conjunction with public sector representatives via a user intelligence group, Scottish Procurement is considering the following lot structure for the dynamic purchasing system:

Lot 1 – Telephony – this will include, but not be limited to, traditional telephony, DDI provision & line rental, non-geographic numbers, broadband, IP telephony/VoIP, SIP trunks, contact centre, maintenance & support, etc.

Lot 2 – Services - this will include, but not be limited to, unified communications, telephony as a service, telephony software services, provision of telephony through a hosted or cloud based solution, etc.

Lot 3 – Enterprise Bundled Services – this lot will allow the provision of a full range of telephony services including the services available through both Lots 1 & 2 and including mobile voice and data services enabling organisations to procure all their telephony services through a single procurement. Supplier feedback is sought on these lotting proposals:

do they make sense and are there any additional services which should be included?

is the proposed lotting structure aligned with how telephony services are typically delivered by telephony service providers?

has the pandemic impacted how telephony services are provided and how will this affect future provision as we exit the pandemic?

Feedback on these specific questions and any other thoughts on the replacement telephony arrangement would be very much appreciated.

It would be appreciated if responses are provided by 3rd September 2021 to [david.box@gov.scot](mailto:david.box@gov.scot) and [margaretanne.mckeown@gov.scot](mailto:margaretanne.mckeown@gov.scot)

Please provide answers as clear and concise as possible.

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

This is NOT a call for competition.

The existing Telephony DPS is open and you can apply to join at anytime until the new agreement is live in December 21. For more information please see Scottish Procurement contracts directory (<https://www.gov.scot/publications/telephony-services-dynamic-purchasing-system/>).

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

15 October 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

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## **Section VI. Complementary information**

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

Responses are required by 3rd September 2021 to [david.box@gov.scot](mailto:david.box@gov.scot) and [margaretanne.mckeown@gov.scot](mailto:margaretanne.mckeown@gov.scot)

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