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Tender

Mobile Voice and Data Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2022/S 000-022161

Procurement identifier (OCID): ocds-h6vhtk-02b183

Published 11 August 2022, 1:56pm

The closing date and time has been changed to:

27 September 2022, 10:59am

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

Buyer's address

<https://www.gov.uk/ccs>

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://crowncommercialservice.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://crowncommercialservice.bravosolution.co.uk>

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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mobile Voice and Data Services

Reference number

RM6261

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service (CCS) as the Authority intends to put in place an agreement for the provision of mobile voice and data services (including hardware) and ancillary services (Telecommunications Audit & Health Check and Professional Services) in support of the mobile voice and data services to be utilised by or on behalf of the UK public sector and their associated bodies and agencies, the voluntary sector, charities and or other private organisations acting as managing agents or procuring on behalf of the public sector delivering services of a public nature. It is intended that this commercial agreement will be the recommended vehicle for all mobile voice and data requirements.

The policy drivers supporting the development and procurement of this Framework Agreement are to provide buyers with a route to market compliant with UK Law, achieving best value through leveraging public sector spend, improve the buying of mobile voice and data services in the UK public sector and to provide buyers with access to high quality mobile voice and data services.

II.1.5) Estimated total value

Value excluding VAT: £2,518,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Bidders can bid for all Lots. However, if you bid for Lot 1 and or Lot 2 and Lot 3 and you are successful, you will only be awarded a place on the Framework Contract either (Lot 1 and or Lot 2) or Lot 3. For the avoidance of doubt, you can be awarded Framework Contracts on the Lot combination of Lot 1, Lot 2 and Lot 4, or Lot 1 and Lot 4, or Lot 2 and Lot 4, or Lot 3 and Lot 4.

II.2) Description

II.2.1) Title

Mobile and Voice Data Services Catalogue

Lot No

1

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32250000 - Mobile telephones
- 32251000 - Car telephones
- 32251100 - Hands-free set
- 32252000 - GSM telephones
- 32252100 - Hands-free mobile telephones
- 32252110 - Hands-free mobile telephones (wireless)
- 32342440 - Voice-mail system
- 32400000 - Networks
- 32412000 - Communications network
- 32412100 - Telecommunications network

- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32524000 - Telecommunications system
- 32570000 - Communications equipment
- 32571000 - Communications infrastructure
- 48620000 - Operating systems
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64212200 - Enhanced Messaging Service (EMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 64212400 - Wireless Application Protocol (WAP) services
- 64212500 - General Packet Radio Services (GPRS) services
- 64212600 - Enhanced Data for GSM Evolution (EDGE) services
- 64212700 - Universal Mobile Telephone System (UMTS) services
- 64227000 - Integrated telecommunications services
- 71316000 - Telecommunication consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services
- 72212730 - Security software development services
- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services

- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

For the provision of Mobile Voice and Data Services including hardware commodity defined products and services through a standardised and simplified catalogue. This includes but is not limited to:

- ? UK airtime and calls, SMS and data,
- ? International airtime, calls, SMS and data
- ? Roaming airtime, calls, SMS and data
- ? Device hardware, accessories and supporting services,
- ? Mobile device management and associated supplementary services (for example, security)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £2,500,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 2 years with the option to extend by 2 increments of up to 12 months each.

CCS reserve the right to extend lots by varying durations

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

Please note that the estimated Value in II.2.6 is likely to be lower than this figure as this is the estimated value for Lot 1 and Lot 2 combined.

II.2) Description

II.2.1) Title

Mobile Voice and Data Solutions

Lot No

2

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32250000 - Mobile telephones
- 32251000 - Car telephones
- 32251100 - Hands-free set
- 32252000 - GSM telephones

- 32252100 - Hands-free mobile telephones
- 32252110 - Hands-free mobile telephones (wireless)
- 32342440 - Voice-mail system
- 32400000 - Networks
- 32412000 - Communications network
- 32412100 - Telecommunications network
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32524000 - Telecommunications system
- 32570000 - Communications equipment
- 32571000 - Communications infrastructure
- 48620000 - Operating systems
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64212200 - Enhanced Messaging Service (EMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 64212400 - Wireless Application Protocol (WAP) services
- 64212500 - General Packet Radio Services (GPRS) services
- 64212600 - Enhanced Data for GSM Evolution (EDGE) services
- 64212700 - Universal Mobile Telephone System (UMTS) services
- 64227000 - Integrated telecommunications services
- 71316000 - Telecommunication consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services
- 72212730 - Security software development services

- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

For the provision of Mobile Voice and Data Services including hardware - through further competition. This includes but is not limited to:

- ? UK airtime and calls, SMS and data,
- ? International airtime, calls, SMS and data
- ? Roaming airtime, calls, SMS and data
- ? Device hardware, accessories and supporting services,
- ? Mobile device management and associated supplementary services (for example, security)

In addition to covering the range of services outlined above, the scope of Lot 2 is designed to enable the Buyer to procure a bespoke solution(s), which may include a customisable range of products and/or individually tailored services to fit their business needs. It provides solutions for more complex goods and services and / or a range of niche requirements in low or high volumes

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £2,500,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 2 years with the option to extend by 2 increments of up to 12 months each.

CCS reserve the right to extend lots by varying durations

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

Please note that the estimated Value in II.2.6 is likely to be lower than this figure as this is the estimated value for Lot 1 and Lot 2 combined.

II.2) Description

II.2.1) Title

Telecommunications Audit & Health Check

Lot No

3

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32250000 - Mobile telephones
- 32251000 - Car telephones
- 32251100 - Hands-free set
- 32252000 - GSM telephones
- 32252100 - Hands-free mobile telephones
- 32252110 - Hands-free mobile telephones (wireless)
- 32342440 - Voice-mail system
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- 32412000 - Communications network
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- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

For the provision of Telecommunications Audit & Health Check. This Lot covers the provision of:

? A service that audits current spend and usage levels

? Analysis of existing Buyer requirements against service availability and a

recommendation of possible tariff/solution prioritisation and a preferred agreement supplier

? Physical audit and contact services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 55

Price - Weighting: 45

II.2.6) Estimated value

Value excluding VAT: £8,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 2 years with the option to extend by 2 increments of up to 12 months each.

CCS reserve the right to extend lots by varying durations

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) Description

II.2.1) Title

Professional Services

Lot No

4

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32250000 - Mobile telephones
- 32251000 - Car telephones
- 32251100 - Hands-free set
- 32252000 - GSM telephones
- 32252100 - Hands-free mobile telephones
- 32252110 - Hands-free mobile telephones (wireless)
- 32342440 - Voice-mail system
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- 72224100 - System implementation planning services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

For the provision of Professional Services. This Lot covers the professional services and advice required to achieve a future operating model design incorporating any related

technologies for Mobile Voice and Data Services. It provides business and technical subject matter mobile expertise to create, manage and optimise Mobile Voice and Data Services including (but not limited to);

- ? System and service integration
- ? Business Case, Specification Development and Proof of Concept
- ? Security solutions for Mobile
- ? Transition support services
- ? Strategy / Policy
- ? Customer mobile application development
- ? Technical assurance

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 2 years with the option to extend by 2 increments of up to 12 months each.

CCS reserve the right to extend lots by varying durations

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

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

Candidates will be assessed in accordance with Section 5 of the 2015 Public Contract Regulations (implementing the directive) on the basis of information provided in response to an invitation to tender (ITT) registering for access.

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

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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: [2021/S 000-010770](#)

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

Originally published as:

Date

22 September 2022

Local time

10:59am

Changed to:

Date

27 September 2022

Local time

10:59am

See the [change notice](#).

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

22 September 2022

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/c60d4c0e-6af4-4d93-a276-2bf2a5766633>

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.

On 2.4.2014 Government introduced its Government Security Classifications (GSC) scheme which replaced the Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders should make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

Refer to <https://www.ncsc.gov.uk/information/cyber-essentials-faqs> for more information.

PLEASE NOTE:

All certificates issued prior to 1 April 2020 or before 30 June 2020 on the existing scheme are valid until 30 June 2021. This includes those issued by Accreditation Bodies other than IASME.

On 30 June 2021, any certificate issued under the old scheme will expire.

Some purchases under this framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the invitation to tender documentation). In such cases, Call-offs from this Framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

CCS reserves the right to award a framework to any bidder whose final score is within 5% of the last position for Lots 1, 2 and 3.

Bidders for Lot 4 will need to meet all quality and price thresholds in order to be awarded a Framework for this Lot.

Registering for access:

This procurement will be managed electronically via the eSourcing suite. This will be the route for sharing all information and communicating with bidders. If you have recently registered on the eSourcing suite for another CCS procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:

<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

For assistance please contact the eSourcing Help desk operated by email at eEnablement@crowncommercial.gov.uk or call 0345 410 2222.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.crowncommercial.gov.uk/>