This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/032820-2022

Tender

Network Services 3

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2022/S 000-032820

Procurement identifier (OCID): ocds-h6vhtk-02ed16

Published 18 November 2022, 3:07pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main 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

Network Services 3

Reference number

RM6116

II.1.2) Main CPV code

• 75000000 - Administration, defence and social security services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service, as the Authority, intends to put in place an agreement for the provision of Network Services 3 for use by Central Government and UK public sector bodies. This will be the replacement agreement for RM3808 Network Services 2 and will support the hiring needs of UK central government departments including arms-length bodies (ALBs) and all other public sector bodies across the wider public sector.

The following Services will be made available under 12 Lots:

Inter site Connectivity (Wide Area Network) / Data Access Services

Commercial Radio capabilities

Tactical Radio systems

Critical Domain services

Intra site Connectivity (Local Area Network) / Local Connectivity Services

IoT and Smart Cities

Communication Platform as a Service

Analogue Telephony

Digital Communication Services (Unified Communications)

Contact Centre Solutions

Inbound Telephony Services

Paging & Alerting

The scope includes: Services that provide a main functionality of the Lot; associated technology, equipment and solutions and optional goods and services that enhance, supplement or support the delivery of the Services; and services delivered over the public internet, private networks, the PSN and /or the HSCN. See Bid Pack

This Framework agreement will provide buyers across the whole of the UK with access to networks and telecommunications services. This includes core network infrastructure and cloud-based services, unified communication & contact centre solutions, radio & satellite networking, IoT & Smart Cities solutions and critical domain management services, across the range of Lots.

II.1.5) Estimated total value

Value excluding VAT: £7,000,000,000

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: 12

II.2) Description

II.2.1) Title

Inter site Connectivity (Wide Area Network) / Data Access Services

Lot No

1a

II.2.2) Additional CPV code(s)

• 31000000 - Electrical machinery, apparatus, equipment and consumables; lighting

- 31700000 Electronic, electromechanical and electrotechnical supplies
- 32000000 Radio, television, communication, telecommunication and related equipment
- 32200000 Transmission apparatus for radiotelephony, radiotelegraphy, radio broadcasting and television
- 32260000 Data-transmission equipment
- 32270000 Digital transmission apparatus
- 32300000 Television and radio receivers, and sound or video recording or reproducing apparatus
- 32320000 Television and audio-visual equipment
- 32400000 Networks
- 32420000 Network equipment
- 32430000 Wide area network
- 32500000 Telecommunications equipment and supplies
- 32570000 Communications equipment
- 32580000 Data equipment
- 45000000 Construction work
- 45200000 Works for complete or part construction and civil engineering work
- 45300000 Building installation work
- 45310000 Electrical installation work
- 48000000 Software package and information systems
- 48200000 Networking, Internet and intranet software package
- 48210000 Networking software package
- 48800000 Information systems and servers
- 48820000 Servers
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50310000 Maintenance and repair of office machinery

- 50330000 Maintenance services of telecommunications equipment
- 64000000 Postal and telecommunications services
- 64200000 Telecommunications services
- 64210000 Telephone and data transmission services
- 64220000 Telecommunication services except telephone and data transmission services
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72240000 Systems analysis and programming services
- 72250000 System and support services
- 72300000 Data services
- 72310000 Data-processing services
- 72400000 Internet services
- 72410000 Provider services
- 72700000 Computer network services
- 72720000 Wide area network services

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 1a Inter site Connectivity (Wide Area Network) / Data Access Services is for the provision of connectivity services enabling site to site or site to cloud interconnectivity.

The successful framework suppliers will be expected to provide the following services:

- a) Wide area connectivity for the provision of a managed or unmanaged point-to-point data-only connection.
- b) Wide area connectivity for the provision of a managed or unmanaged point-to-internet/cloud data-only connection.

The full scope of Lot 1a is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £2,200,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). CCS reserves 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Commercial Radio Capabilities

Lot No

1b

II.2.2) Additional CPV code(s)

- 31000000 Electrical machinery, apparatus, equipment and consumables; lighting
- 31700000 Electronic, electromechanical and electrotechnical supplies
- 31710000 Electronic equipment
- 32000000 Radio, television, communication, telecommunication and related equipment
- 32200000 Transmission apparatus for radiotelephony, radiotelegraphy, radio broadcasting and television
- 32220000 Television transmission apparatus without reception apparatus
- 32230000 Radio transmission apparatus with reception apparatus
- 32310000 Radio broadcast receivers
- 32340000 Microphones and loudspeakers
- 32500000 Telecommunications equipment and supplies
- 32570000 Communications equipment
- 45000000 Construction work
- 45300000 Building installation work

- 45310000 Electrical installation work
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50330000 Maintenance services of telecommunications equipment
- 51000000 Installation services (except software)
- 51300000 Installation services of communications equipment
- 51310000 Installation services of radio, television, sound and video equipment
- 64000000 Postal and telecommunications services
- 64200000 Telecommunications services
- 64220000 Telecommunication services except telephone and data transmission services
- 72000000 IT services: consulting, software development, Internet and support
- 72220000 Systems and technical consultancy services
- 72250000 System and support services
- 72300000 Data services
- 72310000 Data-processing services
- 72400000 Internet services
- 72410000 Provider services
- 72700000 Computer network services
- 72720000 Wide area network services

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 1b is for the provision of Commercial Radio capabilities as outlined below:

a) A voice communication solution utilising UHF, and/or VHF radio frequency bands.

b) The ability to transmit and receive from a central operator console a voice communication over the allocated frequency to a hand- held device, push to talk, release to listen, outside of a building.

The full scope of Lot 1b is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £23,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic

catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Tactical Radio Systems

Lot No

1c

II.2.2) Additional CPV code(s)

- 31000000 Electrical machinery, apparatus, equipment and consumables; lighting
- 31700000 Electronic, electromechanical and electrotechnical supplies
- 31710000 Electronic equipment
- 32000000 Radio, television, communication, telecommunication and related equipment
- 32200000 Transmission apparatus for radiotelephony, radiotelegraphy, radio broadcasting and television
- 32220000 Television transmission apparatus without reception apparatus
- 32230000 Radio transmission apparatus with reception apparatus
- 32310000 Radio broadcast receivers
- 32340000 Microphones and loudspeakers
- 32500000 Telecommunications equipment and supplies
- 32570000 Communications equipment

- 35000000 Security, fire-fighting, police and defence equipment
- 35700000 Military electronic systems
- 35710000 Command, control, communication and computer systems
- 45000000 Construction work
- 45300000 Building installation work
- 45310000 Electrical installation work
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50330000 Maintenance services of telecommunications equipment
- 50600000 Repair and maintenance services of security and defence materials
- 50660000 Repair and maintenance services of military electronic systems
- 51000000 Installation services (except software)
- 51300000 Installation services of communications equipment
- 51310000 Installation services of radio, television, sound and video equipment
- 64000000 Postal and telecommunications services
- 64200000 Telecommunications services
- 64220000 Telecommunication services except telephone and data transmission services
- 72000000 IT services: consulting, software development, Internet and support
- 72220000 Systems and technical consultancy services
- 72250000 System and support services
- 72300000 Data services
- 72310000 Data-processing services
- 72400000 Internet services
- 72410000 Provider services
- 72700000 Computer network services

- 72720000 Wide area network services
- 73436000 Test and evaluation of military electronic systems
- 80660000 Training and simulation in military electronic systems

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 1c is for the provision of Tactical Radio Systems as outlined below:

A radio solution that enables the exchange of secure[1] voice & amp; data communications over a tactical radio communications system, utilising Line of Sight (LOS) C Band, S Band, L Band, Ultra High Frequency (UHF), Very High Frequency (VHF) and/or High Frequency (HF) radio frequency bands[2]. The ability to transmit and receive, using push to talk to a personal, manpack or platform device, using point to point and/or point to multipoint. The tactical radio system is not reliant on any fixed communications and power infrastructure[3] to operate and may need to be intrinsically safe to operate around electrically initiated munitions.

Primary services related to Radio systems for use in tactical situations:

Ruggedised

Secure

Environmentally protected (all tactical situations)

Soldier worn Radio system

The full scope of Lot 1c is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £600,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Critical Domain Services

Lot No

1d

II.2.2) Additional CPV code(s)

- 48000000 Software package and information systems
- 48200000 Networking, Internet and intranet software package
- 48210000 Networking software package
- 48220000 Internet and intranet software package
- 48600000 Database and operating software package
- 48610000 Database systems
- 48700000 Software package utilities
- 48730000 Security software package
- 48760000 Virus protection software package
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72210000 Programming services of packaged software products
- 72220000 Systems and technical 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

Lot 1d is for the provision of Critical Registry Services to operate and manage nationally critical UK domains as outlined below:

- a) The provision and operation of the technical infrastructure for a UK public sector authority to manage and govern a Nationally Critical Public Sector Domain.
- b) The provision and operation of the technical infrastructure for a UK public sector authority to manage and govern a Nationally Critical Public Sector Domain, plus the additional functions to enable the UK public sector authority to fully outsource the management and governance of a Nationally Critical Public Sector Domain.

The full scope of Lot 1d is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £27,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Intra site Connectivity (Local Area Network) / Local Connectivity Services

Lot No

2a

II.2.2) Additional CPV code(s)

- 32000000 Radio, television, communication, telecommunication and related equipment
- 32200000 Transmission apparatus for radiotelephony, radiotelegraphy, radio broadcasting and television
- 32260000 Data-transmission equipment
- 32270000 Digital transmission apparatus
- 32300000 Television and radio receivers, and sound or video recording or reproducing apparatus
- 32320000 Television and audio-visual equipment
- 32400000 Networks
- 32410000 Local area network
- 32420000 Network equipment

- 32500000 Telecommunications equipment and supplies
- 32570000 Communications equipment
- 32580000 Data equipment
- 45000000 Construction work
- 45200000 Works for complete or part construction and civil engineering work
- 45210000 Building construction work
- 45300000 Building installation work
- 45310000 Electrical installation work
- 48000000 Software package and information systems
- 48200000 Networking, Internet and intranet software package
- 48210000 Networking software package
- 48220000 Internet and intranet software package
- 48800000 Information systems and servers
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50310000 Maintenance and repair of office machinery
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72220000 Systems and technical consultancy services
- 72300000 Data services
- 72310000 Data-processing services
- 72700000 Computer network services
- 72710000 Local area network services

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 2a is for the provision of single site connectivity services, including local area networks (LAN) enabling interconnectivity.

a. Local area network (LAN) Connectivity services, constrained to a single site, multiple sites in the same local, campus sites and metropolitan area sites enabling a user to consume a locally hosted service.

b. Local connectivity services to connect an end user device to a local service.

The full scope of Lot 2a is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £1,220,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

IoT and Smart Cities

Lot No

Lot 3a

II.2.2) Additional CPV code(s)

- 30237475 Electric sensors
- 31000000 Electrical machinery, apparatus, equipment and consumables; lighting
- 31700000 Electronic, electromechanical and electrotechnical supplies
- 31710000 Electronic equipment
- 31720000 Electromechanical equipment
- 31730000 Electrotechnical equipment

- 32000000 Radio, television, communication, telecommunication and related equipment
- 32300000 Television and radio receivers, and sound or video recording or reproducing apparatus
- 32320000 Television and audio-visual equipment
- 32330000 Apparatus for sound, video-recording and reproduction
- 32350000 Parts of sound and video equipment
- 32500000 Telecommunications equipment and supplies
- 32510000 Wireless telecommunications system
- 32520000 Telecommunications cable and equipment
- 32560000 Fibre-optic materials
- 32570000 Communications equipment
- 32580000 Data equipment
- 35000000 Security, fire-fighting, police and defence equipment
- 35100000 Emergency and security equipment
- 35120000 Surveillance and security systems and devices
- 35125100 Sensors
- 45000000 Construction work
- 45300000 Building installation work
- 45320000 Insulation work
- 48000000 Software package and information systems
- 48600000 Database and operating software package
- 48610000 Database systems
- 48700000 Software package utilities
- 48730000 Security software package
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

- 50330000 Maintenance services of telecommunications equipment
- 50600000 Repair and maintenance services of security and defence materials
- 50610000 Repair and maintenance services of security equipment
- 51000000 Installation services (except software)
- 51100000 Installation services of electrical and mechanical equipment
- 51110000 Installation services of electrical equipment
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72210000 Programming services of packaged software products
- 72220000 Systems and technical consultancy services
- 72240000 Systems analysis and programming services
- 72250000 System and support services

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 3a is for the provision of Solutions related to Smart Technologies and Internet of things.

- a. Design, Build and Deliver solutions related to Smart cities, with applications in the following areas; Smart Street lighting, Smart Buildings, Waste management, Water management, Crime prevention, Education and Environment (air and noise pollution) monitoring.
- b. Suppliers must be able to design an end-to-end solution embedding all technologies required to gather data at the "edge", hold and structure the data in a cloud based platform, and also visualise the information for decision making and monitoring.

The full scope of Lot 3a is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £800,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Communication Platform as a Service

Lot No

3b

II.2.2) Additional CPV code(s)

- 48000000 Software package and information systems
- 48200000 Networking, Internet and intranet software package
- 48210000 Networking software package
- 48600000 Database and operating software package
- 48610000 Database systems
- 72000000 IT services: consulting, software development, Internet and support
- 72220000 Systems and technical consultancy services
- 72230000 Custom software development services
- 72240000 Systems analysis and programming services
- 72250000 System and support services
- 72260000 Software-related services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 3b Communication Platform as a Service is the provision of software integration services to allow the Buyers applications to be interfaced to the communications suite with

API's. The provision of API interfacing between the unified communications suites and buyer applications e.g. social media, financial planning, sales and resource management. API development from communications suite to external applications.

The full scope of Lot 3b is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £100,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic

catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Analogue Telephony

Lot No

4a

II.2.2) Additional CPV code(s)

- 32000000 Radio, television, communication, telecommunication and related equipment
- 32300000 Television and radio receivers, and sound or video recording or reproducing apparatus
- 32340000 Microphones and loudspeakers
- 32400000 Networks
- 32420000 Network equipment
- 32500000 Telecommunications equipment and supplies
- 32510000 Wireless telecommunications system
- 32520000 Telecommunications cable and equipment
- 32540000 Switchboards
- 32550000 Telephone equipment
- 32570000 Communications equipment
- 45000000 Construction work

- 45300000 Building installation work
- 45310000 Electrical installation work
- 50000000 Repair and maintenance services
- 50330000 Maintenance services of telecommunications equipment
- 51000000 Installation services (except software)
- 51300000 Installation services of communications equipment
- 51340000 Installation services of line telephony equipment
- 64000000 Postal and telecommunications services
- 64200000 Telecommunications services
- 64210000 Telephone and data transmission services
- 64220000 Telecommunication services except telephone and data transmission services
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72220000 Systems and technical consultancy services

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 4a Analogue Telephony is the provision of connecting analogue telephony equipment with the Public Switched Telephone Network including voice connectivity, voice call packages, SIP trucks, DDI number ranges, equipment maintenance and support for legacy estates.

The scope includes the technology, equipment and solutions that may be required in the delivery, including but not limited to:

- a. Design, survey, build, management, support and maintenance for Lot 4a services including transformation to IP telephony and equipment adaptation.
- b. Adaptor/ convertor for internet protocol connection

- c. voice call packages (including voice minutes, volume packages)
- d. direct dial in (DDI) ranges
- e. End user devices
- f. SIP trunking

The full scope of Lot 4a is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £250,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Digital Communication Services (Unified Communications)

Lot No

4b

II.2.2) Additional CPV code(s)

- 31000000 Electrical machinery, apparatus, equipment and consumables; lighting
- 31700000 Electronic, electromechanical and electrotechnical supplies
- 31710000 Electronic equipment
- 32000000 Radio, television, communication, telecommunication and related equipment
- 32200000 Transmission apparatus for radiotelephony, radiotelegraphy, radio broadcasting and television
- 32230000 Radio transmission apparatus with reception apparatus
- 32250000 Mobile telephones
- 32300000 Television and radio receivers, and sound or video recording or reproducing apparatus
- 32310000 Radio broadcast receivers

- 32320000 Television and audio-visual equipment
- 32330000 Apparatus for sound, video-recording and reproduction
- 32340000 Microphones and loudspeakers
- 32350000 Parts of sound and video equipment
- 32400000 Networks
- 32410000 Local area network
- 32412000 Communications network
- 32412100 Telecommunications network
- 32500000 Telecommunications equipment and supplies
- 32510000 Wireless telecommunications system
- 32520000 Telecommunications cable and equipment
- 32540000 Switchboards
- 32550000 Telephone equipment
- 32570000 Communications equipment
- 45000000 Construction work
- 45300000 Building installation work
- 45310000 Electrical installation work
- 48000000 Software package and information systems
- 48500000 Communication and multimedia software package
- 48510000 Communication software package
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50330000 Maintenance services of telecommunications equipment
- 50340000 Repair and maintenance services of audio-visual and optical equipment
- 51000000 Installation services (except software)

- 51300000 Installation services of communications equipment
- 51310000 Installation services of radio, television, sound and video equipment
- 51340000 Installation services of line telephony equipment
- 64000000 Postal and telecommunications services
- 64200000 Telecommunications services
- 64210000 Telephone and data transmission services
- 64220000 Telecommunication services except telephone and data transmission services
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72220000 Systems and technical consultancy services

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 4b is for the provision of Digital communications services this covers the Unified Communications series of services. UC is a term use for the integration of multiple business communication tools, voice calling, video conferencing, instant messaging and content sharing via a single integrated premises connection. This capability allows the user to seamlessly switch between the various modes of communication. UC services can be accessed by mobile devices so access from mobile networks is expected.

The full scope of Lot 4b is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £1,410,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Contact Centre Solutions

Lot No

4c

II.2.2) Additional CPV code(s)

- 32000000 Radio, television, communication, telecommunication and related equipment
- 32300000 Television and radio receivers, and sound or video recording or reproducing apparatus
- 32340000 Microphones and loudspeakers
- 32500000 Telecommunications equipment and supplies
- 32510000 Wireless telecommunications system
- 32520000 Telecommunications cable and equipment
- 32540000 Switchboards
- 32550000 Telephone equipment
- 32570000 Communications equipment
- 45000000 Construction work
- 45200000 Works for complete or part construction and civil engineering work
- 45210000 Building construction work
- 45300000 Building installation work
- 45310000 Electrical installation work
- 48000000 Software package and information systems
- 48500000 Communication and multimedia software package
- 48510000 Communication software package
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50330000 Maintenance services of telecommunications equipment
- 51000000 Installation services (except software)

- 51300000 Installation services of communications equipment
- 51340000 Installation services of line telephony equipment
- 64000000 Postal and telecommunications services
- 64200000 Telecommunications services
- 64210000 Telephone and data transmission services
- 64220000 Telecommunication services except telephone and data transmission services
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72250000 System and support services

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 4c Contact Centre Solutions is for the provision of call/contact centre services for the use of Buyer employees only;

- a. The provision of inbound or outbound contact management including automation and queuing to multiple answering points.
- b. Hardware and software capabilities enabling contact centre core functions, i.e. the ability to make outbound contact and respond to an incoming contact and route the contact to a predefined destination.

The full scope of Lot 4c is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £165,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Inbound Telephony Services

Lot No

4d

II.2.2) Additional CPV code(s)

- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72220000 Systems and technical 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

Lot 4d Inbound Telephony Services is for the provision of telephone numbers for inbound call delivery.

- a) The provision of a non-geographic number, i.e. deliver all calls to that number to the Buyer's nominated location.
- b) Non-geographic numbers such as:
- i) 03xx number services
- ii) 05xx number services
- iii) 08xx number services
- iv) 09xx number services

The full scope of Lot 4d is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £130,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

II.2) Description

II.2.1) Title

Paging and Alerting

Lot No

4e

II.2.2) Additional CPV code(s)

- 31000000 Electrical machinery, apparatus, equipment and consumables; lighting
- 31700000 Electronic, electromechanical and electrotechnical supplies
- 31710000 Electronic equipment
- 32000000 Radio, television, communication, telecommunication and related equipment
- 32300000 Television and radio receivers, and sound or video recording or reproducing apparatus
- 32340000 Microphones and loudspeakers
- 32500000 Telecommunications equipment and supplies
- 32570000 Communications equipment
- 64000000 Postal and telecommunications services
- 64200000 Telecommunications services
- 64220000 Telecommunication services except telephone and data transmission services
- 72000000 IT services: consulting, software development, Internet and support
- 72200000 Software programming and consultancy services
- 72220000 Systems and technical 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

Lot 4e Paging and Alerting is for the provision of paging and alerting devices and services with the ability to provide and users receive, a tone, numeric or word based alert.

The full scope of Lot 4e is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 15%

II.2.6) Estimated value

Value excluding VAT: £75,000,000

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 an option to extend for 2 periods of 1 year (2+1+1). 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

These numbers are estimated and non restrictive, and are subject to Customer demand. Therefore they are not to be regarded as a guaranteed revenue pipeline, but simply an estimation of demand.

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

III.1.5) Information about reserved contract

The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons

The execution of the contract is restricted to the framework of sheltered employment programmes

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

N/A

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Envisaged maximum number of participants to the framework agreement: 310

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: <u>2021/S 000-026025</u>

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

Date

13 January 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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

13 January 2023

Local time

3:00pm

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

The PIN for this requirement: 2021/S 000-026025 placed on the 18th October 2021, indicated that the overall value of spend throughout the life of the framework is likely to be £5 billion. Since the placement of the PIN, CCS has become aware of an additional £2 billion spend which is reflected in the total framework value of £7 billion, indicated in II.1.5 above.

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

https://www.contractsfinder.service.gov.uk/Notice/1c56011c-9b31-468c-8dc3-3fba9fea0e6

The contract will be for a (2+1+1=4 years)

- 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 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. The 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 for each of the Lots forming this Framework.

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.

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

CCS reserves the right to award a framework to any bidder whose final score is within 1% of the last position.

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

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service
Liverpool
L3 9PP
Email
supplier@crowncommercial.gov.uk
Telephone
+44 3450103503
Country
United Kingdom
Internet address
https://www.crowncommercial.gov.uk/