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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

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### **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](mailto: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

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## **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

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

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

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

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

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

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 & 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

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

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

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

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

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

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 trunks, 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

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

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

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

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.



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## **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

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## **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: [2021/S 000-026025](#)

#### **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

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## **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-8dc3-3fba9fea0e60>

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-faqs> 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](mailto:supplier@crowncommercial.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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