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Awarded contract

Mobile Voice and Data Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice reference: 2022/S 000-036426

Published: 22 December 2022, 3:36pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mobile Voice and Data Services

Reference number

RM6261

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

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

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

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,518,000,000

II.2) Description

II.2.1) Title

Mobile and Voice Data Services Catalogue

Lot No

1

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32250000 - Mobile telephones
- 32251000 - Car telephones
- 32251100 - Hands-free set
- 32252000 - GSM telephones
- 32252100 - Hands-free mobile telephones
- 32252110 - Hands-free mobile telephones (wireless)
- 32342440 - Voice-mail system
- 32400000 - Networks
- 32412000 - Communications network
- 32412100 - Telecommunications network
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32524000 - Telecommunications system
- 32570000 - Communications equipment
- 32571000 - Communications infrastructure
- 48620000 - Operating systems
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64212200 - Enhanced Messaging Service (EMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 64212400 - Wireless Application Protocol (WAP) services
- 64212500 - General Packet Radio Services (GPRS) services
- 64212600 - Enhanced Data for GSM Evolution (EDGE) services
- 64212700 - Universal Mobile Telephone System (UMTS) services

- 64227000 - Integrated telecommunications services
- 71316000 - Telecommunication consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services
- 72212730 - Security software development services
- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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

UK airtime and calls, SMS and data,

International airtime, calls, SMS and data

Roaming airtime, calls, SMS and data

Device hardware, accessories and supporting services,

Mobile device management and associated supplementary services (for example, security)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Mobile Voice and Data Solutions

Lot No

2

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32250000 - Mobile telephones
- 32251000 - Car telephones
- 32251100 - Hands-free set
- 32252000 - GSM telephones
- 32252100 - Hands-free mobile telephones
- 32252110 - Hands-free mobile telephones (wireless)
- 32342440 - Voice-mail system
- 32400000 - Networks
- 32412000 - Communications network
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32524000 - Telecommunications system
- 32570000 - Communications equipment
- 32571000 - Communications infrastructure
- 48620000 - Operating systems
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64212200 - Enhanced Messaging Service (EMS) services
- 64212300 - Multimedia Message Service (MMS) services

- 64212400 - Wireless Application Protocol (WAP) services
- 64212500 - General Packet Radio Services (GPRS) services
- 64212600 - Enhanced Data for GSM Evolution (EDGE) services
- 64212700 - Universal Mobile Telephone System (UMTS) services
- 64227000 - Integrated telecommunications services
- 71316000 - Telecommunication consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services
- 72212730 - Security software development services
- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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

UK airtime and calls, SMS and data,

International airtime, calls, SMS and data

Roaming airtime, calls, SMS and data

Device hardware, accessories and supporting services,

Mobile device management and associated supplementary services (for example, security)

In addition to covering the range of services outlined above, the scope of Lot 2 is designed to enable the Buyer to procure a bespoke solution(s), which may include a

customisable range of products and/or individually tailored services to fit their business needs. It provides solutions for more complex goods and services and / or a range of niche requirements in low or high volumes

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Telecommunications Audit & Health Check

Lot No

3

II.2.2) Additional CPV code(s)

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

- 32412100 - Telecommunications network
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32524000 - Telecommunications system
- 32570000 - Communications equipment
- 32571000 - Communications infrastructure
- 48620000 - Operating systems
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64212200 - Enhanced Messaging Service (EMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 64212400 - Wireless Application Protocol (WAP) services
- 64212500 - General Packet Radio Services (GPRS) services
- 64212600 - Enhanced Data for GSM Evolution (EDGE) services
- 64212700 - Universal Mobile Telephone System (UMTS) services
- 64227000 - Integrated telecommunications services
- 71316000 - Telecommunication consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services
- 72212730 - Security software development services
- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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

A service that audits current spend and usage levels

Analysis of existing Buyer requirements against service availability and a recommendation of possible tariff/solution prioritisation and a preferred agreement supplier

Physical audit and contact services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 55

Price - Weighting: 45

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Professional Services

Lot No

4

II.2.2) Additional CPV code(s)

- 31712112 - SIM cards
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32250000 - Mobile telephones
- 32251000 - Car telephones
- 32251100 - Hands-free set
- 32252000 - GSM telephones
- 32252100 - Hands-free mobile telephones

- 32252110 - Hands-free mobile telephones (wireless)
- 32342440 - Voice-mail system
- 32400000 - Networks
- 32412000 - Communications network
- 32412100 - Telecommunications network
- 32500000 - Telecommunications equipment and supplies
- 32510000 - Wireless telecommunications system
- 32524000 - Telecommunications system
- 32570000 - Communications equipment
- 32571000 - Communications infrastructure
- 48620000 - Operating systems
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- 64210000 - Telephone and data transmission services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64212200 - Enhanced Messaging Service (EMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 64212400 - Wireless Application Protocol (WAP) services
- 64212500 - General Packet Radio Services (GPRS) services
- 64212600 - Enhanced Data for GSM Evolution (EDGE) services
- 64212700 - Universal Mobile Telephone System (UMTS) services
- 64227000 - Integrated telecommunications services
- 71316000 - Telecommunication consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services
- 72212730 - Security software development services
- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72224100 - System implementation planning services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72590000 - Computer-related professional services
- 79212000 - Auditing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

For the provision of Professional Services. This Lot covers the professional services and

advice required to achieve a future operating model design incorporating any related technologies for Mobile Voice and Data Services. It provides business and technical subject matter mobile expertise to create, manage and optimise Mobile Voice and Data Services including (but not limited to);

System and service integration

Business Case, Specification Development and Proof of Concept

Security solutions for Mobile

Transition support services

Strategy / Policy

Customer mobile application development

Technical assurance

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section 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

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-024954](#)

Section V. Award of contract

Lot No

1-4

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 December 2022

V.2.2) Information about tenders

Number of tenders received: 18

Number of tenders received from SMEs: 11

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

See Contracts Finder Notice for full supplier list

See Contracts Finder Notice for full supplier list

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,518,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

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

<https://www.contractsfinder.service.gov.uk/Notice/b276ceba-9e91-4984-b56e-796829c83337>

1) Redacted Commercial Agreement

2) List of Successful Suppliers

3) Approved Customer list

4) Transparency Agenda

On 02/04/2014, 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 were required to make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

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

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

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom