



Scottish Procurement Supplier Guide

Telephony and Communication Services Dynamic Purchasing System (DPS)

Ref: SP-21-039

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1. Foreword and acknowledgements

Scottish Procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers, improved goods and services for all our citizens and economic opportunities for Scotland. This is achievable through effective collaboration throughout the procurement process.

2. Introduction

Scottish Procurement has created this DPS for Telephony and Communication Services in order to provide the Scottish public sector and third sector bodies with a quick route to market for all telephony and communication services. This guide has been developed to assist suppliers who are interested in joining the DPS.

3. What is a dynamic purchasing system (DPS)?

A DPS is an electronic method of procurement, based on a list of pre-qualified suppliers for commonly used purchases, from which Scottish public sector organisations can invite tenders. As a procurement process, it has some aspects that are similar to a framework agreement. However, it is a wholly electronic process, with opportunities competed for through calls for competition. There is no limit to the number of suppliers that can participate in the DPS and suppliers have the ability to apply to join at any time during the period of the DPS. Further information can be found at our [website](#) and [Supplier Journey](#).

It has its own specific set of requirements and it is run as a completely electronic process, and is set up under regulations as set out in Regulation 35 of the Public (Contracts) Scotland Regulations 2015.

4. Duration of the DPS

The DPS commenced on 27 April 2022 and is due to expire on 28 March 2025 with an option to extend for an additional 12 months. Call off contracts awarded via the DPS will have no constraints on their duration or value.

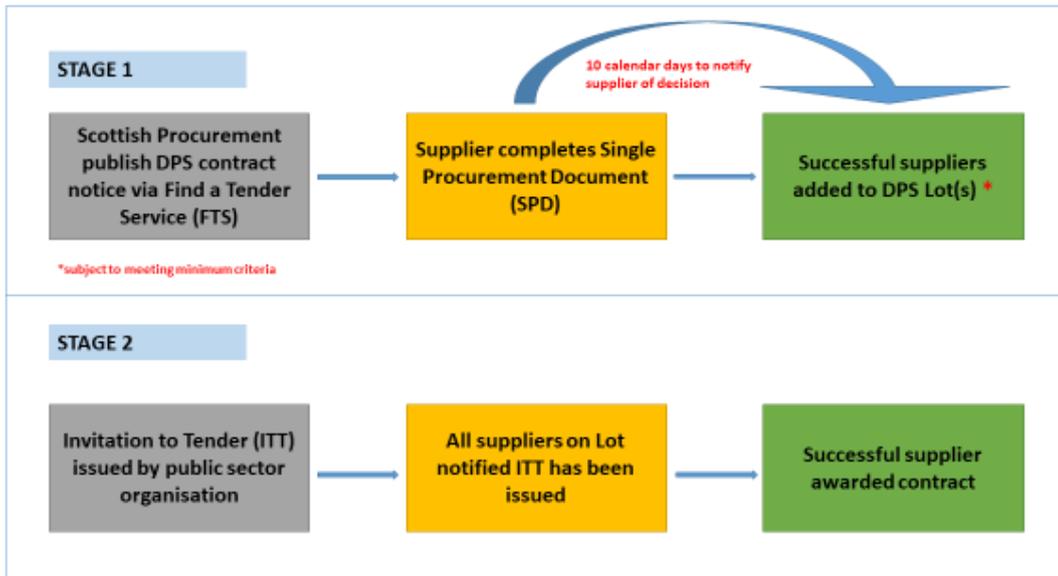
5. How a DPS works

A DPS is a two stage process:

- a. To be established on the DPS, suppliers must complete the Single Procurement Document (SPD) Scotland and meet the minimum entry criteria, detailed within the [Contract Notice](#) to be established on the DPS. Suppliers should note that at section 4C.1.2 of the SPD, they need to download the case study evidence form, populate and upload their evidence of how they have previously delivered the telephony & communication services, detailed within the Contract Notice. The case study evidence should be clear and concise and preferably within 2 sides of A4 paper. At least two case studies are required for each Lot being applied for. Do not include hyperlinks or embed files and ensure any acronyms are explained in full.

b. Public sector organisations will issue their Invitations to Tender (ITT) via the DPS and all suppliers on the relevant lot will be notified that there is an opportunity which they can view and determine if they wish to submit a tender for each individual ITT.

The diagram below offers a simple high level illustration of how the DPS operates. A handy checklist is available for suppliers at Annex A of this guide.



6. Scope

There are two Lots as follows:

- Lot 1 – Telephony and Communication Services*
- Lot 2 – Enterprise Bundled Services

**Suppliers should be aware there is not a requirement to provide all services within this Lot, applications can be submitted for discrete elements of the services.*

Suppliers should note:

- There is no maximum or minimum number of suppliers within each Lot.
- Suppliers have the option to apply to join the DPS at any time. Should suppliers be unsuccessful, they will be informed of the reasons and will be able to re-apply at any time.
- There are no restrictions on the number of Lots suppliers may apply for

Some examples of the types of services to be delivered under each Lot can be seen in the diagram below. NOTE - This is not intended to be an exhaustive list of the services available through the DPS but provides a high level illustration of the range of potential services which may be requested.

Lot 1 – Telephony and Communication Services		
<ul style="list-style-type: none"> • Provision of voice calls, services & infrastructure • Electronic billing services • Broadband provision & services • DDI provision • Traditional Telephony including Line rental, PSTN & ISDN • Migration management support • Paging services • Non-geo numbers and Directory Enquiries 	<ul style="list-style-type: none"> • Voice over Internet Protocol (VoIP) • SIP Trunks • Point to point circuits • Telephony as a service • Provision of IP Telephony • Telephony software services • Provision of telephony through a hosted or cloud based solution • Call /Contact Centres 	<ul style="list-style-type: none"> • Maintenance & Support • Messaging Services • Unified Communications • Intelligent Voice Response • Automated Call Distribution • Audio Conferencing • Web Conferencing • Video Conferencing • Webcasting • WiFi Services

Lot 2 – Enterprise Bundled Services*
Offers the full range of telephony and communication services available in Lot 1 with the inclusion of mobile voice & data services. This Lot provides organisations with the option of consolidating a number of discrete contracts into a single procurement exercise and provides organisations with a “one stop shop” solution for all their telephony and communication needs.

* Mobile voice and data services can only be purchased via this Lot along with wider services from Lot 1, they cannot be procured as a standalone service via this DPS. For standalone mobile voice & data service needs, please refer to the current [Mobile Voice and Data Services Framework](#).

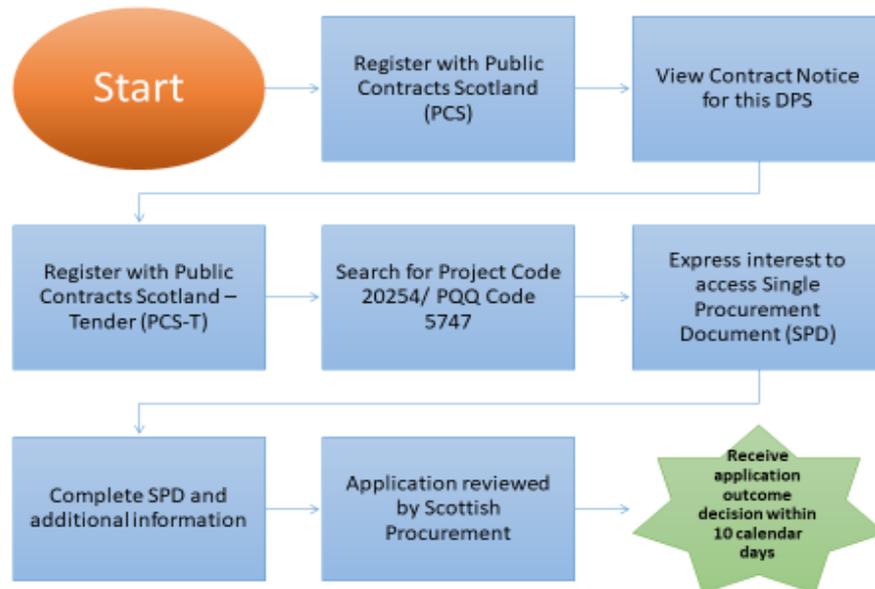
7. DPS – the benefits

A DPS is a very simple procurement procedure that benefits both suppliers and buyers. Some of the benefits suppliers can expect when signing up to the DPS are detailed below.

What are the benefits to suppliers?	Easy to join DPS – not resource intensive	Can apply to join or leave DPS at any time	No limit to the number of suppliers on a DPS
	Can apply to join either or both Lots	Open to suppliers of all sizes	Access to all tender opportunities within relevant Lot
	Suppliers need only complete SPD once	Electronic process	Suppliers do not need to provide all services under each Lot

8. How to join the DPS – the process

Applying to join the DPS is a simple process. The DPS must be operated electronically and Scottish Procurement have ensured the systems used are ones which suppliers may be familiar with. The diagram below illustrates the simple steps suppliers must undertake to apply to join and highlights the systems utilised during the process.



Suppliers can apply to join the DPS by registering on the systems below. The systems are easy to use and contain step by step guides.

Public Contracts Scotland - Contract Notice

Suppliers can view the live [contract notice](#) on the Public Contracts Scotland portal at any time during the DPS lifetime. The contract notice provides suppliers with instructions on where to find the live SPD on the PCS-T system and provides essential information suppliers will require.

Public Contract Scotland - Tender (PCS-T)

Suppliers are invited to note an expression of interest on [PCS-Tender](#). It contains the SPD which suppliers need to complete in order to apply to join the DPS. Suppliers should search for the DPS under the “PQQs Open to All Suppliers” section in PCS-T.

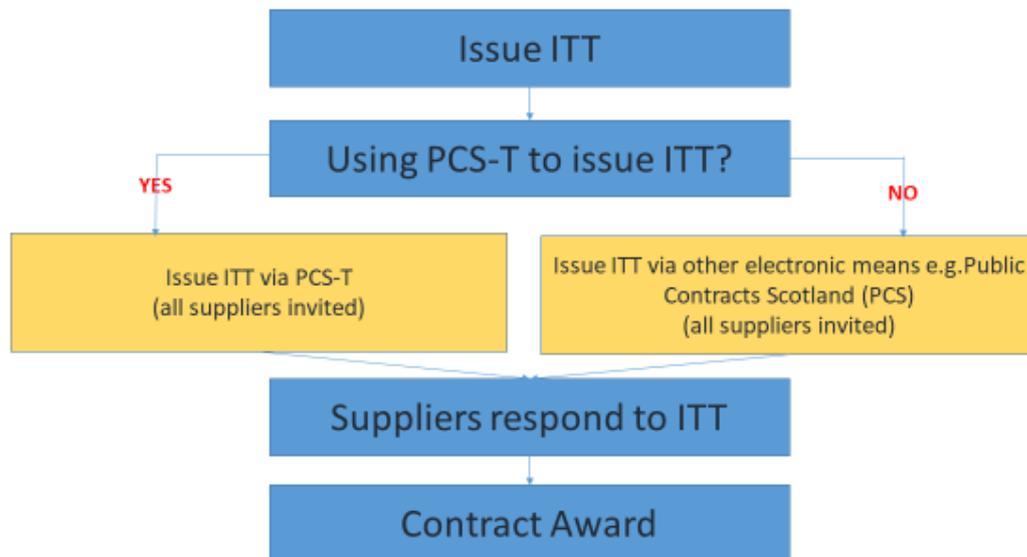
SPD title: Scottish Procurement – Telephony and Communication Services Dynamic Purchasing System
Project Code: 20254
PQQ code: 5747

Note: a Supplier Response Guide is available in PCS-Tender.

Suppliers will receive a decision from Scottish Procurement via the PCS-T message board within 10 working days of submitting their application to join the DPS.

9. Issuing the ITT - electronic options

Public sector buying organisations have options when issuing tenders. The recommended option is PCS-Tender however other systems or processes may be used. An illustration of the options is demonstrated in the diagram below:



10. Inviting suppliers to tender

Successful suppliers must be given the opportunity to submit a tender for every procurement exercise conducted under each Lot they are on. For example, if a buyer was looking to procure through Lot 1 - Telephony and Communication Services, all suppliers within Lot 1 must be given the opportunity to submit a tender. Suppliers should note there is **NO** direct award procedure under a DPS.

Public Contracts Scotland – Tender (PCS-T): call-off process

The majority of invitations to tender will be issued via the PCS-T system. This process allows buyers to issue documentation to all suppliers at the push of a button via the respective Lot templates.

The use of PCS-T is not mandatory for the DPS and buyers can still use their own electronic method if they prefer but this process will be the most common approach.

11. What is included within the ITT

The invitation to tender (ITT) documents should include a technical and commercial criteria aimed at assessing the supplier's ability to deliver the requirement and the cost of doing so. The ITT documents will be developed by the contracting authority

and the award criteria will include both cost and quality of service. The weightings will be determined prior to the issue of the tender documents.

Please note that the overall weightings will be within the following ranges as stated within the Contract Notice:

- Quality/technical: 40-80%
- Price: 20-60%

Suppliers will be given a minimum of 10 days to respond to ITTs however many procurement exercises may allow longer response times – this will depend on the complexity of the requirement.

12. Awarding contracts

Contracts will be awarded in an open, fair and transparent manner at all times and will be awarded to the supplier offering the most economically advantageous tender (MEAT).

There is no obligation to undertake a standstill period by the contracting authority when awarding a contract under the DPS. Any voluntary standstill period will be assessed on an individual basis. Regulated contract award notices will be published via the Public Contracts Scotland portal.

13. Contact details

Scottish Procurement points of contact:

Lisa Pittman, Senior Portfolio Specialist

✉ lisa.pittman@gov.scot

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David Box, Portfolio Manager

✉ david.box@gov.scot

☎ Tel: 07919 014604

Checklist for Telephony and Communication Services DPS suppliers

To ensure suppliers do not miss out on contract opportunities via the DPS, it is recommended that suppliers have multiple email addresses listed against their Public Contracts Scotland - Tender (PCS-T) account or alternatively, a shared mailbox account.	✓
Most Invitations to Tender (ITTs) will be issued via PCS-T however please note they may also arrive via other electronic means e.g Public Contracts Scotland (PCS) or another tendering portal.	✓
Ensure contact email addresses on PCS and PCS-T are reviewed on a regular basis.	✓
Ensure you are aware of the closing date or time for receipt of tenders.	✓
Ask for clarification on any aspect of the services you are tendering for noting there may be a closing date or time for receipt of clarification questions.	✓
If you do not wish to bid for a requirement, you do not need to opt out or notify the issuing organisation, however it is good practice to consider this course of action.	✓
It is essential that suppliers provide timely Management Information to Scottish Procurement and the Contracting Authority upon request e.g contract details, spend information.	✓