

Scottish procurement: Mobile Voice and Data Services framework

SP-22-005

Buyer Guide

Version 1.2

15 June 2023

1. Foreword and acknowledgements

Scottish Procurement delivers 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 cycle. Scottish Procurement would like to acknowledge the work, support and contribution from all sector representatives. Their input has helped to shape the direction of the project to a successful outcome.

2. Introduction

This guide aims to assist public sector bodies in selecting the most cost-effective services and tariffs from the Mobile Voice and Data Services framework to suit individual requirements and to guide organisations through the straight-forward ordering process.

3. Scottish procurement points of contact

The Scottish Procurement ICT Networks Team contact details are as follows:

Email: [Lisa Pittman](#)
Senior Portfolio Specialist
Telephone: 0141 242 5628

Email: [David Box](#)
Portfolio Manager
Telephone: 07919 014604

4. Supplier points of contact

Postal Address:
Vodafone Ltd
Vodafone House
The Connection
Newbury
RG14 2FN

For new customers, initial framework and tariff enquiries:
Alastair Redpath
Telephone: 07771 993993
Email: mobilescotland@vodafone.co.uk

For customers with existing Vodafone Ltd contracts:
Nathan Hogan
Telephone: 07880 094560
Email: mobilescotland@vodafone.co.uk

The Vodafone Ltd service desk is also available Monday to Friday between 8am to 6pm. Telephone: 0333 304 3333

5. Framework overview

Scottish Procurement established the first national framework for mobile voice and data services in March 2020 and this has proven to provide excellent value for

money for more than 100 Framework public bodies that have awarded call-off contracts through the framework. This framework delivers even greater value for money to Scottish public sector bodies with significant savings against the previous arrangement.

6. Framework scope

The scope of the services includes the following:

- voice and short messaging service (SMS)
- data services including individual, aggregated, shared and unlimited data options
- international calls & data
- mobile devices and accessories via a public sector catalogue
- Wi-Fi calling
- lone and remote worker services
- mobile device management
- device data cleansing/wiping disposal
- device Insurance
- 5G Services
- professional and managed service
- mobile internet of things (IoT) services
- access point name (APN) Services
- converged mobile services
- business mobility apps

Schedule 1a (Specifications and Service Levels) provides more details on the services available through this framework and can be found in the Scottish Procurement: Procurement Information Network group on the secure [Knowledge Hub](#) site. Please click [here](#) for details.

7. Framework & call-off contract period

The Framework commenced on 15 April 2023 and will end on 14 April 2026 with the option of one 12-month extension period.

Call off Contracts from this Framework will be for a minimum period of 24 months and a maximum period of 48 months.

Individual connections do not have a minimum duration and can be ended without penalty. However, if a connection with an equipment credit is taken and is terminated prior to reaching its 24-month duration, there is a process for Vodafone Ltd to recover its costs on a pro-rata basis. This process can be found in Schedule 1a - Specification and Service Levels.

It is the responsibility of any buying organisation wishing to use the framework agreement to satisfy itself that it is eligible to do so. Entitlement can be established from the [Contract Notice](#) Section II.2.4 of the notice refers.

Further guidance can also be found within the Scottish Government guidance on framework agreements. If there is any doubt, legal advice should be sought.

The framework terms and conditions are subject to Scots law.

8. Support for framework public bodies

Named Account Manager: Each Framework public body will be appointed a named account manager who is aligned to a senior manager for supervision and potential escalation. The account manager will support the Framework public body through all the stages of mobilisation, implementation and transition and will continue to provide support through the life of the contract. They will also be accountable for ensuring that:

- requests are dealt with in a timely manner and to the Framework public body's satisfaction.
- management information is consolidated and issued to the Framework public body in line with the agreed service levels
- they liaise with Framework public bodies to ensure that complaints and incidents are resolved promptly, in line with KPIs and service levels and with a minimum of disruption to existing services or operations

Deputy Account Manager: A deputy Account Manager will also be assigned to act as a cover for the Account Manager

Named Transition Manager/Implementation Lead: Responsible and accountable for delivering on-time implementation and transition in accordance with the call-off contract; coordinating internal functions/processes to implement the contract; single point of contact for the Framework public body during the implementation and transition phase of the project. A named Service Transition Manager will be appointed for every Call-Off Contract.

9. Framework benefits

This national framework will provide the following benefits:

- excellent tariff pricing, benchmarked annually and offering value for money options available to Scottish public sector bodies regardless of size or geographical location
- access to a wide range of mobile voice and data services with a variety of associated and emerging technologies e.g. 5G and mobile Internet of Things (IoT)
- extensive list of devices and accessories spanning a range of price points and financing options via a public sector device catalogue
- free of charge device wiping, disposal, recycling service
- simplified tariffs for international travel using Vodafone Public Sector Traveller (PST) option with ability to use UK voice, text and data allowance when travelling overseas:

International tariff billing

- the default position is that PST is enabled as a daily charge but is only billed when the device is overseas. With reference to the use of data, if the device is switched on, has mobile data enabled and it is not connected via WiFi then the customer will be charged the relevant daily PST rate. However, if the

device has mobile data disabled and is only connecting via WiFi, the PST daily rate will not be charged. For the avoidance of doubt, if the device is switched on overseas with mobile data activated, even if you do not actively use data, you are likely to get charged at the daily PST rate.

- with reference to the use of voice, if a device is overseas, it is able to receive calls without the PST daily rate being charged. However, if a call is made whilst overseas, the daily PST rate will apply.
 - Framework public bodies are able to have the PST disabled at the commencement of their call-off contract or at any time throughout the contract period.
 - if travelling for more than 10 days, the monthly tariff may be more cost effective. Organisations should speak with their account manager and consider if the monthly charge should be enabled for specific connections.
- good levels of national mobile coverage with network improvements planned over the duration of the framework and where there is no suitable Vodafone network coverage, optional use of alternative networks may be provided
 - contracting with an accredited Real Living Wage employer who also provide wider benefits in terms of fair work, social, environmental and community benefits
 - as a single supplier arrangement, there is no need for further competition with a compliant and easy route to market for Scottish public sector bodies with a simplified, direct award approach for call-off contracts
 - access to a supplier which is accredited to ISO 27001
 - framework reduces duplication of procurement activity within the Scottish public sector

10. How to use this framework agreement

Ordering

As a single supplier framework, there is only a Direct Award route to market and no further competition is required.

All call-off contracts awarded under the Framework Agreement will be drawn up using the standard terms and condition for call-off contracts contained in Schedule 5 (Standard Terms of Supply) and the order form at Annex A of Schedule 3 of the Framework Agreement. The Framework public body will populate the order form to reflect their specific requirements and this will be agreed with Vodafone Ltd prior to both parties signing the final version.

A copy of this order form will also be available from the [Scottish Procurement: Procurement Information Network](#) group on the secure Knowledge Hub site.

The order form includes variable elements contained within Schedule 5 – Terms of Supply and these have been extracted to this order form as they appear within Schedule 5 and will be populated, agreed and signed by the Framework public body and Vodafone Ltd. Framework public bodies are also able to agree changes to the

Schedule 5 supporting schedules within the order form to meet their specific requirements.

Buyers are reminded of the obligations contained in the [Procurement Reform \(Scotland\) Act 2014](#) in relation to the award of contracts valued equal to or greater than £50,000.00 including those awarded as a result of a framework call-off.

In particular, buyers should note that in accordance with [Section 23\(2\)](#) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with [Section 35](#) contracts must be registered in the contracting authority's contracts register.

Devices and accessories

Vodafone Ltd provide their standard public sector device catalogue detailing the range of handsets, devices and accessories available via the framework. This catalogue will be updated regularly and is held on the Scottish Procurement: Procurement Information Network group on the secure [Knowledge Hub site](#) – details below.

Where a Framework public body requires a large number of devices, Vodafone may be able to negotiate on their behalf directly with the manufacturer to obtain bulk discounts.

Where an Framework public body prefers to spread the cost of devices over the life of their call off contract, Vodafone can offer Device Financing (spreading the purchase price evenly over the contract duration with no interest charges), or leasing, as alternatives to outright purchase.

Pricing

Schedule 2 – Pricing Schedule of the Framework Agreement sets out all charges against the services under this framework.

The prices within the Pricing Schedule are the **maximum** prices that Framework Public Bodies will be charged for the first three years of the framework but may be reduced by the agreement of both Parties. These prices will be subject to ongoing tariff reviews and benchmarking and may be reduced during the period of the framework.

Some services available via the framework are not priced. If these services are required by a Framework public body, these will be provided by Vodafone Ltd on a case-by-case basis and subject to agreement between Framework public bodies and Vodafone Ltd.

A [price comparison tool](#) is available via the secure Knowledge Hub site which will allow Framework public bodies to identify the savings they will secure on core voice and data services against prices currently being paid.

Equipment credit/tech fund

The voice & SMS bolt-on and the individual data bolt-on tariffs have options for Framework Public Bodies to take a £50 equipment credit at a higher monthly tariff. The equipment credit means that framework public bodies can offset their accrued equipment credit to make purchases towards the following:

- hardware from the Service Providers standard public sector device catalogue (phones, tablets, accessories etc.)
- professional services
- network coverage solution or
- with the agreement of the Service Provider, fund other services within the scope of the Framework

Vodafone Ltd must ensure Framework public bodies are informed and notified one month in advance of any deadline for using their equipment credit/tech fund.

Framework public bodies should note that if a tariff with an equipment credit is taken up, the connection should remain in place for 24 months. If this connection is terminated prior to the end of the 24-month period as mentioned [here](#), there is a process for Vodafone Ltd to recover its costs on a pro-rata basis.

The equipment credit may be redeemed at any time during the contract duration, there is no need to wait until the contract is close to expiring. If the equipment credit is not utilised prior to the contract end, the credit becomes null and void therefore it is vital that framework public bodies routinely monitor the credit that has been accrued to ensure best value for money and to avoid financial losses.

Framework public bodies may wish to further consider their tariff options at the end of this 24-month period if they have taken an equipment credit as there is likely to be benefit in moving to a tariff without any equipment credit at this time.

Framework and contract management

Scottish Procurement will manage the framework agreements at a strategic framework level. This incorporates a number of activities including the management of framework supplier performance, collating management information, coordinating feedback, undertaking quarterly business reviews, user feedback groups and supporting Framework public bodies with any issues or concerns.

Framework public bodies must manage all call-off contracts awarded at a local level and deal with day-to-day issues with a view to resolving these locally in the first instance. Scottish Procurement will act as the escalation point should local resolution prove unsuccessful.

Framework public bodies using these frameworks should request their own management information and hold regular meetings with the framework supplier as necessary. The framework supplier is aware of the need to supply management information to Framework public bodies as part of agreed framework terms and conditions.

11. Fair work practices, supply chain transparency and community benefits

Vodafone Ltd is an accredited Real Living Wage employer and deliver a range of fair work practices including:

- no use of zero-hour contracts
- providing an effective voice in the workplace via an employee consultation council comprising of employee representatives

- they have a variety of learning and development programmes for employees including the use of artificial intelligence and automation to provide personalised learning opportunities

On social and ethical responsibilities, Vodafone Ltd require their 1st tier supply chain to adhere to their ethical code of conduct and encourage sub-tier suppliers to ensure compliance across their own supply chain. Areas covered under the code of conduct include:

- no use of forced labour, slavery or human trafficking
- all employees have an employment contract with reasonable notice period
- audits are carried out to monitor and improve labour standards in the supply chain with robust action taken where compliance breaches are found

Regarding sustainability and minimising environmental impacts, Vodafone Ltd:

- has an Environmental Management System certified to ISO14001 and energy management certification to ISO50001
- has a target to reduce all carbon emissions from their UK operations to net zero by 2027 and within their supply chain by half by 2030
- continue to reuse or recycle 100% of network electronic waste
- contribute to Vodafone's Global goal to reduce their business customers' carbon emissions by 350 million tonnes by 2030
- provide their free of charge device disposal, recycling, reuse and wiping service that is compliant with the WEEE Regulations 2013

Vodafone Ltd delivers a number of corporate community benefits covering:

- apprentices – youth bootcamp programmes and designed as an alternative to university and corporate training
- provision of week-long virtual work experience programmes for school students
- provision of expert business advice to local SMEs, third sector and supported businesses, includes free, interactive digital skills workshops, e-learning modules and fortnightly webinars.
- continued commitment to provide free connectivity to digitally excluded people across the whole of the UK with a national target to connect 3 million people by end of 2025

Scottish Procurement will work with Vodafone to identify and deliver Community Benefits. Framework public bodies placing call-off contracts from this framework agreement are strongly encouraged to consider the inclusion of Community Benefits as part of the call-off contract process. Any agreed Community Benefits should be reported to Scottish Procurement. Scottish Procurement will also ensure Vodafone Ltd continually update them at framework level as demand comes through.

12. Who can use this framework agreement?

The framework agreement will be available for use by the Scottish Ministers (including Agencies), Scottish Non-Departmental Public Bodies, offices in the Scottish Administration which are not ministerial offices, cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998, The Office for the Secretary of State for Scotland, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, bodies registered as social landlords under the Housing (Scotland) Act 2001,

Student Loans Company Limited, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board, Scottish Futures Trust, Equality and Human Rights Commission, Business Stream Ltd, the Business Gateway National Unit at the Convention of Scottish Local Authorities, further or higher education institutions being fundable bodies within the meaning of section 6 of the further and Higher Education (Scotland) Act 2005, any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing. In addition to the contracting authorities listed, the framework agreement will be available to charities entered on the Scottish Charity Register and voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisations.

Information about agencies of the Scottish Ministers, Scottish Non-Departmental Public Bodies and offices in the Scottish Administration which are not ministerial offices are listed [here](#):

Overview of the governance structure of public procurement for Scotland, including the Public Procurement Group can be found [here](#).

13. Where to find further Information

Further details on the services available through this framework can be found in the [Scottish Procurement: Procurement Information Network](#) group on the secure Knowledge Hub site.

If you do not have access to this site, please ensure you are registered on Knowledge Hub and complete the [membership request form](#). Please email the completed form to the [Scottish procurement points of contact](#).