# Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

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# The Contracting Authority

1. The Home Office is leading a pan departmental, cross government programme to deliver the new Emergency Services Network (ESN) critical communications system. This will replace the current Airwave service used by the emergency services in Great Britain.
2. Customers for the ESN include the police, fire and rescue, and ambulance services as well as a range of other users stretching from local authorities and utility services to first responders like inshore rescue. There are 300,000 frontline emergency service users who will depend on ESN, using handheld devices or operating equipment in 50,000 vehicles, 115 aircraft and 200 control rooms.
3. The strategic aim of the emergency services mobile communications programme (ESMCP) is to deliver a much better voice and data service to the emergency services. It will replace the reliable but limited and ageing Airwave system

# Background

## 1- In its Final Report ([Final Report](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fcma-cases%2Fmobile-radio-network-services%23final-report&data=05%7C02%7CLaurence.Gregory2%40homeoffice.gov.uk%7C0c7f5418754e4abfe61c08dce87ba068%7Cf24d93ecb2914192a08af182245945c2%7C0%7C0%7C638640864866835663%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=J134L2BLnfnaTadvTMyS8F5etGiEXfmaxSxgwylFE5w%3D&reserved=0)) the CMA (alongside the charge control ([charge control](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fcma-cases%2Fmobile-radio-network-services%23the-mobile-radio-network-services-market-investigation-order-2023&data=05%7C02%7CLaurence.Gregory2%40homeoffice.gov.uk%7C0c7f5418754e4abfe61c08dce87ba068%7Cf24d93ecb2914192a08af182245945c2%7C0%7C0%7C638640864866857056%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=tFq74aBvmaa9JsyqXy6q3LCbrzLzHn00RiwXxsJ3oEE%3D&reserved=0)) imposed on Motorola) decided to recommend to the Home Office that it should, as soon as possible, develop and implement a plan to ensure that, by not later than the end of 2029, the supply of communications network services for public safety in Great Britain is subject to:

## 1.1 competitive pricing arrangements; or, if this is not feasible,

1.2 measures to similar effect (for example, through putting forward legislation to introduce a regulatory function) (the Recommendation).

(See pages 252 and 256 of the Final Report.)

2- The Home Office is required to make a public policy statement in response to the

Recommendation.

1. Therefore the Home Office requires a strategy paper outlining the ESMCP approach to lock-in.

# Definitions

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| **Expression or Acronym** | **Definition** |
| ESMCP | Emergency Services Mobile and Communications Programme |
| ESN | Emergency Services Network |
| CMA | Competition Market Authority |
| MPRG | Major Project Review Group |
| OFCOM | The Office of Communications |
| SME | Subject Matter Expert |
| GMPP | Government Major Projects Portfolio |

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# The requirement

## Output Required:

1. Strategy paper to set out the ESMCP’s approach to Lock-in including:
   1. Technical approach – including Interfaces between suppliers, RAN, 4G to 5G Transition, supplier transition options and interworking
   2. Coverage approach – including roaming, asset transfer, regional coverage arrangements
      1. Coverage options
      2. Alignment to OFCOM roadmap
   3. Commercial approach to current contracts
2. Sourcing Strategy for the end of new ESN contracts:
3. Sourcing strategy elements (including 1d above) including:
   * 1. Options for sourcing ESN contracts including Pros and Cons with focus on allowing competition in the market to include consideration of: Delivery Model Assessments, Lotting and payment Mechanisms.
     2. Desktop market assessment or at least a view of how the market will develop up to and post 2029
     3. Routes to market and potential timing for procurements
4. Focus on MS contract, with consideration of US and Devices / other
5. List of assumptions and ‘what needs to be true’ with 7 - 10-year roadmap
6. Analysis of current contract contracts (by value %age)
7. How many of the contracts have been competed
8. What has Home Office done on the contracts where there has been no competition to mitigate lock-in and subsidy control challenges

## Approach

1. Review of existing materials including:
   1. ‘**Redacted under FOIA Section 40, Personal Information** Technical document
   2. ‘**Redacted under FOIA Section 40, Personal Information** Commercial options documents
   3. MPRG papers
   4. Existing TLT lock-paper
   5. Programme financial model.
2. Interview programme SMEs (e.g. **Redacted under FOIA Section 40, Personal Information**) to collate up to date analysis of opportunity
3. High level analysis of the PBC financial model to extract contract costs to enable section 4 above.

Assumptions:

* Supplier may terminate the Call-Off Contract on written notice to the Buyer if the performance of any part of the Services would conflict with law, professional rules or Supplier’s independence. Supplier will provide as much notice to Buyer as is reasonably possible and will work with Buyer to seek to mitigate any impact on the Services.
* The Deliverables are for Buyer’s exclusive use and provided for the purposes described in this Call-Off Contract. No person other than Buyer may rely on the Deliverables and/or information derived from them. This does not affect the Buyer’s right to sub-licence any New IPR or Specially Written Software that may be supplied under the Call-Off Contract.

## Volumes

## This will be a one- off contract to provide the services as listed in the requirements section for a period of 20 working days.

## Provisions will be included in the award form to extend this requirement.

## The pricing basis in this event is outlined in the contract pricing - Schedule 5.

# Staff and Customer Service

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## SC Clearance will be required for this tasking.

# Payment and Invoicing

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to Redacted under FOIA Section 40, Personal Information

## All invoices must contain a valid PO number

## Supplier must be VAT registered.