



**Glasgow City Council**

**Contracts and Property Committee**

**Report by Director of Legal and Administration**

**Contact: Maureen Fitzpatrick Ext. 76406**

**Item 6**

**20th March 2025**

**The Provision of Corporate Mobile Data Services**

**Tender Reference: - GCC006306CPU**

**Purpose of Report:**

To submit details of the tenders received for the provision of corporate mobile data services and recommend acceptance of the most economically advantageous tender as detailed in this report.

**Recommendations:**

The Contracts and Property Committee is requested to approve the Direct Award of a contract for the provision of corporate mobile data services to the supplier listed below.

Vodafone Limited  
Companies House Number - 01471587

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

## 1 Background and Tender

- 1.1 Glasgow City Council's ("the council's") budget for the provision of corporate mobile data services is £580,686. This calculation is based on the council's quarterly billing profile.
- 1.2 The provision of mobile data services is required to support the council to sustain its day-to-day business as usual work. This contract will support the full council estate of approximately 16,809 connections, provide a shared data pool of 30 terabytes per month across individual connections (for mobile phones and 4G enabled laptops), unlimited voice and text tariffs and shared data bundles.
- 1.3 The council's mobile data service requirements have advanced since the current contract received approval by committee on 6 October 2022, [GCC005675CPU - Award Report](#). Previously, the council required 15,910 connections and 11 terabytes per month. The data usage has increased significantly over time and has predominately resulted from hybrid working, a change in working practise (MS Teams), ongoing technical updates, and roaming requirements. The new contract will support agile tariffs changes to mitigate extra usage charges as the council continues to change its consumption.
- 1.4 It is predicted that there may be a reduction in the number of connections over the period of the contract and the framework allows the flexibility to increase or decrease connections. It is expected that over the same period that data usage will continue to increase in line with a more mobile workforce, as new functionalities and applications are added to mobile devices and larger and more frequent software updates are released by the hardware and application suppliers.
- 1.5 A commodity team consisting of stakeholders from Strategic Information, Innovation and Technology Team (SIIT) and the Corporate Procurement Unit (CPU) was formed to develop the sourcing strategy and deliver a contract
- 1.6 In line with the effective and efficient objective within the Council's Sustainable Procurement Strategy 2023-2027, which can be located [here](#), and to support the national agenda in utilising national collaborative frameworks, it was agreed that a Direct Award of contract/process from the Scottish Government's (SG) framework for Mobile, Voice and Data services, reference (SP-22-005), would be the most appropriate method to deliver this contract.
- 1.7 The duration of the contract is two years with the option to extend for two periods of up to twelve months. The anticipated contract start date is 1 May 2025.
- 1.8 The contract will be utilised by the Glasgow family.

## 2 SG Framework

- 2.1 The SG mobile, voice and data framework is a single supplier agreement, designed to provide a compliant and easy route to market for all Scottish public sector organisations to utilise.
- 2.2 The SG awarded the framework following an open tender process, in which Vodafone Limited was appointed as the successful single supplier.
- 2.3 The tender bids were evaluated based on the following award criteria:

Award Criteria	Weighting
Quality	40%
Price	60%

## 3 Benchmark

- 3.1 The sourcing strategy identified two frameworks, the SG framework and the Crown Commercial Services (CCS) framework (reference RM6261), suitable for consideration. Following the benchmarking exercise the mobile connection and data tariffs of the SG's framework were determined to be more competitive.
- 3.2 As per paragraph 1.2, the councils requirement comprise several elements including individual connections, voice and text tariffs, 30 terabyte shared data bundle per month. Based on the SG framework pricing, the estimated annual contract value is shown in the table below

Description	Estimated Value (per annum)
<b>Current Usage</b>	
16,809 Connections 30 terabyte Data	£160,480

## 4 Contract implementation and Supplier Management

- 4.1 The implementation of the contract will be managed by SIIT and Vodafone. Vodafone has confirmed there will be no major switchover required and that existing sim cards will continue to be utilised therefore reducing impact to essential services that require day to day use of mobile phone services. There will be relevant communications distributed to various users.
- 4.2 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract to be categorised as low. The supplier will be monitored in line with our contract and supplier management process which includes tracking the supplier's performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.
- 4.3 SIIT will manage the contract and be expected to manage volumes of data and connections when required by the need of the business. There is a dedicated

account manager available for the council from the supplier. The SG also provides support and has fortnightly meetings with the supplier.

- 4.4 The agreed community benefit outcome commitments will be monitored via Cenefits which is a web-based monitoring tool. Sustainable commitments will also be captured within the CPU Sustainable Register.

## 5 Policy and Resource Implications

### Resource Implications:

*Financial:* The estimated annual contract value is £160,480, totaling £641,920 over the 4 years if the 2 x 12-month extension periods are implemented. The contract will be met by the service areas budget.

This contract has resulted in a reduced charge savings of £420,206 per annum to be re-invested in ICT services. This figure is based on current usage charges and new agile tariffs.

*Legal:* The report raises no new legal issues.

The Director of Legal and Administration will be responsible for concluding the contract.

*Personnel:* No direct personnel implications.

*Procurement:* Direct Award of contract as per section 1.6.

**Council Strategic Plan:** This supports Grand Challenge 4 - Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities.

3 Enable staff to deliver a sustainable and innovative council structure that delivers value for money.

### Equality and Socio-Economic Impacts:

*Does the proposal support the Council's Equality Outcomes 2021-25*

The proposal supports the equality outcomes by supporting council employees.

Outcome 2 – This is supported by giving HSCP the ability to use mobile services to access to mobile data services to help support work with older people in the community.

*What are the potential equality impacts as a result of this report?*

An EQIA was not required for this contract as there is no impact.

*Please highlight if the policy/proposal will help address socio economic disadvantage.*

Fair Work First was included as part of the award criteria at framework level.

The supplier recommended for award, Vodafone Limited, has confirmed the following policies.

- Payment of at least the Real living Wage
- Provide appropriate channels for effective workers' voice.
- Investment in workforce development
- No inappropriate use of zero hour contracts
- Action to tackle the gender pay gap and create a more diverse and inclusive workforce.
- Offer flexible and family friendly working practices for all workers from day one of employment.
- Oppose the use of fire and rehire practice.

*Vodafone is a real living wage supplier.*

Community Benefit was included as part of the tender process and will be finalised on commencement of the contract.

Community benefits associated with this contract is valued at 50 points.

Appendix A sets out the Community Benefit Outcome menu relating to this contract.

**Climate Impacts:**

*Does the proposal support any Climate Plan actions? Please specify:*

Yes, Recommendation 51 - the new City Development Plan presents a vision for a low carbon city that can guide the development of proposals and planning decisions that help our city respond to the climate challenge.

Vodafone will be required to maintain a standard of environmental protection, including, certification to ISO 14001/EMAS or equivalent standards, relevant to the delivery of the framework agreement. They will also be expected to support carbon reporting to assist

framework public bodies in meeting their environmental targets.

*What are the potential climate impacts because of this proposal?*

Conversely, the reduction of connections linked to the Council estate will help support climate impacts.

*Will the proposal contribute to Glasgow's net zero carbon target?*

Vodafone UK's long term, SBTi-validated science-based target is to achieve net zero emissions across its entire value chain globally by 2040.

This involves an absolute reduction of its Scope 1, 2, and 3 emissions by at least 90% by 2040. Additionally, it aims to halve its value chain (Scope 3) emissions by 2030.

Vodafone UK is striving to reach net zero for its operational emissions (Scope 1 and 2) by 2027, expediting our global targets.

Vodafone is ISO14001:2015 certified Environmental Management Standard, encompassing all Vodafone UK sites, contracts and operations. Additionally, its technical sites and offices have an ISO 50001:2018 certified Energy Management System.

Future plans include:

- Reducing natural gas for heating
- Transitioning from diesel generations to run on biofuel/ solar
- Transitioning van fleet to fully EV by 2026
- [Carbon Reduction Plan | Vodafone UK](#)

**Privacy and Data Protection impacts:**

A DPIA was completed no data protection impacts were identified.

## 6 Recommendations

The Contracts and Property Committee is requested to approve the Direct Award of a contract for the provision of corporate mobile phone services to the supplier listed below.

Vodafone Limited  
Companies House Number - 01471587

## Appendix A – Community Benefit Outcome

### Theme - Recruitment & Employment (EMP)

Outcome Ref No	Outcome	Community Benefit Points Value
EMP01	New Employee - Full Time Job (from Priority Group)	30
EMP02	New Employee - Full Time Job (non Priority Group)	20
EMP03	New Employee - Part Time Job (from Priority Group)	15
EMP04	Apprentice New Start - Full Time (from Priority Group)	20
EMP05	Apprentice New Start - Part Time (from Priority Group)	15
EMP06	New Entrant Graduate - Full Time (from Priority Group)	10
EMP07	New Entrant Graduate - Part Time (from Priority Group)	5
EMP08	Apprentice Transferred - Full Time	10
EMP09	Apprentice Transferred - Part Time	5

### Theme - Skills & Training (SKL)

Outcome Ref No	Outcome	Community Benefit Points Value
SKL01	MCR Pathways 1-2-1 Mentoring Programme (or equivalent Programme)	25
SKL02	School Mentoring or Enterprise Programme	10
SKL03	Work Experience Placement - Foundation Apprenticeship	15
SKL04	Taster Sessions (Council or Delivery Partner Programmes)	5
SKL05	Work Experience Placement - School	5
SKL06	Work Experience Placement - Non School	5
SKL07	Career Event	5
SKL08	Workplace Visit	5
SKL09	Volunteer Opportunity (City Deal Priority Groups)	5

### Theme - Supply Chain Development (CHN)

Outcome Ref No	Outcome	Community Benefit Points Value
CHN01	Supply Chain Briefings	10
CHN02	Business Mentoring	10

### Theme - Community Engagement (COM)

Outcome Ref No	Outcome	Community Benefit Points Value
COM01	Community Engagement - Financial Support (minimum £1k)	5
COM02	Community Engagement - Non-Financial Support (min. 5 hrs)	5