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Mobile Telephony Coverage

Market Engagement Lot 6, Network Services 2

1st December 2021

Commercial disclaimer

- This event is an informal market engagement exercise
- It is designed to continue to develop our understanding of the market and help us become an intelligent customer
- We reserve the right not to undertake any specific procurement activity related to this engagement
- The material does not necessarily reflect any specific GPA policy and where any discrepancy arises, official policy statements and publications take precedence
- Existing commercial arrangements with suppliers will not be discussed
- Whilst we will seek to engage openly and respond to questions, we reserve the right not to answer questions where we believe it is not in our interest to do so





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Introduction to GPA and Background to the Programme

Steve Nelson



GPA IT Programme Delivery Team

**Chief Digital and
Technology Officer**
Neil Williams



**IT Programme
Delivery**
Steve Nelson



**IT Service
Delivery**
Paul o'Toole



**Technical
Architecture**
Al Gardner



**Data
Engineering**
Carl Sneyd



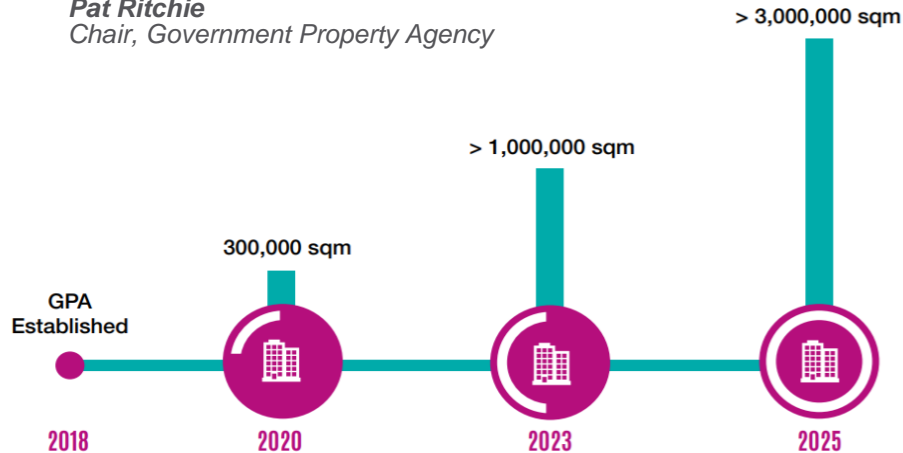
**Head of
IA/Cyber**
Nick Harms

Commercial
Hasan Afzal



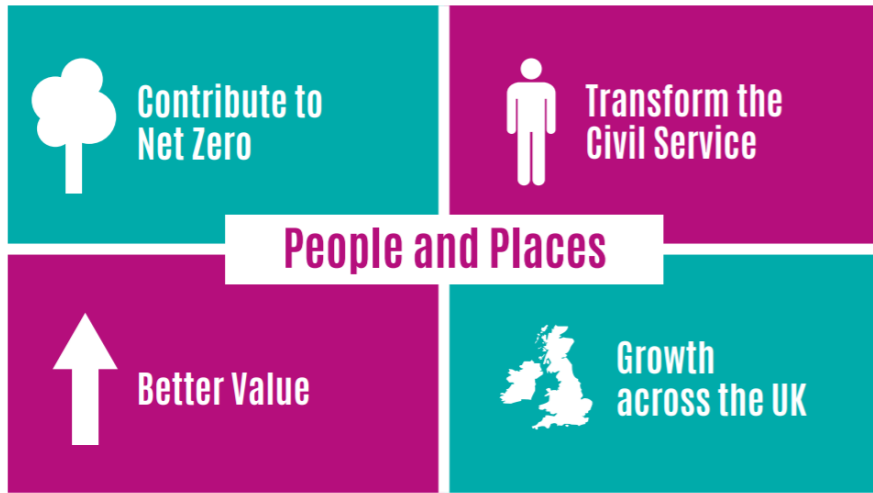
“GPA’s Government Hubs Programme will provide **modern, flexible and sustainable office locations across the UK**; enhancing **productivity and supporting the development of career pathways in the nations and regions**. GPA’s commercially-driven approach will allow for the rationalisation of the currently fragmented government estate, using **data-driven decision making to provide portfolio, landlord and workplace services to a high standard for client departments with a real focus on people**. The steps we are taking now will bring about genuine change and make a lasting difference we can all be proud of.”

Pat Ritchie
Chair, Government Property Agency



Our Vision

Our Goals and Objectives



We have developed a 10 year strategy, covering the period 2020-30. Over this timescale we expect to transform the way the general purpose government estate supports public service delivery by:

- Improving the experience of the workplace for civil servants;
- Enabling increased working across departmental boundaries within the public sector;
- Supporting moves from London to the nations and regions of the UK;
- Taking a locality planning approach to optimise the government estate, and working with local authorities to embed our contribution to place-making;
- Responding to the changes in ways of working being accelerated as a result of responses to COVID-19;
- Improving the sustainability and condition of the estate.
- Transforming our organisation: putting customer service at the heart of what we do.

Our roadmap

- 30-40 National Hubs
- Whitehall campus
- Lifecycle Replacement

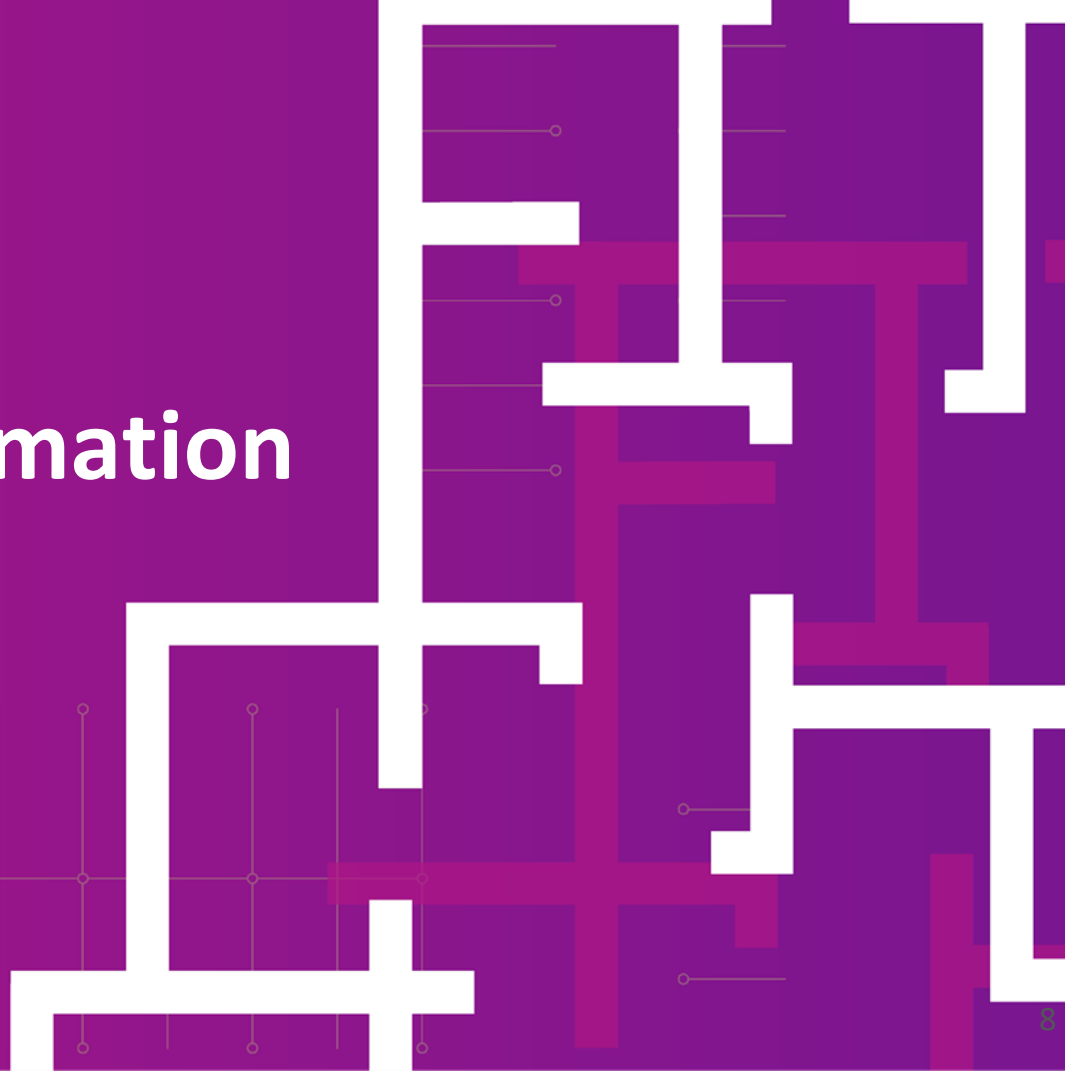
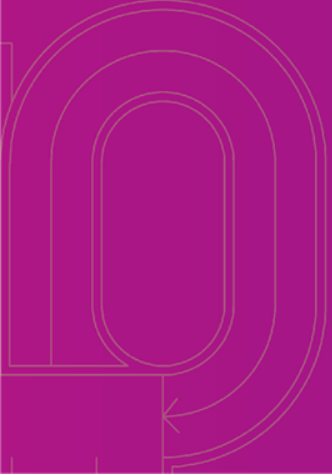




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Commercial information

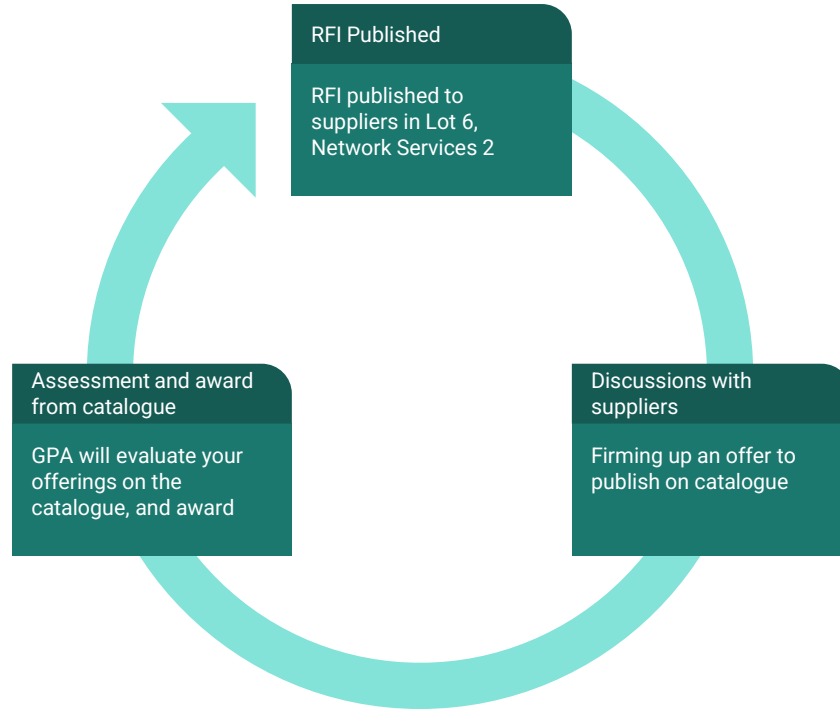
Hasan Afzal



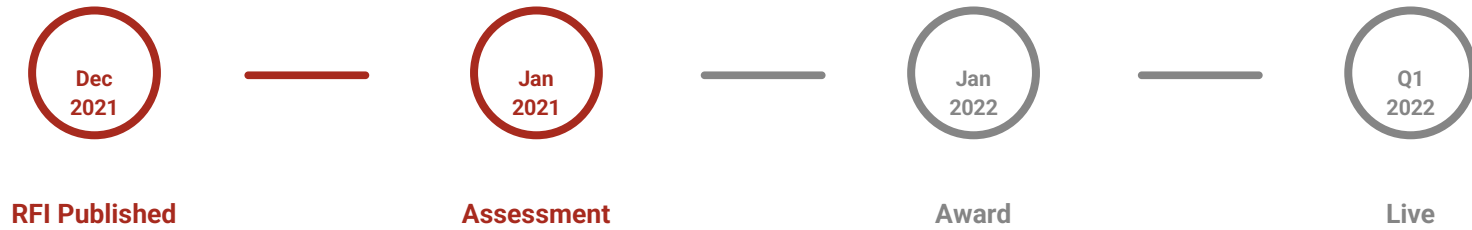
Procurement Information

- Route to market: Lot 6, RM3808 (Network Services 2)
- Best endeavour to provide schedules to be made available at procurement
- Take social value seriously
- How will you drive innovation and added value

Procurement Process



Procurement Timelines





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Technical Overview

Allan Gardner



Where we are now

Need good quality mobile telephony signal, no matter where you are in a building, whether it is a new building or a refurbished building.

Information we want from suppliers

- Options for managing a good quality signal
- Commercial models to manage this so we can be more hands off
- More transparency so we only pay for what we need to

Mobile Telephony Coverage

High Level

The Requirement - Survey

- A map of signal strength across each building
- A physical site survey to determine whether all working areas currently have good coverage using the existing infrastructure local to the area (Survey should be undertaken after CAT A Construction is completed)
- Indication of signal propagation of any 2/3/4/5G signal and locations on a floor plan, location of any access points and the propagation and frequency of any emissions.
- A survey conclusion report detailing the findings of the survey and proposal of how to remediate areas with poor signal if any are identified, with a quantified explanation of the survey data and how it has led to the survey conclusion.

The Requirement - Solution

- Building users to be able to make and receive phone calls and use mobile data using mobile devices on required network carriers in working areas (and non-working areas)
- The service should be able to accommodate all major UK network carriers if required (As defined by Ofcom)
- The service should align to an SLA of 99.99% availability 24/7
- Testing to ensure that it meets the requirements before being signed off as a live service

The Requirement - Management

- Proactive support for the service interfacing with service management function.
- Monthly operating statistics showing the utilisation of the service
- Monitoring usage to ensure the usage does not exceed 80% capacity without action and if required, remediation to ensure service continuity
- Regular program of test/survey/ remediate as required, with the ability to scale down the solution if demand on the service is decreased due to increased carrier infrastructure in the local area



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Supplier Questions





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THANK YOU

