[redacted]

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Ref: OIAD-9414

7 August 2026

Tēnā koe [redacted]

Thank you for your request to the Department of Conservation (DOC), received on 09 July 2026, in which you asked for the following information in relation the RFP process for telco providers at DOC:

- *The number of bids received*
- *The price range of bids or de-identified prices*
- *The approximate number of mobile phones/connections under the RFP*
- *The scoring completed to decide the outcome*
- *The successful supplier's pricing*
- *The prior contract's pricing/number of connections*

We have considered your request under the Official Information Act 1982.

DOC has historically procured mobile phone services through the All-of-Government Telecommunications as a Service (TaaS) arrangement. While Spark has been the Department's primary provider for mobile phones and plans, DOC has also used One New Zealand (formerly Vodafone) in some locations because coverage varies across the country and different providers have connectivity strengths in different areas. In 2025, the Department subsequently issued a Request for Proposal (RFP) to Spark, One New Zealand and 2degrees under the TaaS panel for Mobility and Related Emerging Innovation. This was not simply a telecommunications procurement exercise; the Department was also seeking a strategic partner that could support its broader conservation and innovation objectives.

Your questions and our responses are listed below:

1. *The number of bids received*
   The Department invited three suppliers on the All-of-Government Telecommunications as a Service (TaaS) panel to participate in the RFP process. Two suppliers submitted bids, while one supplier elected not to respond.
2. *The price range of bids or de-identified prices*
   Details of the lowest and highest offers evaluated during the procurement process are set out in the attached contract award notice (**Attachment one**), which was published on the Government Electronic Tender Service (GETS). This document is released to you in full.

3. *The approximate number of mobile phones/connections under the RFP*
   The procurement covered approximately 2,625 mobile connections. While mobile service provision formed part of the procurement, the overall value proposition was not determined solely by the number of connections. The Department also evaluated respondents' ability to provide innovation, strategic partnership opportunities, and broader conservation outcomes.
4. *The scoring completed to decide the outcome*
   Responses to the RFP were evaluated against a range of criteria. The evaluation criteria and their respective weightings are provided in the Appendix at the end of this response.
5. *The successful supplier's pricing*
6. *The prior contract's pricing/number of connections*

In relation to questions 5 and 6, which concern the cost of mobile services and the number of mobile connections, DOC can provide its total annual expenditure on mobile phone services for the last four years. These figures include handset purchase or lease costs, as well as associated mobile service and data plan charges.

During the period covered by your request, DOC has used both Spark and One NZ as mobile service providers. DOC has not used 2degrees for mobile services. While One NZ is currently DOC's primary mobile service provider, DOC's contract with Spark remains active, although the number of SPARK connections continues to reduce as we have transitioned more users to ONE.

Further detail regarding these costs is withheld under section 9(2)(b)(ii) of the Official Information Act 1982 to protect information where release would be likely to unreasonably prejudice the commercial position of the suppliers concerned. This is because the information would reveal commercially sensitive pricing and charging arrangements negotiated between DOC and its telecommunications providers.

Supplier	**1 July 2022 to 30 June 2023**	**1 July 2023 to 30 June 2024**	**1 July 2024 to 30 June 2025**	**1 July 2025 to 30 June 2026**
OneNZ	$9,509	$20,540	$44,126	$732,056
Spark	$2,564,585	$3,446,611	$2,655,387	$1,056,214
Total	$2,574,094	$3,467,151	$2,699,513	$1,788,270

In making my decision, I have considered the public interest considerations in section 9(1) of the Official Information Act and determined there are no public interests that outweigh the grounds for withholding.

You are entitled to seek an investigation and review of my decision by writing to an Ombudsman as provided by section 28(3) of the Official Information Act.

Please note that this letter (with your personal details removed) and attached documents may be published on the Department's website.

Nāku noa, nā



Nick Mayo
Chief Financial Officer
Department of Conservation
Te Papa Atawhai

Appendix – assessment criteria

Mandatory

Online Portal	Online Portal – for billing, support, logistics with full lifecycle of devices included so that we can see real time information on all aspects of mobile numbers, usage, and cost
Security	Meet all NZISM security requirements
End customer logistic tracking	You must have end customer logistics tracking, so the end customer is regularly updated with the status and location of device that is being shipped to them.
Contractor Health and Safety Prequalification	A current health and safety prequalification from a third-party provider, preferably from DOC's preferred provider - Impac PREQUAL (with more than 60% score). Other equivalent prequalifications automatically accepted are: • SHE PRE-QUAL and SHE Tōtika (do not come with a score) Other Tōtika (more than 60% score) • SiteWise (Green or Gold) • ISO45001 issued by an IAF or JASANZ Accredited Body member Prequalification from other providers will be reviewed on a case-by-case basis to determine if they are equivalent. Prequalification must remain current throughout the contract period.

Weighted criteria

Attribute	Evaluation criteria	Weighting
Functionality	To what extent does the proposed solution meet the Department's functional requirements.	30%
Service and Support	To what extent does the proposed solution meet the Department's requirements for a solution that is fully supported by the supplier. Do the proposed service levels meet the Departments requirements?	20%
Transition and Deployment	To what extent does the proposed deployment and transition plan minimise impact to DOC's users. To what extent has the transition plan considered identification and mitigations of risks and dependencies. To what extent does the proposal illustrate an understanding of the risks and complexities with data migration.	5%
Sustainability, Ethical supply and Health and Safety	To what extent does the supplier illustrate sound Health and Safety practice with respect to the services associated with the solution. To what extent does the supplier illustrate the application of sustainable business practice in the provision of the services.	5%

Attribute	Evaluation criteria	Weighting
	To what extent does the supplier illustrate the application of ethical business practice in the provision of the services.	
Partnership Approach	To what extent can the Participant provide early access to trial innovative mobility solutions, with a view to potentially scale successful solutions at a project, programme, regional or national level as appropriate. (12%) To what extent can the Participant support a reduction of cost through innovative Conservation Partnership approach- a reduction in the ICT budget through negotiated offset, credits or other appropriate mechanism (e.g. partnership discount), freeing up funds for conservation efforts. (8%) To what extent can the Participant support strategic data use - the data collected can revolutionise how we manage and protect our assets, offering a proactive approach to conservation. (8%) To what extent can the Participant support increase operational efficiency - 'smart metering' facilitates the streamlining of operations in remote regions, reducing human efforts and frequency. (6%) To what extent can the Participant support safety and environmental stewardship - enhancements in monitoring will mitigate health risks and contribute to our carbon reduction goals. (6%)	40%

Non-weighted criteria

Attribute	Evaluation criteria	Scoring
Value for Money	Price is not a weighted criterion. The Department wishes to obtain the best value-for-money over the whole-of-life of the Contract. This means achieving the right combination of fit for purpose, quality, on time delivery, quantity and price for Mobility requirements.	A ranking in terms of value for money
Ease of contracting	The Department will evaluate responses to the Proposed Contract in the RFP to assess the likely ease of contracting on acceptable terms.	A ranking in terms of ease of contracting
Increased Public Value	To what extent the Participant can meet the requirements of a Strategic Partner and National Conservation Partner and demonstrates the desire, commitment, and ability to take action to support DOC's Mobilising for Nature objectives.	A ranking in terms of increased public value