

For the provision of Telecommunications and Associated Services

A 4x5 grid of 20 images related to communication technology. The images include: solid color squares (teal, blue), close-ups of hands using a telephone, a hand holding a smartphone, a hand holding a Wi-Fi symbol card, a network switch with many cables, and a hand using a laptop.

- **Integrated and Unified Communications Solutions**
- **IP Telephony, Voice over IP Services and Call Tariff Packages**
- **Wide Area Network (WAN), Virtual Private Network (VPN) and Broadband Services**
- **Local Area Network (LAN) and Associated Services**
- **PABX Systems, PSTN Lines, Call Tariff Packages and Billing Solutions**
- **Mobile, Devices, Airtime and Services**



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- **HELP DESK:**

The framework has a dedicated Help Desk to address both framework and contract management queries. It also provides access to free of charge technical support; with calls being allocated to an appropriately qualified technical support resource and subject to response within defined service levels. With direct access to dedicated expertise we are able to provide an enhanced standard of framework support.

- **HIGH QUALITY CHOICE OF PROVIDERS:**

The framework provides a rich and varied choice of suppliers, all of whom offer truly competitive services tailored to meet the requirements of all within the Education Sector.

- **WIDER SCOPE OF SERVICES:**

Not only is there an outstanding choice of quality framework providers, but Lot definitions and associated specifications are far broader within each Lot and across Lots. The Lots cover virtually every aspect of telecommunications that a user may require to meet their telecommunications needs, from the simple to major infrastructure projects.

- **FLEXIBLE APPROACH TO FRAMEWORK USE:**

The framework provides users with a choice of either Direct Award or further competition for the fulfilment of their requirements.

- **VALUE ADDED SUPPORT SERVICES:**

In complement to the Help Desk, the framework also provides Further Competition and Requirements Assistance Services.

- **FURTHER COMPETITION SUPPORT SERVICES:**

The Further Competition Support Services offer a wide degree and variety of support options. Our CIPS qualified staff can either:

- i) undertake a further competition on behalf of a framework user where they may have neither the skills or the resources to undertake the further competition themselves, or
- ii) provide a further competition documentation review service to ensure documentation is fit for purpose prior to commencement of the further competition
- iii) provide technical support to help users formulate a specification to meet their needs and maximise the benefits of the services available through the framework

Requirements Assistance Service:

The Requirements Assistance Service is designed to provide professional technical advice and assistance/support to aid organisations to define their Requirements, Business Cases etc and/or other requirements for technical advice and guidance of a complex nature.