

# NATIONAL PUBLIC SECTOR FRAMEWORK

For the provision of Telecommunications and Associated Services

REF: CPC/DU/TELE/16



## USER GUIDE

FEATURES AND BENEFITS

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## 1. Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Telecommunications and Associated Services reference CPC/DU/TELE/16 (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire need for Telecommunications and Associated Services.

## 2. Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's entire Telecommunications supplies and services requirements across 6 Lots:

- Lot 1 Integrated and Unified Communications Solutions
- Lot 2 IP Telephony, Voice Over IP and Call Tariff Packages
- Lot 3 WAN, VPN and Broadband Services
- Lot 4 LAN and Associated Services
- Lot 5 PABX Systems, PSTN Line, Call Packages and Billing Solutions
- Lot 6 Mobile including Devices, Airtime and Services

The framework provides a comprehensive range of Telecommunication and Associated Services and supplies across the six Lots. Framework users should note that the services and supplies detailed below are not representative of all services and supplies available under the framework. Suppliers are at liberty to make available to framework users their wider portfolio of telecommunication services and supplies within the broad definition of the services and supplies available under each of the framework Lots.

### Lot 1 – Integrated and Unified Communications Solutions

This Lot is designed to provide framework users with access to integrated and unified communications solutions. Unified communications intelligently combines voice, video, instant messaging, mobile voice and data, and other multimedia services in a bespoke way depending on the Framework users' needs. This Lot covers all encompassing solutions offering, for example, Desktop Agent/Supervisor, Contact Centre, Video Conferencing and Email/Text management functionality. Software and hardware offered includes, as a minimum, the following key deliverables:

- Servers
- Telephony
- Unified Messaging
- IP Phones and Softphones
- Licenses
- Implementation
- Operations Support

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **4net Technologies Limited**
- ▶ **AdEPT Telecoms Plc**
- ▶ **Complete Network Solutions Limited**
- ▶ **Exactive Limited**
- ▶ **Nycomm Limited t/a Pennine Telecom**
- ▶ **Redwood Solutions Limited t/a Content Guru Limited**

Access to the suppliers' range of services, supplies and associated pricing is available via either

- the individual supplier account managers - see Appendix A,
- the framework Contract Manager, or
- the framework Help Desk

## **Lot 2 – IP Telephony, Voice Over IP and Call Tariff Packages**

This Lot is designed to provide framework users with access to IP Telephony, Voice Over IP Services and Call Tariff Packages. This Lot encompasses the provision and support of IP 'replacement' solutions without full integration/Unified Communications. These may be:

- Voice over IP (VoIP) gateways for connection of external calls using PABX systems
- LAN-based IP telephones
- Integrated desktop/laptop IP telephony applications
- Session Initiated Protocol (SIP) based services for voice calls over internet/intranet/extranet services

The Lot also incorporates Third Party Billing Analysis and Management etc. as relevant to the SIP environment.

There are four suppliers awarded a place on this Lot as detailed below:

- ▶ **4net Technologies Limited**
- ▶ **AdEPT Telecoms Plc**
- ▶ **Cavendish Communications Limited**
- ▶ **Cirrus Response Limited**

Access to the suppliers' range of services, supplies and associated pricing is available via either:

- the individual supplier account managers - see Appendix A,
- the framework Contract Manager, or
- the framework Help Desk

## **Lot 3 – WAN, VPN and Broadband Services**

This Lot is designed to provide framework users with access to Wide Area Network (WAN), Virtual Private Network (VPN) and Broadband Services. This Lot provides access to the full range of WAN and data services. There is an emphasis on IP converged networks, and the Lot also includes complete managed networks (e.g. WANs or VPNs). The Lot delivers suppliers with experience of working with JISC and their JANET network.

There are three suppliers awarded a place on this Lot as detailed below:

- ▶ **AdEPT Telecoms Plc**
- ▶ **Joskos Solutions Limited**
- ▶ **Talk Straight Limited**

Access to the suppliers' range of services, supplies and associated pricing is available via either

- the individual supplier account managers - see Appendix A,

- the framework Contract Manager, or
- the framework Help Desk

## Lot 4 – Local Area Network and Associated Services

This Lot is designed to provide a framework users with access to Local Area Network (LAN) and Associated Services. This Lot encompasses the provision and support of digital connections, network equipment and servers, along with associated support services within premises and includes Managed LAN services and Wi-Fi where incorporated as part of Managed LAN environment

There is a single supplier awarded a place on this Lot as detailed below:

### ► **AdEPT Telecoms Plc**

Access to the suppliers' range of services, supplies and associated pricing is available via either:

- the individual supplier account managers - see Appendix A,
- the framework Contract Manager, or
- the framework Help Desk

## Lot 5 – PABX Systems, PSTN Lines, Call Packages and Billing Solutions

This Lot is designed to provide framework users with access to PABX Systems, PSTN Lines, Call Tariff Packages and Billing Solutions. These may be:

- Fully integrated PABX or other telephony switching systems
- Discrete but networked PABX or other telephony switching systems
- Switched telephony (PSTN) lines or their digital equivalents
- Dedicated lines, digital or otherwise (e.g ISDNX) between telephony switching systems
- Associated or bundle Call Tariff Packages

This Lot also provides access to any form of Billing Solutions, including (but not limited to) direct system call logging devices, remote batch or real time call logging and reporting systems, etc.

There are four suppliers awarded a place on this Lot as detailed below:

### ► **AdEPT Telecoms Plc**

### ► **Complete Network Solutions Limited**

► **Nycomm Limited t/a Pennie Telecom**

► **Redwood Solutions Limited t/a Content Guru Limited**

Access to the suppliers' range of services, supplies and associated pricing is available via either:

- the individual supplier account managers - see Appendix A,
- the framework Contract Manager, or
- the framework Help Desk

## **Lot 6 - Mobiles including Devices, Airtime and Services**

This Lot is designed to provide framework users with access to all aspects of hardware, software and services by Mobile Network Operators (MNOs) and their Resellers - i.e. handsets, other devices, airtime, and value added services

There are two suppliers awarded a place on this Lot as detailed below:

► **CMC IT Limited**

► **Nycomm Limited t/a Pennie Telecom**

Access to the suppliers' range of services, supplies and associated pricing is available via either:

- the individual supplier account managers - see Appendix A,
- the framework Contract Manager, or
- the framework Help Desk

## **3. Buying from the Framework**

How do framework users buy from the framework? This can be done in one of two ways:

### **3.1 Direct Award**

Direct Award is an option under the framework. The rules governing Direct Award are defined within the Public Contracts Regulations 2015 and Framework users' attention is drawn to these rules. Direct Award takes place where a framework user direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract. Each supplier has an agreed price list for the

services and supplies available under the framework and these can be accessed by contacting either the specific supplier Account Manager, the framework Help Desk or the framework Contract Manager. The price lists may be of assistance to framework users when deciding whether or not to Direct Award to a supplier.

### 3.2 Further Competition

A framework user can engage suppliers in a further competition in pursuit of additional value. When engaging in a further competition exercise, framework users must invite all the suppliers to participate in the further competition. All suppliers must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This doesn't invalidate your further competition. The following is an example of a traditional further competition process (for illustrative purpose only):

#### Stage 1

- Services audit undertaken to determine requirements

#### Stage 2

- Requirement sent out to suppliers in a Further Competition Invitation to Submit Proposal document

#### Stage 3

- Suppliers to review specification and submit bid proposals

#### Stage 4

- Member evaluates submitted bid. Presentation may be received as part of the clarification process.

#### Stage 5

- Preferred supplier selected and award communicated

Basic advice and guidance upon conducting further competitions can be obtained from the framework Help Desk.

If conducting your own further competition, exercise framework users should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. Full details of the weighting that underpins each Lot can be found in Appendix E.

A standard further competition template for use in traditional further competition is attached in Appendix B for framework users wishing to undertake their own further competition exercise.

## 4. Further Competition Support Service

In addition the framework offers a comprehensive further competition procurement service. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully



compliant further competition exercise. The full procurement support service is detailed overleaf:

- ▶ **Assistance with/determination of a customers' technical specification and requirements**
- ▶ **Assistance with/completion of the specification**
- ▶ **Compilation of further competition documents and evaluation model**
- ▶ **Dispatch of the above to framework suppliers**
- ▶ **Receipt of bids**
- ▶ **Undertaking of evaluations with, or on behalf of, the customer. Presenting findings and recommendation to the customer.**
- ▶ **Communicate results of further competition to bidder**

The further competition support service fees will vary depending upon the potential scale of the requirement and the degree of technical/specialist advice required, and costs are available upon request.

The documentation review service is available to framework users engaging in further competitions. Framework users' completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with the spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier in this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

[enquiries@nationalpublicsectortelecomsframework.org](mailto:enquiries@nationalpublicsectortelecomsframework.org) | 07966 040564

## 5. Requirements Assistance Service

In addition to the framework further competition procurement service, the framework also offers a Requirements Assistance Service. The Requirements Assistance Service is designed to provide professional technical advice and assistance/support to aid Framework users to define their Requirements, Business Cases etc. and/or other requirements for technical advice and guidance of a complex nature.

The Requirements Assistance Service is provided at discounted rates but service fees will vary depending upon the potential scale of the requirement and the nature and degree of technical/specialist advice required.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

[enquiries@nationalpublicsectortelecomsframework.org](mailto:enquiries@nationalpublicsectortelecomsframework.org) | 07966 040564

## 6. Placing an order

Having selected your chosen Telecommunications supplier, orders can be placed in one of the following ways:

- i) By signing the Framework Order Form (a copy is detailed in Appendix C)
- ii) By signing the Call-Off Contract Terms and Conditions which are available from the framework website – [www.nationalpublicsectortelecomsframework.org](http://www.nationalpublicsectortelecomsframework.org)
- iii) By signing the Framework Access Agreement (a copy is detailed within Appendix D)

Your preferred supplier will populate your choice of order documentation with the full details of your requirement and then present you with the completed document for signature. Please note, it is not necessary to sign the Call-Off Contract terms and conditions, as both the Framework Order Form and Framework Access Agreement under which the contract will be enabled clearly references the framework call-off terms and conditions.

Please note, framework users will contract under one of the three sets of framework call-off terms and conditions. The selection of the appropriate set of terms and conditions, that depends upon what and how a framework user wishes to procure. The Purchase Terms should be used where a framework user is purchasing their hardware/equipment, whereas the Lease Terms should be used where the framework user is leasing/renting/hiring their hardware/equipment. Services and software can be supplied alongside the hardware under both sets of call-off terms. Should the framework user wish to purchase a pure service, or managed service arrangement, where hardware, software and services are procured together for a defined service fee, the framework user should use the Service Agreement terms. Your preferred supplier will assist and guide the framework user in the selection of the most appropriate call-off terms and conditions to be utilised.

Please ensure a copy of your order is emailed to the framework Help Desk at the address detailed below. [enquiries@nationalpublicsectortelecomsframework.org](mailto:enquiries@nationalpublicsectortelecomsframework.org). This information will be treated in confidence and is required for internal framework management information purposes only.

## 7. Contract and Account Management

Day to day contract management support is available from the framework Help Desk and the Contract Manager. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: [enquiries@nationalpublicsectortelecomsframework.org](mailto:enquiries@nationalpublicsectortelecomsframework.org).

Tel: 0843 507 0460 | Fax: 0843 507 0461

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:

- Provide advice and guidance upon the operation of the framework
- Address any supplier specific questions
- Provide telecommunication technical advice and guidance
- Help address any unresolved issues
- Provide basic advice and assistance in the drafting of specifications and undertaking further competitions

General enquiries that cannot be answered immediately will be responded to within 24 hours of receipt of the enquiry. Enquiries of a more complex nature may require additional analysis and review, and therefore such enquiries may take up to five working days to facilitate a response

Comprehensive technical advice, guidance and support services are available at discounted fix rates either as part of the Further Competition Support Services (see Section 4 above) or the Requirements Assistance Service (see Section 5 above).

In addition to the Help Desk, additional account management support is provided by the appropriate Supplier Account Manager. Account Managers are detailed in Appendix A and they can be contacted with regards to any matter concerning the receipt of service.

## 8. Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the framework user. In the vast majority of cases such complaints will be addressed to the satisfaction of the framework user within a reasonable period of time (such time will vary depending upon the nature of the complaint). However in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:

### Step 1

Should the Help Desk be unable to resolve your complaint please contact the Framework Strategic Contract Manager, Steve Davies via [steve.davies@npg-ltd.com](mailto:steve.davies@npg-ltd.com), t: 07966 040564. In the unlikely event that he is unable to resolve the complaint to your satisfaction, then escalate to Step 2.

### Step 2

Escalation to the Director, Jon Chamberlain. Jon can be contacted by e-mail on [jon.chamberlain@dukefield.co.uk](mailto:jon.chamberlain@dukefield.co.uk), by t:01204 374170 or m: 0795788 274

## 9. Service Performance Expectations

A comprehensive contract management regime underpins the operation the framework. Suppliers' performance is continually monitored across all Framework users using the framework and issues addressed as they come to light.

Framework users can expect the following target service performance for all Lots:

- Delivery - 98% of products and services to be delivered within the stated timescales
- Service Engineer Attendance - 98% of incidents responded to within the agreed service Level Agreement as detailed below or by direct agreement with the Member
- Time to Fix - 95% of equipment fixed within the agreed Service Level Agreement
- First Time Fix Rate - 95% first time fix
- Solution or Service Availability – 99.99% service uptime
- Number of Fault Calls Per Device – maximum number of 4 fault calls per element of a solution per quarterly review period. Please note that elements with fault calls in excess of this target for two successive quarterly review periods will qualify for an automatic swap out of the said element with equivalent functionality, regardless of the age of the faulty component.

Framework users should also note that the above minimum requirements can be supplemented by additional local key performance indicators and other service delivery parameters agreed with their chosen supplier. Such local requirements must be mutually agreed with your chosen supplier.

Support and Maintenance must be provided within stated Service Level Agreements agreed with the framework user along with the quotation for any Further Competition, or in the case of provision of any product or service via Direct Award, stating one of the following packages:

	Standard	Enhanced	Premium
Days covered	Mon - Fri exc Bank Holidays	Mon - Fri exc Bank Holidays	Mon - Fri exc Bank Holidays
Operational Hours	08:30-18:00	08:00-20:00	24 hours
Incident Acknowledgement	<= 10 minutes	<= 4 minutes	<= 1 minute
First line confirmation /diagnosis	<= 30 minutes	<= 30 minutes	<= 10 minutes
<b>Priority 1 Incident:</b>			
Response	<= 4 hours	<= 4 hours	<= 1 hour
Resolution	<= 16 hours	<= 16 hours	<= 4 hours
<b>Priority 2 Incident:</b>			
Response	<= 12 hours	<= 8 hours	<= 4 hours
Resolution	<= 32 hours	<= 32 hours	<= 16 hours
<b>Priority 3 Incident:</b>			
Response	<= 24 hours	<= 24 hours	<= 8 hours
Resolution	<= 40 hours	<= 40 hours	<= 24 hours

All hours stated are working hours except in the case of Premium, where the 'working hours' are 24 hours.

The nature of service Priority levels will vary by the products or services, the nature of any solution and by the operational circumstances of each framework user.

The framework Strategic Contract Manager will undertake regular contract performance and management review meetings with all suppliers. Framework users are however encouraged to put in place their own local contract management regime to ensure performance of their chosen supplier. Framework users should ensure the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

## 10. Any Questions?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

## 11. APPENDIX A – Supplier Account Manager Contact Details

### **4net Technologies Limited**

Andy Patrick  
01283 519025  
07753 566529  
apatrack@4net-technologies.com

### **AdEPT Telecom Plc**

Nick Shea  
01689 814700  
07841 630485  
nick.shea@atomwide.com

### **Cavendish Communications Limited**

Michael Parris  
01273 615627  
07952 971199  
michael.parris@cavcoms.com

### **Cirrus Response Limited**

Neil Moulton  
0330 022 7783  
neil.moulton@cirrusresponse.com

### **Complete Network Solutions Limited**

Grant Counsell  
0161 788 4411  
grant.consell@incomtele.com

### **Corporate Mobile Communications Limited**

Max Roberts  
01908 369010  
07393 765465  
max.roberts@cmcit.tech

### **Exactive Limited**

Robert Hutchison  
01383 667028  
robert.hutchison@exactive.co.uk

### **Joskos Solutions Limited**

Abigail Haley  
0207 424 6862  
abigailh@joskos.com

### **Nycomm Limited t/a Pennine Telecom**

Steve Watts  
0161 763 2095  
07966 320213  
steve.watts@wearepennine.com

### **Redwood Technologies Limited t/a Content Guru Limited**

Jacob Gardiner 0787 261 281  
jeg@contentguru.com

### **Talk Straight Limited**

Hannah Barker  
01133 222 333  
hannah.barker@talk-straight.com

## 12. APPENDIX B – Further Competition Template

APPENDIX B IS ATTACHED AS A SEPARATE FILE

## 13. APPENDIX C – Framework Order Form

### NATIONAL PUBLIC SECTOR TELECOMMUNICATIONS AND ASSOCIATED SERVICES FRAMEWORK ORDER FORM

CONTRACT No CPC/DU/TELE/16  
Contract for the Provision of Telecommunications Services

[ \_\_\_\_\_ ] (the Customer) wishes to purchase the below  
mentioned Telecommunications Supplies and Services, for a Minimum Term of -  
\_\_\_\_\_ Months (delete Minimum Term if required).

This Purchase Order is for the purchase of the Telecommunications Supplies and Services as detailed below.  
Execution of this Order Form by the Customer shall automatically bind the Customer into the Purchase/Lease/Service  
(delete as applicable) Call-Off Contract Terms and Conditions with the Supplier;  
a copy of which (as appropriate) has been provided to you.

Service/Supplies	Description	Price
		£
		£
		£
		£
		£
Total Price		£ excl VAT
Name of Establishment (The Customer)		
Service Address		Invoice Address (if different)
Postcode		Postcode
Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev)		
Tel No:		
Email		Fax No
Service Commencement date preference		
Signature (Customer)		Date
Name (PRINT)		Position

Sheet \_\_\_ of \_\_\_



**CONTRACT No CPC/DU/TELE/16**  
**Contract for the Provision of Telecommunications Services**

## 14. APPENDIX D – Framework Access Agreement

### Access Agreement National Public Sector Telecommunications and Associated Services Framework CPC/DU/TELE/16

This is a confirmation of access to the National Public Sector Telecommunications and Associated Services Framework, and an Agreement of commitment to use said Framework.

<b>Framework User Contact:</b>	<b>Supplier Contact:</b>
<b>Name:</b>	<b>Name:</b>
<b>Email:</b>	<b>Email:</b>
<b>Tel:</b>	<b>Tel:</b>

Framework Start Date 23rd April 2018\*

Length of Framework Agreement: 3 years with the option of a 1 year extension.\*

This is an agreement to confirm **[enter Framework User name]** has satisfied itself of its eligibility to utilise the Framework. Signature of this form constitutes acceptance of the Framework Agreement Purchase/Lease/Service (delete as applicable) Call-Off Terms and Conditions (which are enclosed, thereby creating a binding commitment to the utilisation of a Call-Off Contract from the framework agreement referenced above.

We agree to enter into a Call-Off Contract as from **[enter date of commencement]**, for a period of **[years/months]** to commence from the date of signature of this Access Agreement.

**On behalf of the supplier: [enter supplier name]**

<b>Contact Name</b>	
<b>Telephone number</b>	
<b>Email Address</b>	
<b>Signature</b>	
<b>Date</b>	

**On behalf of [enter Framework User name]**

<b>Contact Name</b>	
<b>Telephone number</b>	
<b>Email Address</b>	
<b>Signature</b>	
<b>Date</b>	

## 15. APPENDIX E – Framework Weighting

The weighting used to select providers through the original Invitation to Tender process is detailed below.

Weighting is listed for information purposes to assist framework users in determining their further competition evaluation criteria and associated weighting. Framework users are advised to select evaluation criteria and associated weighting that supports the spirit of the framework and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to a framework users' further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

### Price 25%

### Quality 75%

General Quality Criteria – Applicable to All Lots 1 to 6	Weighting %
Equipment Warranty and Quality	5
Ordering Process	5
Delivery	7
Training	3
Maintenance & Support Services	9
Account Management	7
Marketing	2
Sustainability	2
Total%	40%

Lot Specific Quality Criteria – Applicable to Lots 1-4 Weighting %	Weighting %
Ability to Deliver Products and Services	10
Method Statement	25
Total	35%

Lot Specific Quality Criteria – Applicable to Lots 5 and 6 Weighting %	Weighting %
Ability to Deliver Products and Services	20
Method Statement	15
Total	35%

## **Use of Supplier Presentations and Site Visits as part of the Bid Evaluation Process**

Supplier presentations can be received as part of the evaluation process.

Should you wish to have supplier presentations you must make mention of this within your further competition documentation.

In most cases supplier presentations are not scored in their own right but are instead used as way of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a presentation that the Evaluation Panel has misinterpreted the written submission.

If supplier presentations are to be scored one must take great care to ensure that whatever is to be scored is clearly determined in advance of the presentation. It is also important that suppliers are aware of how the presentation is to be assessed.

Site visits can be undertaken but similarly to presentations, they are generally not scored in their own right but are instead used as a means of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a site visit that they have misinterpreted the written submission.