

## About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services. Established in 1974 by a group of 13 local authorities, we're one of the largest public sector buying organisations in the UK and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

## Overview

<b>Start date:</b>	1 October 2020
<b>Expiry date:</b>	30 September 2024
<b>Extension(s) (if applicable):</b>	Not applicable
<b>Contracting authority (CA) call-off period:</b>	CAs can specify a contract period, based on the term that will best suit their requirements
<b>Contract notice ref. no:</b>	2020/S 202-492172
<b>Rebate:</b>	0.75% on spend, payable by the supplier/provider. Free to access and utilise by all public sector customers
<b>Potential maximum value:</b>	£150,000 - £750,000,000
<b>Geographical location(s):</b>	National

## Overview

This framework is for the provision of network connectivity and telecommunication solutions which has been developed from extensive public sector customer and supplier/provider engagement and is designed to meet the needs of all public sector organisations. It consists of a total of 7 lots encompassing WAN, LAN and dark fibre, through to IoT and Smart Cities, cyber security and various communication methods.

The simplified lot structure allows for purchase decisions based on solutions and outcomes. Each lot is inclusive of products, works and services which can be tailored to meet your specific requirements and provide you with delivery of standalone, or full service solutions, using technologies that are currently available and those which evolve throughout the lifetime of the framework agreement.

This framework is divided into the following lots:

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT	METHOD OF CALL-OFF CONTRACTS
1	Wide Area Network (WAN) Services	23	Direct award and further competition
2	Local Area Network (LAN) Services	20	Direct award and further competition
3	Digital Fibre Infrastructure Services	9	Further competition
4	Smart Cities and IOT	11	Further competition
5	Cyber Security Solutions	17	Direct award and further competition
6	Communication Services	21	Direct award and further competition
7	Mobile Voice and Data	8	Direct award and further competition

Direct award and further competition options provide you with a choice of compliant routes to market, whilst unlimited call-off contract lengths provide flexibility for your call-off requirements.

CAs can carry out multi-lot call-offs under this framework, which involve combining two or more of the above lots, allowing you to obtain all your connectivity and telecommunication service requirements in one single procurement. Only suppliers who are awarded to all lots, will be invited to compete, creating a one stop shop for all your connectivity and telecommunication needs.

There are 38 suppliers/providers awarded, all who are Cyber Essentials accredited, across the 7 lots, 55% of which are SME's, all who can provide a high quality of services to the whole of the public sector.

## Lot structure

The service solutions detailed within the lot descriptions are not representative of all services available under the framework but provide an example of what may be procured. Suppliers/providers can offer a wide scope of products, works and services which meet the criteria of the individual lots and will make this readily available to CAs upon request.

All lots include services such as (but not limited to); audit, consultancy and design, survey, installation, and commissioning (including any building/civil engineering works), deployment and implementation, migration, and transitioning.

LOT	DESCRIPTION
1	<p><b>Wide Area Network (WAN) Services</b></p> <p>This lot is for the provision of Wide Area Network (WAN) and data connectivity services, both public and private, to connect multiple customer sites/networks/devices and transmit data across a broad geographical area.</p> <p>Solutions may include but are not limited to;</p> <ul style="list-style-type: none"> <li>• Network access solutions such as; Copper xDSL, super-fast fibre broadband, leased lines, fibre, dark fibre, Ethernet, wireless, cellular 4/5G, cellular LTE, FTTC, EoFTTC, FTTP, satellite, IP technologies etc</li> <li>• Public, closed user groups and private connectivity, includes virtual networks such as (but not limited to); MPLS (multi-protocol label switching) and SD WAN (software defined wan)</li> <li>• Internet Service Provider (ISP) subscription services such as internet access and data transit, domain name registration, email access, web hosting etc</li> <li>• Rapidly deployed options for emergency connectivity, such as pop-up/temporary locations or vehicular connectivity solutions.</li> <li>• Network overlay services</li> <li>• Network equipment, hardware, and software relative to this lot</li> <li>• Cyber security solutions to provide customers with safeguarding and protection of their networks, devices, and data (when purchasing other WAN services)</li> <li>• End user support services including help desk, maintenance, monitoring and management etc</li> <li>• Additional supplier/provider services which enhance/supplement/support the solution</li> <li>• Professional services</li> </ul>

LOT	DESCRIPTION
2	<p data-bbox="671 239 1091 268"><b>Local Area Network (LAN) Services</b></p> <p data-bbox="671 277 1497 450">This lot is for the provision of Local Area Network (LAN) connectivity services for a single point connectivity solution to connect multiple devices and transmit data across a localised area, either at a single site, or multiple sites within the same locale. This includes multiple interconnected LAN's such as, but not limited to, Campus Area Networks (CAN) and Metropolitan Area Networks (MAN).</p> <p data-bbox="671 495 1153 524">Solutions may include but are not limited to;</p> <ul data-bbox="671 566 1497 1115" style="list-style-type: none"> <li>• Network access solutions delivered via wired and/or wireless (Wi-Fi) technology</li> <li>• Solutions can be delivered on-premise or via the Cloud deployments, Public Access WiFi including captive portal, connectivity, URL Filtering, analytics, and insights</li> <li>• Software defined access</li> <li>• Network underlay/overlay services</li> <li>• Network equipment, hardware, and software relative to this Lot, including cabling and storage area network (SAN) equipment</li> <li>• Cyber security solutions to provide customers with safeguarding and protection of their networks, devices, and data (when purchasing other LAN services)</li> <li>• End user support services including help desk, maintenance, monitoring and management etc</li> <li>• Additional supplier/provider services which enhance/supplement/support the solution</li> <li>• Professional services</li> </ul>
3	<p data-bbox="671 1160 1102 1189"><b>Digital Fibre Infrastructure Services</b></p> <p data-bbox="671 1198 1477 1317">This lot is for the provision of layer 1 physical connectivity infrastructure services, for a fully functional fibre connectivity infrastructure which allows for the connectivity of buildings, devices and IOT, designed bespoke to customer requirements.</p> <p data-bbox="671 1361 1147 1391">Solutions may include but are not limited to;</p> <ul data-bbox="671 1433 1497 1839" style="list-style-type: none"> <li>• Bespoke, carrier neutral solutions allowing customers to add their own equipment and manage/control their own network</li> <li>• Metro or long haul access</li> <li>• Fully owned infrastructure (ducting and fibre), installation of private fibre in existing ducts, use of existing infrastructure, integration of fibre from other providers</li> <li>• Private network connections or hybrid network solutions</li> <li>• Equipment, hardware, and software relative to this lot</li> <li>• End user support services</li> <li>• Additional supplier/provider services which enhance/supplement/support the solution</li> <li>• Professional services</li> </ul>

LOT	DESCRIPTION
4	<p data-bbox="671 237 911 264"><b>Smart Cities and IoT</b></p> <p data-bbox="671 275 1485 421">This lot is for the provision of Smart City solutions inclusive of the Internet of Things (IoT) to deliver a full end-to-end solution, which will support customers through their smart city project - from consultancy and design, to the building of architecture and infrastructure, connectivity and successful implementation of a suitable solution.</p> <p data-bbox="671 465 1497 611">Suppliers/providers within this lot can assist you with developing your Smart City solution, which uses technology to connect a city/town and collect data (from citizens, devices and assets) to supply real time information which can be used to manage, monitor and interact with the city/town's community and infrastructure, to create a smart environment.</p> <p data-bbox="671 656 1182 683">Smart services may cover but are not limited to;</p> <ul data-bbox="671 694 1485 1227" style="list-style-type: none"> <li>• Agriculture</li> <li>• Building and infrastructure</li> <li>• Community services – schools, libraries, hospitals, health and social care etc</li> <li>• Environment</li> <li>• Housing</li> <li>• Lighting and street facilities</li> <li>• Operational productivity</li> <li>• Parking</li> <li>• Public connectivity</li> <li>• Security and surveillance</li> <li>• Tourism</li> <li>• Transport and mobility</li> <li>• Utilities</li> <li>• Waste management</li> </ul> <p data-bbox="671 1272 1145 1299">Solutions may include but are not limited to;</p> <ul data-bbox="671 1310 1497 1809" style="list-style-type: none"> <li>• Digital transformation services</li> <li>• Flexible solutions which are capable of integrating with existing infrastructure and will allow for customer scalability and future expansion/upgrade</li> <li>• Integrated or individual compatible services</li> <li>• Applications and analytics, big data, geospatial, artificial intelligence (AI), internet of things (IOT), sensors, security, connectivity and infrastructure</li> <li>• Equipment, hardware, and software relative to this Lot</li> <li>• Security solutions to provide customers with safeguarding and protection of their smart cities solution</li> <li>• End user support services including help desk, maintenance, monitoring and management etc</li> <li>• Additional supplier/provider services which enhance/supplement/support the solution</li> <li>• Professional services</li> </ul>

LOT	DESCRIPTION
5	<p data-bbox="671 241 967 271"><b>Cyber Security Solutions</b></p> <p data-bbox="671 280 1501 389">This lot is for the provision of standalone cyber security solutions, to provide customers with safeguarding and protection of their networks, devices, and data to defend from cyber-attacks, using providers with technical specialism and vendor certification/accreditation.</p> <p data-bbox="671 439 1227 468">Security solutions may cover but are not limited to;</p> <ul data-bbox="671 510 1501 1373" style="list-style-type: none"> <li data-bbox="671 510 1501 595">• <b>Enterprise network security</b> to protect infrastructure across every connection location, either on premise or in the cloud, this may include UTM (Unified Threat Management) solutions</li> <li data-bbox="671 607 1501 716">• <b>Pro-active network defence</b> to look outside of the network perimeter searching the dark web and social media channels for potential critical security events such as denial of service attacks, brand disruption and data loss</li> <li data-bbox="671 728 1501 786">• <b>Cloud security</b> to protect data, web applications and infrastructure which is stored online and maximise their availability</li> <li data-bbox="671 797 1501 855">• <b>Data security</b> to safeguard and protect sensitive digital data through a range of standards and technologies</li> <li data-bbox="671 866 1501 976">• <b>Application security</b> to protect applications (e.g. web, email, mobile and business applications) and the data within them during all stages - development/design and after deployment, using testing to add and improve security features</li> <li data-bbox="671 987 1501 1075">• <b>End point security</b> to secure all endpoints and any remote connectivity, or end-user client devices e.g. desktop PCs, laptops, tablets, mobiles, servers etc</li> <li data-bbox="671 1086 1501 1144">• <b>Device visibility</b> and control to discover, segment and control devices attached to the network such as laptops, desktops, servers, IOT and Heating, Ventilation and Air Conditioning (HVAC) systems</li> <li data-bbox="671 1155 1501 1243">• <b>Security management</b> to provide full security visibility across a customer's IT estate in real time, which customers can use to control, monitor, and analyse threats</li> <li data-bbox="671 1254 1501 1373">• <b>Identity and access management (IAM)</b> to define, manage and control secure access to applications, systems or networks through policies and technology by identifying, authenticating, and authorising individuals/groups</li> </ul> <p data-bbox="671 1420 1145 1449">Solutions may include but are not limited to;</p> <ul data-bbox="671 1491 1501 1760" style="list-style-type: none"> <li data-bbox="671 1491 999 1520">• Vulnerability testing services</li> <li data-bbox="671 1532 963 1561">• Cyber security awareness</li> <li data-bbox="671 1572 1070 1601">• Compliance and prevention training</li> <li data-bbox="671 1612 1259 1641">• Equipment, hardware, and software relative to this lot</li> <li data-bbox="671 1653 1501 1711">• End user support services including help desk, maintenance, monitoring and management etc</li> <li data-bbox="671 1722 1501 1760">• Additional supplier/provider services which enhance/supplement/support the solution</li> </ul>

LOT	DESCRIPTION
6	<p data-bbox="670 235 965 264"><b>Communication Services</b></p> <p data-bbox="670 273 1460 331">This lot is for the provision of communication solutions for the delivery of voice and multimedia communications to connect individuals or teams.</p> <p data-bbox="670 360 1308 389">Communication services may include but are not limited to;</p> <ul data-bbox="670 421 1508 1512" style="list-style-type: none"> <li data-bbox="670 421 1508 712">• <b>Contact Centre Solutions</b> which enables inbound and outbound communication between organisations and their customers, using omnichannel routing for integration of communication channels (such as but not limited to web, chat, SMS, social media, voice) to one central platform. This must integrate with the customer's existing telephony platform. Features may include, but are not limited to, interactive voice response (IVR) and automated call distribution (ACD) functionalities, intelligent contact routing (ICR), queuing and transfers, internal messaging, call recording, reception functionality, associated administrative tools for monitoring, management, analytics and reporting etc</li> <li data-bbox="670 721 1508 869">• <b>Inbound number services</b> across a choice of geographic and non-geographic (01, 02, 03, 08) numbers, allowing customers to pick a unique virtual number which calls are routed to, with a wide range of services to choose the most appropriate routing treatment. This may be self-managed by the customer via a portal or provided as a managed service</li> <li data-bbox="670 878 1508 1048">• <b>IP/Cloud Telephony Services</b> for the delivery of voice and multimedia communications over IP networks. Features may include, but are not limited to; VoIP gateways, SIP based services, call packages and billing, contact centre functionality. This may incorporate IP standalone replacement solutions, migration from existing traditional telephony, or those which require full integration</li> <li data-bbox="670 1057 1508 1205">• <b>Team collaboration services</b> which enable communication and document sharing over a wide range of applications and devices, on demand, over any distance in real time. Such as but not limited to, audio and video conferencing, virtual meeting rooms, team messaging, chat etc. This may include standalone solutions, or those which require full integration</li> <li data-bbox="670 1214 1508 1384">• <b>Traditional telephony and fixed lined based voice services</b> which enable incoming and outbound call connections, across dedicated analogue and digital lines (PSTN, ISDN) and telephony switching systems. Including but not limited to; line rental and call packages, billing services, SIP gateways, messaging, paging and tannoy services, equipment management and maintenance of existing legacy estates, migration to IP solutions</li> <li data-bbox="670 1393 1508 1512">• <b>Unified Communication solutions</b> which provides integration across multiple devices and media inclusive of voice, audio and video, email, instant messaging, team collaboration, mobile data etc. across one platform for a consistent interface for users</li> </ul> <p data-bbox="670 1547 1141 1576">Solutions may include but are not limited to;</p> <ul data-bbox="670 1608 1508 1780" style="list-style-type: none"> <li data-bbox="670 1608 1508 1666">• Bespoke, flexible solutions which allow for scalability and future expansion/upgrade</li> <li data-bbox="670 1675 1508 1749">• Solutions may be delivered on-premise, hosted via the cloud or provided as a hybrid, and must provide integration to other applications as stipulated by the customer</li> <li data-bbox="670 1758 949 1780">• Number porting services</li> </ul>

LOT	DESCRIPTION
6	<ul style="list-style-type: none"> <li>• Equipment, hardware, and software relative to this Lot (e.g. telephone handsets, headsets, conferencing units, associated accessories, licensing)</li> <li>• Security solutions to provide customers with safeguarding and protection of their solution</li> <li>• End user support services including help desk, maintenance, monitoring and management etc</li> <li>• Additional supplier/provider services which enhance/supplement/support the solution</li> <li>• Professional services</li> </ul>
7	<p><b>Mobile, Voice and Data</b></p> <p>This lot is for the provision of mobile, voice and data solutions which enable mobile communications, allowing for the sending and receiving of voice calls and/or data connectivity services from compatible devices across a network which is secured to OFCOM industry standards, with national coverage and roaming access.</p> <p>Solutions include but are not limited to;</p> <ul style="list-style-type: none"> <li>• SMS, voicemail services, mobile data connectivity, mobile email services, mobile data applications etc</li> <li>• Mobile phone and data tariffs</li> <li>• Bolt-on services</li> <li>• Value added services and packages</li> <li>• Cellular machine-to-machine (M2M) solutions</li> <li>• Mobile device management (MDM) solutions to manage the administration of mobile devices</li> <li>• Private mobile APN provision capability</li> <li>• Equipment, hardware, and software relative to this lot</li> <li>• Security solutions across devices, applications, content, and access to provide customers with safeguarding and protection of their communication solution</li> <li>• End user support services including help desk, maintenance, monitoring and management etc</li> <li>• Additional supplier/provider services which enhance/supplement/support the solution</li> <li>• Professional services</li> </ul>



## How to use the framework agreement

To access the framework agreement and accompanying documents, customers should complete and return the Customer Access Agreement found in the 'Documents' tab of the framework website page (<https://www.ypo.co.uk/frameworks-home/900309>). Upon the signed access agreement YPO can provide CAs with the tender documentation and requirements to help assist with their further competition process.

## Award criteria

Suppliers/providers were assessed on the following award criteria, which has been used to establish the agreement;

AWARD CRITERIA - ALL LOTS	
ASSESSMENT CRITERIA	PERCENTAGE/WEIGHTINGS
<b>Cost</b>	<b>30%</b>
<b>Quality</b>	<b>70%</b>
Meeting the specification	15%
Quality service provision	20%
Service implementation	20%
Security of service	10%
Customer service and complaints handling	10%
Business continuity and disaster recovery	10%
Organisation experience and growth	5%
Social value impact	5%
Modern slavery	5%

Direct award may be evaluated on price only (100%) or price and quality.

At further competition stage the full weightings may be re-opened to compete at the CAs discretion, to suit their specific requirements, but must add up to 100%. CA's can also set any appropriate KPI's and/or service levels within the quality award criteria.

YPO envisages that the 'quality' award criteria may be made up of (but not limited to) the questions under the areas listed below:

- Quality of service
- Supplier/provider standards and certification
- Social value
- Sustainability
- Corporate social responsibility
- Customer service and account management
- Delivery and logistics
- Lead times
- Innovation and added value

## How to call-off the framework

YPO have completed a full OJEU compliant process to allow our customers easy call-offs via direct award or further competition, through any of the awarded suppliers/providers on the relevant lot, subject to the lot which they are utilising (Lot 3 - Digital Fibre Infrastructure and Lot 4 – Smart Cities and IoT is further competition only due to the nature of the requirements).

A direct award is where a CA carries out an assessment on the criteria set in the YPO framework documentation, to determine which supplier/provider they will call-off to, this can be based on price and quality.

A further competition gives CAs the ability to evaluate supplier/provider capabilities on both quality and price, using criteria and specifications relevant to their own organisation's individual requirements.

As soon as you make the decision to utilise the framework, please contact YPO to receive a unique reference code for the opportunity, which should be referenced on all documentation and any supplier/provider engagement.

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## Direct award

Direct award allows you to call-off directly to a chosen supplier/provider without conducting a full competitive process.

Suppliers/providers have been ranked based on the score achieved at tender evaluation stage. Direct award can be made to any awarded supplier/provider if the participating CA can demonstrate the selected supplier/provider offers them the most economically advantageous solution.

CAs will be responsible for their assessment of providers to determine a direct award, which can be based on quality and price.

To assess the suitability of the supplier/provider, CAs will be able to view the following documentation:

- The results of the tender evaluation including supplier/provider responses and scores
- Supplier/provider pricing submitted as part of the tender process
- Supplier/provider price list showcasing the scope of products, work, and services they can provide under each lot

If you are unable to find a match to your requirements, you can raise a Request for Information (RFI) to the suppliers/providers on your relevant lot. You will need to provide a statement of your requirements, so they can direct you to an existing submitted offer or add this solution to their price list.

Throughout the lifetime of the framework agreement, prices for direct award will be re-evaluated to ensure they remain relevant. Suppliers/providers can add/amend solutions to their individual price lists, so their offers and prices remain current and competitive.

At direct award stage you need to provide the supplier/provider with the relevant information to deliver the service you require. The following needs to be completed for a direct award:

- Advise the supplier/provider of the direct award
- Complete the call-off contract that is provided on the YPO website
- Complete the order form that is provided on the YPO website
- Complete the direct award confirmation template to advise YPO of the award

**Best Practice Tip:** Direct award is best suited to situations such as (but not limited to); low value/low complexity requirements, goods or services which are exclusive to one supplier/provider, continuity or additions to existing goods or services, urgent/one-off requirements. Ensure to follow any internal processes and procedures to assess supplier/provider capability and determine if this route offers best value for your procurement.

For further guidance on the direct award process, please refer to the 'Direct Award Guidance' found in the 'Documents' tab of the framework website page

## Further competition

On creation of any framework, YPO aims to evaluate suppliers/providers based on criteria relevant to any organisations that may decide to utilise the agreement. A further competition gives CAs the ability to evaluate suppliers'/providers' capabilities on both quality and price, using criteria and specifications relevant to their own organisation's individual requirements.

Upon receiving the signed access agreement, YPO will be able to provide you with any tender documentation and requirements to assist you with your further competition process.

### Award criteria

Suppliers/providers were assessed on the following award criteria, which has been used to establish the framework agreement;

ASSESSMENT CRITERIA	PERCENTAGE/WEIGHTINGS
Cost	30%
Quality	70%

CAs may use the criteria and weightings published by YPO, or the full weightings may be re-opened to compete at the CAs discretion, to suit their specific requirements, but must add up to a total of 100%. CA's can also set any appropriate KPI's and/or service levels within the quality award criteria.

There are no set questions that CAs must include in their further competition, we would suggest that these are related back to your specification and the outcome you are trying to achieve. YPO envisages that the award criteria may be made up of (but not limited to) the questions under the areas listed below:

CRITERION	EXAMPLE AWARD CRITERIA
Cost	Price Lifecycle costs Cost effectiveness
Quality	Quality of service Supplier/provider standards and certification Social value / sustainability / CSR Customer service and account management Delivery and logistics Lead times Innovation and added value Pre/post service support

YPO can assist CAs to produce specifications, qualitative questions, pricing schedules and evaluation criteria to undertake a further competition, FOC.

### Further competition process

For complex requirements, or those which exceed the threshold value of the current Public Contract Regulations, CAs must run a further competition process either via their own internal processes or through YPO's procurement portal.

YPO has standard further competition template documents that can be downloaded either via the YPO website or at request from the YPO team, please contact [itservices@ypo.co.uk](mailto:itservices@ypo.co.uk). CAs may also use their own templates if they prefer.

Here's a quick overview of the further competition process;

#### 1. Pre-engage to help define your requirements

Prior to publishing your further competition opportunity, you may find it useful to pre-engage with awarded suppliers/providers, especially for large complex requirements, to seek additional information, help refine your requirements and explore available solutions.

#### 2. Define your requirements

Your specification should give suppliers/providers a clear understanding of the specific goods/services you require them to deliver. CAs must also supply suppliers/providers with the evaluation methodology, based on the cost and quality criteria set out above.

#### 3. Create documentation

CAs need to complete the further competition documents, either using the YPO templates or their own if preferred.

All documentation must reference the framework and lot number, and will need to include;

- Invitation to Tender (ITT) – including requirements specification, mandatory requirements, award criteria, timetable, evaluation methodology
- Any additional schedules

#### 4. Issue the further competition

The opportunity must be published to all suppliers/providers awarded to the relevant lot/s, to invite them to bid against your requirement. If your requirement covers multiple lots, only suppliers/providers who are awarded to all lots that you are utilising, will be invited to compete.

There are no minimum or maximum timescales that a further competition should be published within, however YPO would suggest the timescales are relevant to the complexity of your requirements/documents.

**Best Practice Tip:** Allow sufficient time for suppliers/providers to respond to your further competition, taking into consideration any bank holidays and the complexity of your requirements. Best practice would advise that you allow a deadline of at least four weeks or more, depending on the complexity of your requirement, less than this may result in poor submissions or a lower amount of supplier/provider responses.

The further competition can be issued via your own portal, or via YPO's e-tendering portal, we can assist with managing the process or provide you access to the portal to manage internally. If the CA decides to undertake their own further competition YPO must be informed via e-mail and notified of the outcome, using the monitoring/award form found on the YPO website.

CAs will need to provide clarification responses, which will be shared publicly unless the information contained is commercially sensitive to either party.

Responses received must be kept secure and unopened until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected.

#### **5. Evaluation**

CAs evaluate and identify their winning provider based on the most economically advantageous tender. The submitted response must be evaluated in accordance with the criteria stipulated in the original further competition document.

#### **6. Award**

On identifying the successful supplier/provider, YPO would suggest carrying out a standstill period of 10 calendar days, before contract award. This period is voluntary, but would be recommended especially for a long term, or high value call-off contract. The CA must ensure all suppliers/providers who tendered are advised of the outcome of the further competition in writing, including brief details on where scores were achieved and missed.

At the end of the standstill period, the CA will need to complete the following with the successful supplier/provider;

- Complete the order form provided on the YPO website
- Provide a PO where required
- CA and supplier/provider to inform YPO of the successful award and complete the 'Confirmation of award' template

A Contract Award Notice following any award via the framework agreement must be published within 30 days (YPO are able to do this on behalf of the CA if required).

For more guidance on the further competition process, please refer to the 'Further Competition Guidance' found in the 'Documents' tab of the framework website page.

## How YPO can assist you

If you are looking to run an opportunity through this framework, YPO can assist you with the following (all FOC);

- Provide framework advice including suitable lots, call-off routes etc
- Work with CAs to run engagement/meet the supplier/provider sessions
- Publish RFIs to the supply base and gather responses
- Assist with developing further competition documents
- Compliance check of documents
- Advertise on our e-tendering site – this can be managed by YPO, or the CA may have log in access
- Manage the clarifications
- Assist with evaluation of price and any other non-quality aspects
- Guidance and assistance throughout the entire process
- Provide evaluation templates
- Produce award and rejection letters
- Award on our e-tendering site
- Assist with debriefs

In essence we will assist you as much or as little as needed, the only things we cannot do are: write your specification or evaluate the quality of the product/service as this needs to be done in house.

If you require any further guidance, or would like the YPO team to run your further competition please contact us at [itservices@ypo.co.uk](mailto:itservices@ypo.co.uk).

## Benefits of using the framework agreement

YPO's framework agreements are established to allow customers to purchase goods, works or services from suppliers/providers via direct award or further competition.

Benefits of using the framework agreement:

- Available to use by all UK public sector bodies
- This framework is compliant with UK/EU procurement legislation - we've done the work, so there's no need for you to run a full EU procurement process, reducing risk and timescales
- Assured supplier/provider standards – suppliers/providers listed on the framework were assessed during the procurement process for their financial stability, compliance to legislation, experience, and technical and professional ability to give customers confidence of a quality service
- Supplier/provider choice – with 38 suppliers/providers available on the framework across 7 lots, offering excellent choice and industry expertise
- Pre-defined terms and conditions – terms and conditions of the contract have already been established and signed and accepted by the supplier/provider. On awarding contracts customers have the option to use YPO's standard framework agreement terms and conditions as established, or use their own if preferred
- No defined call off length – you can specify a contract period, based on the term that will best suit your requirements
- Aggregation of spend - customers will receive the benefits of the aggregated spend volume and increased leverage in the market
- Aggregated competitions – YPO can assist with developing and running aggregated competitions with other buyers with similar requirements
- Simplified lot structure – easy to understand lot requirements which allow purchase decisions based on solutions and outcomes
- Choice of call-off routes – direct award capability for a quick, easy and compliant call-off route or re-open award criteria weightings at further competition to suit your specific requirements
- One stop shop – multi-lot call-offs are permitted with this framework, allowing customers to procure all their connectivity and telecommunication requirements in one single procurement and award to one supplier/provider for their full ICT solution across multiple lots
- Access to the latest technology – the framework allows for delivery of solutions using technologies that are currently available and those which evolve throughout the lifetime of the framework agreement, giving you access to the newest equipment and service offerings
- Easy to use - customers need only to identify their requirements, present these to the market and award a contract. This can be done either via YPO or directly with the awarded suppliers/providers
- Full support service – YPO can assist you with your procurement and managing the call off-process, from the building of documents, running the further competition, through to evaluation. YPO can conduct this on your behalf (at no cost to you) taking care of all key areas making the process totally hassle free and compliant with as little or much involvement as you require

## Awarded suppliers/providers

To find out more about our suppliers/providers please visit the framework website page <https://www.ypo.co.uk/frameworks-home/900309#details> where you can read an overview about their organisation and view a range of resources showcasing what they can provide.

Lot 1 – Wide Area Network (WAN) Services	Lot 2 – Local Area Network (LAN) Services
County Council of Durham	County Council of Durham
Onwave UK Ltd	NTT United Kingdom Ltd
Chess ICT Ltd	Daisy Corporate Services Trading Ltd
Vaioni Group Ltd	CAE Technology Services Ltd
The Networking People (TNP) Ltd	Chess ICT Ltd
Capita IT Services Ltd	Capita IT Services Ltd
Gamma Network Solutions	The Networking People (TNP) Ltd
Metronet (UK) Limited T/A M247 Ltd	Telefonica UK Ltd
Six Degrees Technology Group Ltd	Gamma Network Solutions
Telefonica UK Ltd	Onwave UK Ltd
Daisy Corporate Services Trading Ltd	Insight Direct (UK) Ltd
Talk Straight T/A Schools Broadband	Six Degrees Technology Group Ltd
CANCOM Managed Services Ltd T/A Novosco	TalkTalk Business Direct Ltd
NTT United Kingdom Ltd	Specialist Computer Centres (SCC) plc
Nynet Ltd	Talk Straight T/A Schools Broadband
Convergence (Group Networks) Ltd	CANCOM Managed Services Ltd T/A Novosco
CCS Media Ltd	Convergence (Group Networks) Ltd
Insight Direct (UK) Ltd	CCS Media Ltd
ITS Technology Group Ltd	Adept Technology Group
Adept Technology Group	4Net Technologies Ltd
Abzorb Systems Ltd	
4net Technologies Ltd	
Mobile Account Solutions (Holdings) Ltd T/A Croft Communications	

Lot 3 – Digital Fibre Infrastructure Services	Lot 4 – Smart Cities and IoT
Onwave UK Ltd	Capita IT Services Ltd
Aberla Utilities	North PPB Ltd
Capita IT Services Ltd	NTT United Kingdom Ltd
Telefonica UK Ltd	Onwave UK Ltd
CANCOM Managed Services Ltd T/A Novosco	Specialist Computer Centres (SCC) plc
NTT United Kingdom Ltd	Insight Direct (UK) Ltd
ITS Technology Group Ltd	CGI IT UK Limited
Insight Direct (UK) Ltd	Talk Straight T/A Schools Broadband
Talk Straight T/A Schools Broadband	Thales UK Ltd
	SENSEi Networks Ltd
	Holophane Europe Ltd



Lot 5 – Cyber Security Solutions	Lot 6 – Communication Services
County Council of Durham	County Council of Durham
The Networking People (TNP) Ltd	8x8 UK Ltd
Six Degrees Technology Group Ltd	Gamma Network Solutions
Capita IT Services Ltd	Vaioni Group Ltd
Vaioni Group Ltd	Six Degrees Technology Group Ltd
Onwave UK Ltd	MRT Technologies Ltd T/A Comms Consult
Pentesecc Ltd	Capita IT Services Ltd
Thales UK Ltd	Talk Straight T/A Schools Broadband
Phoenix Software Ltd	Chess ICT Ltd
Talk Straight T/A Schools Broadband	Daisy Corporate Services Trading Ltd
CANCOM Managed Services Ltd T/A Novosco	Metronet (UK) Limited T/A M247 Ltd
Specialist Computer Centres (SCC) plc	Insight Direct (UK) Ltd
NTT United Kingdom Ltd	Specialist Computer Centres (SCC) plc
Adept Technology Group	NTT United Kingdom Ltd
EXA Networks Ltd	4Net Technologies Ltd
Insight Direct (UK) Ltd	CANCOM Managed Services Ltd T/A Novosco
Abzorb Systems Ltd	Abzorb Systems Ltd
	Intuity Communications Ltd
	Adept Technology Group
	Mobile Account Solutions (Holdings) Ltd T/A Croft Communications
	CGI IT UK Ltd

Lot 7 – Mobile, Voice and Data
Telefonica UK Ltd
Gamma Network Solutions
Chess ICT Ltd
Onwave UK Ltd
Talk Straight T/A Schools Broadband
Six Degrees Technology Group Ltd
MRT Technologies Limited Ltd T/A Comms Consult
4Net Technologies Ltd

## Supplier/providers contact information

Prior to running your further competition, you may find it useful to pre-engage with awarded suppliers/providers on the contract, especially for large complex requirements, to seek additional information, refine your requirements and explore available solutions. You may pre-engage directly with the suppliers/providers using the contact details found below, or YPO can assist you with running a Request for Information exercise.

Please ensure that any pre-engagement references the framework number so suppliers/providers can identify the opportunity when this becomes available.

SUPPLIER/PROVIDER	CONTACT NUMBER	EMAIL ADDRESS
4net Technologies Ltd	0161 864 5130	publicsector@fournet.co.uk
8x8 UK Ltd	020 3841 1132	paul.lewis@8x8.com
Aberla Utilities	0787 4878310	ben.palentine@aberla.co.uk
Abzorb Systems Ltd	01484 405325	frameworks@abzorb.co.uk
Adept Technology Group	03445 734 680	tenders@adept.co.uk
CAE Technology Services Ltd	07973 768785	matt.finch@iamcae.com
CANCOM Managed Services Ltd T/A Novosco	02890 454433	andrew.knight@cancom.co.uk
Capita IT Services Ltd	07753 217 949	techsolutionsframeworks@capita.com
CCS Media Ltd	01246 200200	contractsandtenders@ccsmedia.com
CGI IT UK Ltd	07831 119640	ray.powell@cgi.com
Chess ICT Ltd	07478 768537 0344 7706000	publicsectorsales@chessict.co.uk
Convergence (Group Networks) Ltd	0845 270 2709	sales@convergencegroup.co.uk
County Council of Durham	03000 261 100	commercialservices@durham.gov.uk
Daisy Corporate Services Trading Ltd	07738 726687	lynne.magennis@dcs.tech
EXA Networks	0345 1451234	mark.cowgill@exa.net.uk
Gamma Network Solutions	0333 240 3022	bidteam@gamma.co.uk
Holophane Europe Ltd	01908 649292	blawrence@holophane.co.uk
Insight Direct (UK) Ltd	0161 7728645	pstenderteam@insight.com
Intuity Communications Ltd	0203 370 3084	martingreen@intuitycomms.com
ITS Technology Group Ltd	01928 291000	dave.hudson@itstechnologygroup.com
Metronet (UK) Limited T/A M247 Ltd	0808 253 5521	ove.alexander@m247.com jordan.knowles@m247.com
Mobile Account Solutions (Holdings) Ltd T/A Croft Communications	01920 466466	nikki.kavanagh@croftcommunications.co.uk
MRT Technologies Limited Ltd T/A Comms Consult	01204 306357	geoff@comms-consult.com
North	0333 800 1111	enquiries@north.tech
NTT United Kingdom Ltd	033 0588 7316	uki.bidteam@global.ntt
Nynet Ltd	07936 942744	chantal.wilkinson@nynet.co.uk
Onwave UK Ltd	0203 4342106	jay.moorhouse@onwave.com
Pentesecc Limited	07432 493447	richard.bass@pentesecc.com
Phoenix Software Ltd	01904 562200	bids@phoenixs.co.uk
SENSEi Networks Ltd	07540 722262	damon.thomas@senseinetworks.co.uk

SUPPLIER/PROVIDER	CONTACT NUMBER	EMAIL ADDRESS
Six Degrees Technology Group Ltd	020 7856 3289	publicsector.sales@6dg.co.uk
Specialist Computer Centres (SCC) plc	0121 766 7000	frameworksales@scc.com
Talk Straight T/A Schools Broadband	01133 222333	tenders@talk-straight.com
TalkTalk Business Direct Ltd	07824 095883	glenn.ollivant@talktalkbusiness.co.uk
Telefonica UK Ltd	0800 368 7648	ukframeworks@telefonica.com
Thales UK Ltd	07815 636634	fcmo@uk.thalesgroup.com
The Networking People (TNP) Ltd	08456 800659	sales@tnp.net.uk
Vaioni Group Ltd	0161 672 9900	sales@vaioni.com

## Terms and conditions

Suppliers/providers awarded to this framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the CA and supplier by mutual agreement to include additional terms to supplement the standard Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow customers and suppliers to amend any terms if required.

## Contact information

For further information or to discuss individual requirements, please use the contact details below:

**Charlie Holland**

Assistant Category Buyer | ICT

Tel: **07741 843614** | Email: **charlie.holland@ypo.co.uk**

**Joe Holland**

Category Buyer | ICT

Tel: **07741 843613** | Email: **joe.holland@ypo.co.uk**

## CUSTOMER ACCESS AGREEMENT

**Contract:** Network Connectivity and Telecommunication Solutions

**YPO Contract Reference:** 976

**Period of the Contract:** 1st October 2020 to 30th September 2024

Prior to conducting any activity through this framework, please complete and return this form to YPO using the details given below.

**Access Agreement:** I/we confirm that the organisation detailed below intends to participate in the above mentioned YPO arrangement, and that in doing so will act in accordance with the Public Contracts Regulations 2015. I/we confirm that any guidance and/or template documentation provided to me will only be used in relation to this YPO arrangement and will only be used for other purposes where prior consent from YPO has been granted. I/we also confirm that in consideration of YPO acting in this capacity I/we authorise YPO to make such arrangements with its' suppliers/ providers relating to rebates (and to make enquiries in relation thereto) as it considers necessary in order to recover its operating costs.

I/We confirm that I/We will notify YPO of any awards (via further competition) made under this arrangement via e-mail to: [itservices@ypo.co.uk](mailto:itservices@ypo.co.uk)

Signature		Date	
Name of person signing this form		Position	
Address			
Telephone no		Email	
Product/service/lot(s) of interest			
Estimated value		Estimated project start date	
Direct Award? <b>Y/N</b>			
Do you require any further information from YPO?			

To return this form, please email it to: [itservices@ypo.co.uk](mailto:itservices@ypo.co.uk)

## Confirmation of Award

**Contract:** Network Connectivity and Telecommunication Solutions  
**YPO Contract Reference:** 976

YPO must be informed of any activity conducted under this framework which is run directly by the CA. Upon award of your call-off contract please complete this form and return to **itservices@ypo.co.uk**.

Lead contact name	
Name and address of the organisation	
Email/telephone	
Lot number utilised	
Goods/services purchased	
Awarded supplier/provider	
Call-of contract start date / date of purchase	
Contract period	
Total value of the call-off contract	
Saving achieved	
Please provide feedback of your experience using the Framework agreement	

To return this form, please email it to: **itservices@ypo.co.uk**