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User Guide | Ref No: 1229

Network Connectivity and Telecommunication Solutions 2



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About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a widerange of services.

Established in 1974 by a group of 13 local authorities, we’re one of the UK’s largest public sector buying organisation 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.

Direct Award is where a Contracting Authority (CA) carries out an assessment on the criteria set in the YPO framework documentation, to determine which supplier they will call-off to.

Overview

Start date	18 March 2025
Expiry date	17 March 2027
Extension(s) (if applicable)	2 x 12 months
Contracting authority (CA) call-off period	CA’s can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 4 years.
Contract notice reference number	2024/S 000 - 016782
Rebate	0.85% paid by supplier/provider
Geographical location(s)	National

Specification, Overview and Lot Structure

This framework is for the provision of Network Connectivity and Telecommunication Solutions. This Framework will incorporate outcomes covering network connectivity, smart city and IoT technologies, cyber security solutions, communication services and mobile, voice and data services. The aim is to incorporate technologies that are currently available and those which will evolve through the lifetime of the Framework.

This framework is designed to meet the needs of all public sector organisations including, Local Authorities, Education, Housing, Charities, Central Government, Emergency Service and NHS Establishments.

Only the providers who are awarded to all Lots, for which the further competition is being carried out, will be invited to compete. There are 40 suppliers/providers awarded, over 57% of which are SME's, all who can provide a high quality of services to the whole of the public sector.

As well as having the option to award without competition (direct award), customers also have the option to carry out a further competition where multi-lot call-offs are permissible, enabling you to combine two or more of the above lots and obtain all your network connectivity and telecommunication solution needs in a single procurement.

To view the full specification for each lot, please email itservices@ypo.co.uk with a completed access agreement.

The Access Agreement does not obligate you into using the framework, it simply acts as a Non-Disclosure Agreement and allows access into utilising the framework.

Lot	Description	No of Suppliers	Method of Call-Off Contracts
1	Wide Area Network (WAN) Services	23	Direct Award and Further Competition
2	Local Area Network (LAN) Services	26	Direct Award and Further Competition
3	Education Connectivity & Associated Services	9	Direct Award and Further Competition
4	Smart Cities and IOT	10	Direct Award and Further Competition
5	Cyber Security Solutions	22	Direct Award and Further Competition
6	Communication Services	23	Direct Award and Further Competition
7	Mobile, Voice and Data	12	Direct Award and Further Competition



Lot 1 - Wide Area Network (WAN) Services

Solutions may include but are not limited to:

- Network access solutions may include but are not limited to; Copper xDSL, SoGEA, super-fast fibre, broadband, leased lines, fibre, dark fibre, Ethernet, wireless, cellular 4/5G, cellular LTE, FTTC, EoFTTC, FTTP, satellite, IP technologies etc.
- Public, closed user groups and private connectivity, includes virtual networks such as (but not limited to); MPLS (multi-protocol label switching), SD WAN (software defined wan) and SASE (secure access service edge)
- Rapidly deployed options for emergency connectivity, such as pop-up/temporary locations or vehicular connectivity solutions.
- Network overlay services
- Cyber security solutions to provide customers with safeguarding and protection of their networks, devices, and data
- Support for classes and/or qualities of service to control traffic flow and predict latency
- Internet Service Provider (ISP) subscription services such as internet access and data transit, domain name registration, email access, web hosting, remote access and home working solutions, performance monitoring etc

Additional Services which may be provided as optional extras to the main requirement, which fit within the scope of the Lot description, including but not limited to:

- Any additional Supplier services which enhance/supplement/support the delivery and/or functionality of the solution and are not required as an enabler to make the solution work
- Other related professional services associated with the provision and performance of the services

This list is indicative but not exhaustive, customers will be able to access the full offering of WAN products and service solutions available by the service Provider upon successful award. Customers will write their own specification Call-off to suit their exact needs and requirements.

To allow for future innovations, features and services improvements, this Lot will incorporate all technologies that are currently available and those which will evolve throughout the lifetime of the Framework.

Lot 2 - Local Area Network (LAN) Services

Solutions may include but are not limited to:

- Network access service solutions which may be delivered via wired and/or wireless (Wi-Fi) technology that may be software defined access and may entail the provision of underlay and overlay services
- Solutions can be delivered on-premise or via the Cloud deployments, Public Access WiFi including captive portal, connectivity, URL Filtering, analytics, and insights
- Cyber security solutions to provide customers with safeguarding and protection of their networks, devices, and data

Additional Services which may be provided as optional extras to the main requirement, which fit within the scope of the Lot description, including but not limited to:

- Any additional Supplier services which enhance/supplement/support the delivery and/or functionality of the solution and are not required as an enabler to make the solution work
- Other related professional services associated with the provision and performance of the services

This list is indicative but not exhaustive, customers will be able to access the full offering of LAN products and service solutions available by the service Provider upon successful award. Customers will write their own specification Call-off to suit their exact needs and requirements.

To allow for future innovations, features and services improvements, this Lot will incorporate all technologies that are currently available and those which will evolve throughout the lifetime of the Framework.



Lot 3 - Education Connectivity & Associated Services

Network access solutions may include but are not limited to:

- Copper xDSL, SoGEA, super-fast fibre, broadband, leased lines, fibre, dark fibre, Ethernet, wireless, cellular 4/5G, cellular LTE, FTTC, EoFTTC, FTTP, satellite, IP technologies etc.
- Network access service solutions which may be delivered via wired and/or wireless (Wi-Fi) technology that may be software defined access and may entail the provision of underlay and overlay services.
- Public, closed user groups and private connectivity, includes virtual networks such as (but not limited to); MPLS (multi-protocol label switching), SD WAN (software defined wan) and SASE (secure access service edge)
- Solutions can be delivered on-premise or via the Cloud deployments, Public Access WiFi including captive portal, connectivity, URL Filtering, analytics, and insights.
- Rapidly deployed options for emergency connectivity, such as pop-up/temporary locations
- Network overlay services
- Support for classes and/or qualities of service to control traffic flow and predict latency
- Additional cloud services associated with the remit of this Lot

Additional Services which may be provided as optional extras to the main requirement, which fit within the scope of the Lot description, including but not limited to:

- Any additional Supplier services which enhance/supplement/support the delivery and/or functionality of the solution and are not required as an enabler to make the solution work
- Other related professional services associated with the provision and performance of the services

This list is indicative but not exhaustive, customers will be able to access the full offering of WAN and LAN products and service solutions available by the service Provider upon successful award. Customers will write their own specification Call-off to suit their exact needs and requirements.

To allow for future innovations, features and services improvements, this Lot will incorporate all technologies that are currently available and those which will evolve throughout the lifetime of the Framework.

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Lot 4 - Smart Cities and IoT

Solutions may include but are not limited to:

- Parking
- Lighting and street facilities
- Waste management
- Environment
- Transport and mobility
- Tourism
- Community services – schools, libraries, hospitals, health and social care etc
- Building and infrastructure
- Utilities
- Security and surveillance
- Housing
- Public connectivity
- Agriculture
- Operational productivity
- Solutions may be provided across one integrated platform provided solely by one Provider, or as individual compatible services which must integrate with existing customer 3rd party solutions
- Features and services may include but are not limited to; applications and analytics, big data, geospatial, artificial intelligence (AI), internet of things (IOT), sensors, security, connectivity and infrastructure
- Security solutions to provide customers with safeguarding and protection of their smart cities solution
- Digital transformation services relevant to this Lot

Additional Services which may be provided as optional extras to the main requirement, which fit within the scope of the Lot description, including but not limited to:

- Any additional Supplier services which enhance/supplement/support the delivery and/or functionality of the solution and are not required as an enabler to make the solution work
- Other related professional services associated with the provision and performance of the services

This list is indicative but not exhaustive, customers will be able to access the full offering of Smart City and IoT Technology products and service solutions available by the service Provider upon successful award. Customers will write their own specification Call-off to suit their exact needs and requirements.

To allow for future innovations, features and services improvements, this Lot will incorporate all



Lot 5 - Cyber Security Solutions

Solutions may include but are not limited to:

Security solutions may include, but are not limited to:

- Enterprise network security to protect infrastructure across every connection location, either on premise or in the cloud, this may include UTM (Unified Threat Management) solutions
- Pro-active network defence 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
- Cloud Security to protect data, web applications and infrastructure which is stored online and maximise their availability
- Data security to safeguard and protect sensitive digital data through a range of standards and technologies
- Application Security 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
- End point security to secure all endpoints and any remote connectivity, or end-user client devices e.g. desktop PCs, laptops, tablets, mobiles, servers etc. including but not limited to Endpoint Detection and Response (EDR), Managed Detection and Response (MDR) and Extended Detection and Response (XDR)
- Device visibility 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
- Security management to provide full security visibility across a customer's Operational Technology (OT) in real time, which customers can use to control, monitor, and analyse threats.
- Identity and access management (IAM) to define, manage and control secure access to applications,

systems or networks through policies and technology by identifying, authenticating, and authorising individuals/groups.

- Cyber security awareness
- Compliance and prevention training
- Penetration testing services
- Policy management to ensure that an organisation's security access policies are applied to SaaS applications
- Vulnerability testing service

Additional Services which may be provided as optional extras to the main requirement, which fit within the scope of the Lot description, including but not limited to:

- Any additional Supplier services which enhance/supplement/support the delivery and/or functionality of the solution and are not required as an enabler to make the solution work
- Other related professional services associated with the provision and performance of the services

This list is indicative but not exhaustive, customers will be able to access the full offering of Cyber Security Solutions products and service solutions available by the service Provider upon successful award. Customers will write their own specification Call-off to suit their exact needs and requirements.

To allow for future innovations, features and services improvements, this Lot will incorporate all technologies that are currently available and those which will evolve throughout the lifetime of the Framework.

Lot 6 - Communication Services

Solutions may include but are not limited to:

- Contact Centre Solutions which enable 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
- IP/Cloud Telephony Services for the delivery of voice and multimedia communications over IP networks. Features may include, but are not limited to; VoIP gateways, SIP trunking, 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.
- Unified Communication solutions 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.
- Team collaboration services 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.
- Inbound number services 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.

- Traditional telephony and fixed lined based voice services 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.

Additional Services which may be provided as optional extras to the main requirement, which fit within the scope of the Lot description, including but not limited to:

- Any additional Supplier services which enhance/supplement/support the delivery and/or functionality of the solution and are not required as an enabler to make the solution work
- Other related professional services associated with the provision and performance of the services

This list is indicative but not exhaustive, customers will be able to access the full offering of Communication Service products and service solutions available by the service Provider upon successful award. Customers will write their own specification Call-off to suit their exact needs and requirements.

To allow for future innovations, features and services improvements, this Lot will incorporate all technologies that are currently available and those which will evolve throughout the lifetime of the Framework.





Lot 7 - Mobile, Voice and Data

Solutions may include but are not limited to:

- Solutions which are available to purchase outright, via lease solutions, or as a service
- Features of requirements may include but are not limited to; SMS, voicemail services, media messaging, mobile data connectivity, mobile email services, mobile data applications , shared data pooling etc
- Cellular machine-to-machine (M2M) solutions
- Unified Endpoint Management (UEM) and Mobile device management (MDM) solutions to manage the administration of mobile devices
- Private mobile APN provision capability
- Recycling and/or disposal of end-of-life devices
- Lone worker solutions, including out of office or remote location requirements
- Wireless connectivity solutions
- Security solutions across devices, applications, content, and access to provide customers with safeguarding and protection of their communication solution

Additional Services which may be provided as optional extras to the main requirement, which fit within the scope of the Lot description, including but not limited to:

- Any additional Supplier services which enhance/ supplement/support the delivery and/or functionality of the solution and are not required as an enabler to make the solution work
- Other related professional services associated with the provision and performance of the services

This list is indicative but not exhaustive, customers will be able to access the full offering of Mobile, Voice and Data Services products and service solutions available by the service Provider upon successful award. Customers will write their own specification Call-off to suit their exact needs and requirements.

To allow for future innovations, features and services improvements, this Lot will incorporate all technologies that are currently available and those which will evolve throughout the lifetime of the Framework.

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Benefits of using the framework

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

The benefits of using the framework agreement from YPO are:

- YPO's framework agreements are established to allow customers to purchase goods, works or services from suppliers/providers via direct award or further competition
- Available to use by all UK public sector bodies
- This framework is compliant with UK procurement legislation – we've done the work, so there's no need for you to run a full 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 40 suppliers/providers available on the framework across 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, via Further Competition, 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
- 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 network connectivity and telecommunication solution requirements in one single procurement and award to one supplier/provider across multiple lots
- 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

To find out more about our suppliers/providers please visit the framework website page [here](#) where you can read an overview about their organisation and view a range of resources showcasing what they can provide.

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Suppliers/Providers

Supplier/Providor

4NET Technologies Ltd

Abzorb Group Ltd

Aspire Technology Solutions Ltd

Britannic Technologies Ltd

British Telecommunications PLC

CAE Technology Services Limited

Charterhouse Voice & Data Ltd t/a Pentesec

Chess ICT Ltd

CloudClevr Limited

Cobyex Limited (Formerly RoamingExpert.Com)

Conscia Group UK Ltd (formerly ITGL Limited)

Exchange Communications Installations Ltd

Exponential-e Limited

Freshwave Services Limited

Gamma Network Solutions Limited

Glide Student and Residential Limited

Intercity Technology Limited

KCOM Group Limited

Logicalis UK Limited

Medhurst Communications Limited

Supplier/Provider

MLL Telecom Ltd

NG Bailey IT Services Limited

Node 4 Limited

North PB Limited

Nos Communicare' Ltd

Omnia Smart Technologies Limited

Opus Business Systems Limited

Phoenix Software Limited

PlanNet21 Communications Limited

Redcentric Solutions Limited

RM Education Limited

Softcat PLC

Southern Communications Corporate Solutions
T/A SCG Corporate (SCGC)

Talk Straight Ltd T/A Schools Broadband

Telefónica Tech Northern Ireland Limited

The Networking People (TNP) Ltd

Trinsic Limited

Ultima Business Solutions Ltd

Vizst Technology Ltd

Wavenet Limited (Formerly Daisy Corporate
Services Trading Limited)



How to award/call-off from the framework

To access the framework agreement, customers should complete and return the Customer Access Agreement.

YPO haven't set a minimum or maximum length for any call-offs created by contracting authorities. Contracting authorities can create an agreed calloff based on the term they believe will suit their requirements. YPO have completed a fully compliant process to allow our customers easy call-offs via award without competition (direct award) or further competition, through any of the awarded suppliers on all lots.

To call off this agreement you may consider:

- Direct Award - Award direct to a chosen supplier on the permissible lots
- Price on demand - Award direct to a chosen supplier after conducting a simple and fast 100% price quotation (under threshold only)

Please ensure to follow any internal policies and the current Public Contract Regulations and refer to the user guide, under the heading 'How to call off the framework' for considerations and top tips when choosing your procurement route.

Award Criteria

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

Criteria for further competitions	Range
Cost	30%
Quality	55%
Social Value and Sustainability	15%

Direct award may be evaluated on price only (100%) or in accordance with the PCR 2015 Direct Award orders may be placed under this Framework Agreement provided the Contracting Authority can objectively identify which Provider offers the most economically advantageous offer for their specific requirements from the information at Framework establishment stage.

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

- Implementation and migration
- Quality of Service
- Supplier Standards and Certification
- Customer Service and Account Management
- Delivery
- Lead Times
- Corporate Social Responsibility
- Innovation and Added Value

*YPO have completed a **fully compliant process** to allow our customers easy call-offs*

Terms and conditions

Suppliers/providers awarded to the framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the CA and supplier/provider 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/providers to amend any terms if required.

Contact information

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

Name	Joe Holland
Job title	Category Buyer
Category	ICT Catagory

Email Joe »

Name	Sam Rigg
Job title	Assistant Category Buyer
Category	ICT Catagory

Email Sam »

Name	Maggie Lidden
Job title	Further Competition Coordinator
Category	ICT Catagory

Email Maggie »

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