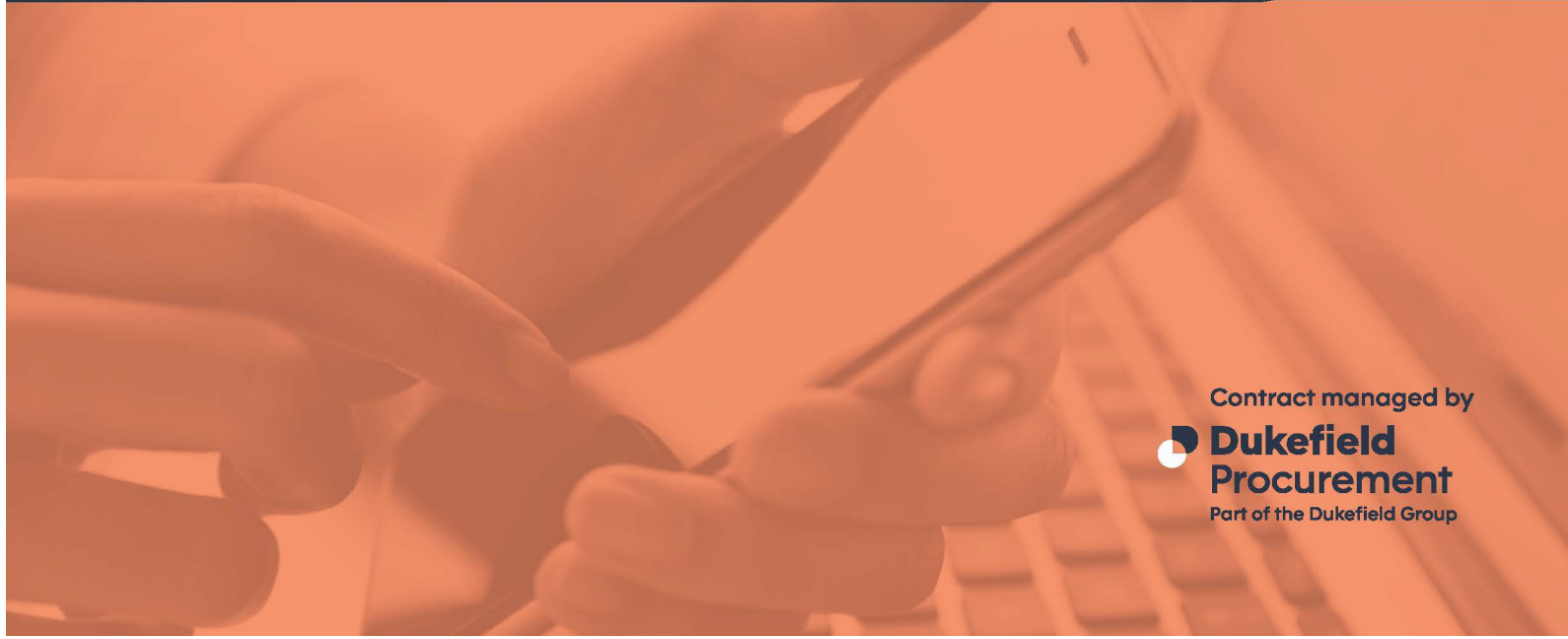



National Education

FRAMEWORK USER GUIDE

For the provision of Communications Solutions
REF: CPC/DU/TELE/02



Contract managed by

 **Dukefield
Procurement**
Part of the Dukefield Group

Contents

1	Introduction	1
2	Framework Summary	1
3	Framework Lots and Suppliers.....	2
4	Buying from the Framework.....	6
4.1	Direct Award.....	6
4.2	Further Competition	6
5	Lot Quality Weightings.....	8
6	Further Competition Support Service	9
7	Placing an order	10
8	Contract and Account Management	10
9	Complaints and Escalation Procedures	11
10	Delivery and Complaint Resolution	12
11	Any Questions?	13
12	APPENDIX A – Supplier Contact Details.....	14
13	APPENDIX B – Further Competition Template	16
14	APPENDIX C – Example Original Framework Tender Questions.....	26
15	APPENDIX D– Contract Notice and Contract Award Notice.....	27
16	APPENDIX E – Further Competition Support Service Fee Structure.....	28
17	APPENDIX F – Example Framework Order Form.....	29
18	APPENDIX G – Optional Access Agreement	30

1 Introduction

The Crescent Purchasing Consortium Limited has put in place a compliant framework for Communications Solutions, reference CPC/DU/TELE/02 (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire Communications Solutions requirements. It has engaged its procurement partner, Dukefield Procurement Limited, to contract manage the framework and provide support to Members throughout the framework term.

This Framework is available to all contracting authorities across the public sector and throughout the UK, including but not limited to:

- **Educational Establishments**
- **Central government departments and agencies**
- **Non-Departmental Public Bodies**
- **NHS bodies**
- **Local Authorities**
- **Police Authorities**
- **Emergency Services**
- **Hospices**
- **Registered Charities**
- **National Parks**
- **Registered Social Landlords.**

Full details of the classification of eligible end user establishments and geographical areas is available at <http://www.dukefieldprocurement.co.uk/fts-eligible-users>

2 Framework Summary

The framework agreement is designed to be a one stop shop for a Member's Communications Solutions needs. The framework provides a comprehensive suite of supplies and services across five Lots

Lot 1 – Unified Communications and Telephony

Lot 2 – Networking Services

Lot 3 – Omni Channel/Multimedia Communications

Lot 4 – Mobile Communications

Lot 5 – National Communications Solutions One-Stop-Shop

3 Framework Lots and Suppliers

Lot 1 – Unified Communications and Telephony

This Lot covers the supply of communications software, hardware, installation, training and support of communications supplies, services, and solutions whereby Members can use a multitude of different devices such as physical phones, software on laptops, PC's, and apps on mobiles to make and receive calls via a centralised telephony platform.

The Lot focuses upon the supply, installation, and setup of telephony platforms using current, supported methods of making and receiving calls over data connectivity as opposed to 'end of life' infrastructure such as Analogue, PSTN, ISDN. However, where a Member requires legacy 'end of life' equipment and services they can also be supplied from this lot for such time as they are available and supported.

The Lot also provides the intelligent combining of voice, video, instant messaging, mobile voice and data, and other multimedia services in a bespoke way depending on the Member's needs. This Lot covers all encompassing solutions offering for example Desktop Agent/Supervisor, Contact Centre, Video Conferencing and Email/Text management functionality. The software and hardware offered under this Lot includes but is not limited to the following key areas:

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

The Lot also provides access to IP Telephony, Voice Over IP Services and Call Tariff Packages; encompasses the provision and support of IP 'replacement' solutions. 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.
- It also incorporates Third Party Billing Analysis and Management etc. as relevant to the SIP environment.

The Lot also provides access to omni-channel/multi-media communications solutions and the suite of software, supplies and services as part of a wider unified communication/telephony solution.

Unified communications solutions can be provided either as on-premise solutions, off-premise cloud solutions or hybrid solutions combining elements of both on-premise and cloud based solutions.

Recognising modern trends toward remote and home working, the Lots also supports solutions that support and deliver remote and home working unified communications/telephony solutions.

Eight suppliers have been awarded a place on this Lot and they are detailed below:

- **Babble (CAV) Limited**
- **Clarion Communication Management Limited**
- **Incom Business Systems Limited, trading as Focus Group**
- **Opus Telecom**
- **SCG Corporate**
- **Talk Straight Limited**
- **Tel Group Limited**

Lot 2 – Networking Services

This Lot provides for the supply, setup and support of networks and associated networking services. It addresses the supply and support of networks and associated networking services for the provision of managed connectivity for high bandwidth secure services and other communications and telecommunications requirements.

This Lot also encompasses the provision and support of digital connections, network equipment and servers, along with associated support services within premises, and will include Managed LAN services and Wi-Fi.

Key supplies, services and solutions under this Lot include, but will not be limited to:

1. The provision of managed data services, varying from single site internet facing fibre connections, to gigabyte ethernet connections boasting speeds of up to 1,000 meg.
2. Secure connectivity to data centres as well as private networks spanning multiple locations.
3. The provision of internal cabling infrastructure, routers, and Wi-Fi.
4. The transmission of voice and data is within the brick walls and across the locations of Participating Public Sector Bodies.
5. The provision of Wide Area Network (WAN), Virtual Private Network (VPN) and Broadband Services; providing access to the full range of WAN and data services including Managed Networks (e.g., WANs or VPNs).
6. The provision and support of external digital/ data network connections.
7. The provision and support of digital connections, network equipment and servers.
8. Associated support services within premises within the cloud or hybrid and will include Managed LAN services and Wi-Fi, where incorporated as part of a Managed LAN environment.

Six suppliers have been awarded a place on this Lot and they are detailed below:

- **Babble (CAV) Limited**
- **European Electronique Limited**
- **Incom Business Systems Limited, trading as Focus Group**
- **Talk Straight Limited**
- **Tel Group Limited**

Lot 3 – Omni Channel/Multimedia Communications

Lot 3 provides access to a comprehensive suite of Omni Channel/multi-media communications solutions addressing, amongst other aspects, the following Key Supply/Service Area characteristics:

- Multi-media communications

It is recognised that within Members and their interactions with their external customers, there is a need to communicate on a variety of different channels other than purely the phone for example: email, webchat, SMS, social media, WhatsApp, bespoke apps etc. This lot includes the supply and set-up of software and solutions which funnel communication across all channels into one place for the Member to receive and respond to within an all-encompassing Service Level Agreement/solution.

- Workforce management

Workforce management is an essential tool for proactively managing staffing levels based on known patterns of fluctuating communication in and out of Member. The technology predicts peaks and troughs of all communication on all channels. This allows for intelligent staff forecasting, scheduling and intraday management. This lot includes the supply, setup, and training of such software and related solutions.

- Quality Assurance – User Experience Score Cards/Speech Analytics

Quality assurance technologies empowers Members to deliver the best possible staff and customer experiences. Quality of communication from the establishment can be scored using an automated system for ongoing development and improved staff and customer experience, and through speech analytics, the technology can identify conversations which need more attention, engage staff with enquiries they're best suited to handle, and suggest responses based on keywords and/or phrases. Members can track all quality performance data on one single dashboard and extract actionable insights to deliver the best services to staff and customers. This Lot provides access to such solutions.

- Enquiry Reporting and Measuring

This software provides a range of tools including dashboards, reports, and wallboards, where dashboard data is frequently updated, e.g., every 15/30 seconds providing managers with the latest information to support more proactive, faster, and improved decision-making. Tickets for service desks show in real-time the total number of requests received and answered per access point, per queue or channel and per user group, over various time periods. Ongoing reports show the volume of inbound enquiries, missed enquiries and ultimately the measurement of performance which can continually be addressed. This Lot provides access to such software and related solutions.

- Customer Relationship Management Integration

The Lot will provide access to Omnichannel software which will be fully integratable with all Member's CRM and related databases. This will result in real time access to a raft of required and relevant data that will enhance the communication experience for staff members and their customers.

Solutions under this Lot might typically include but not be limited to:

- Omni Channel/multimedia communications software incorporating voice, email, webchat, social media channels etc
- Response rate reporting across all channels, speech analytics and interactive voice response
- Client experience tools e.g., client satisfaction scoring
- Artificial intelligence driven software
- Multi-network SIMS (allowing users to automatically connect to the strongest signals regardless of network)
- Empowered learning capabilities
- Security measures including duty of care, content filtering, malware, and advert blocks, bullying

detection, compliance, and child protection

- Mobile data SIMS for digital signage
- Business continuity through automated back and failover (e.g., 4G), compliance and network resilience
- Hardware and all other associated services, supplies and software related to the delivery of omni-channel/multi-channel communications.

Four suppliers have been awarded a place on this Lot and they are detailed below:

- **Babble (CAV) Limited**
- **European Electronique Limited**
- **Opus Telecom**
- **Power Computing Limited, trading as Cloud Geeks**

Lot 4 – Mobile Communications

The Lot will provide access to all aspects of mobile communications and services by Mobile Network Operators (MNOs) and their Resellers - i.e., handsets, other devices, airtime, and value added services. It is anticipated Tenderers may be MNOs and/or their channel partners (e.g., value added sellers, service providers etc).

The key supplies, services and solutions will include, but will not be limited to:

1. The supply of business mobile plans, consisting of minutes, texts, and data, across various networks, and the ability to provide a mixture of networks on a single plan.
2. The supply of mobile devices across all manufacturers.
3. The supply of mobile data sims and devices enabling access to the internet throughout the UK
4. The supply of multi network SIMS.
5. Access to the use of multiple networks thus ensuring 100% coverage anywhere in the UK, ensuring no impact to business operations based upon geographical location of office locations or remote working locations.
6. Network services that will include all the security, compliance, content management and filtering in order to address the security and compliance needs of the Member including, where relevant the safeguarding of educational establishment students whilst they utilise, the communications equipment provided to them.
7. The supply of mobile broadband supplies and services.

Six suppliers have been awarded a place on this Lot and they are detailed below:

- **Babble (CAV) Limited**
- **European Electronique Limited**
- **Opus Telecom**
- **Power Computing Limited, trading as Cloud Geeks**
- **SCG Corporate**
- **Tel Group Limited**

Lot 5 – National Communications Solutions One-Stop-Shop

This Lot provides access to the entire suite of communications solutions, supplies and services detailed within the scope of Lots 1, 2, 3 and 4 from a National One-Stop-Shop provision.

Two suppliers have been awarded a place on this Lot and they are detailed below:

- **Babble (CAV) Limited**
- **European Electronique Limited**

For supplier contact information, please see [Appendix A- Supplier Contact Details](#)

4 Buying from the Framework

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

4.1 Direct Award

Direct Award takes place where a Member direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract.

Where Direct Award is undertaken, Members must do so in keeping with the provisions of the Public Procurement (Amendments Etc.) (EU Exit) Regulations 2020. Members may elect to adopt Direct Award on the basis of many individual factors but as a guide the framework provides the following Direct Award options:

Option1

The Member may wish to Direct Award using the framework Desktop Calculator, embedded below, which contains the quality criteria and weightings utilised within the tender documentation.



Direct Award Desk
Top Calculator (Prot

If the balance of the weighting as detailed within the Desktop Calculator does not reflect the requirements of the Member, the Member will be able to change the criteria weightings within the following stated range and this basis re-calculate the scores and award to the highest scoring supplier that best meets their requirements.

Price – between 15% and 45%

Quality – between 55% and 85%

(Please note, when amending the weighting, the total MUST always equal 100%)

Version Two – July 2023

For example:

A Quality Award Criteria with a Framework Agreement Weighting of 70% can be decreased or increased to between 55% and 85%.

The Pricing Award Criteria Weighting of 30% can then be decreased or increased to between 15% and 45%.

Option 2

Members can award to the highest scoring supplier on a particular Lot (either with or without amending the weightings using the Option 1 Desktop Calculator) so long as that Supplier is capable of meeting their requirements.

4.2 Further Competition

A Member can engage suppliers in a further competition in one of the following two ways:

- i) Members have the option to conduct a shortened further competition exercise by seeking quotations from the framework suppliers on the basis of Price only, thus retaining the Quality scores and weightings achieved by each supplier through the framework invitation to tender process. Having secured pricing proposals, these would be evaluated utilising the weighting for Price used at framework invitation to tender process and a price weighted score determined, which will then be added to the Quality scores achieved by each of the framework suppliers at the framework invitation to tender stage, to determine the winning bid.

For example:

Suppliers 1 and 2 have original framework scores as follows:

Supplier 1	Price 20%	Quality 65%	Total 85%
Supplier 2	Price 30%	Quality 57%	Total 87%

A Member conducts a competition on the basis of price only, with Supplier 1 being the cheapest and receiving the full 30% price weighting and Supplier 2 being 10% more expensive than Supplier 1 and receiving 27% price weighting marks (i.e., 10% less Supplier 1). The Member thereafter replaces the original framework tender price evaluation marks with the new evaluation marks to deliver the following results:

Supplier 1	Price 30%	Quality 65%	Total 95%
Supplier 2	Price 27%	Quality 57%	Total 84%

Supplier 1 is now deemed the winning bidder and would be awarded a contract to supply the Member's required solution.

- ii) Alternatively, Members have the option to conduct a full further competition exercise, by evaluating supplier’s proposals in response to their requirements, utilising both quality and price factors (and associated weighting scoring mechanisms) in line with the Public Procurement (Amendments Etc.) (EU Exit) Regulations 2020.

Note: Original Framework weightings and summary supplier quality scores can be found in Section 5 below.

When undertaking a further competition, Member must invite all Suppliers awarded a place on the Lot to participate in the further competition exercise, though there is no obligation placed upon the supplier to take part in any further competition.

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

Email: steve.davies@dukefieldprocurement.co.uk

Tel: 07966 040564

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

5 Lot Quality Weightings

Criteria	Lots 1, 2, 4 and 5 Weighting Percentages	Lot 3 Weighting Percentage
Tier One (General Tenderer Bid Quality Questions):	Total Score = 30	Total Score = 30
Transfer of Responsibilities Ensuring Continuity	2%	2%
Account Management	3%	3%
Key Performance Indicators	4%	4%
Management Information	2%	2%
Complaints Procedure	1%	1%
Exit Strategy at the End of Contracts	2%	2%
Marketing – Promotion of the Framework	3%	3%
Sustainability – Environmental Sustainability	3%	3%
Social Value	10%	10%
Tier Two (Lot Specific Questions):	Total Score = 40	Total Score = 40
Solution Specifications	7%	Not Applicable
Professional Services	5%	6%
Customer Support Services 1	3%	4%
Customer Support Services 2	3%	4%
Business Continuity	3%	3%
Solution Delivery - Lead Times	3%	4%
Security	3%	3%
Accreditations, Certifications and Standards	2%	2%
Standard Maintenance and Support Services	5%	6%

Solution Availability	3%	4%
Training	3%	4%

Example questions from the original framework tender are included within Appendix C and can be used by the Member to inform their further competition.

The supplier summary quality scores for each Lot are detailed within the embedded file below. These can be used to inform Member’s Direct Award or Further Competition activity.



6 Further Competition Support Service

In addition, the framework offers a comprehensive further competition procurement service. The service fees vary depending upon the potential scale of the requirement and full details can be found in Appendix C. 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 includes:



Where relevant the service includes up to two visits to customer site (at the service provider’s sole discretion); be that to determine requirements, assess supplier capability, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

The documentation review service is available to Members engaging in further competitions. A Member’s completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with 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 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:

Email:

steve.davies@dukefieldprocurement.co.uk

Tel: 07966 40564

7 Placing an order

Having selected your chosen supplier and communications solution, orders should be placed via the Framework Order Form – a copy is detailed in Appendix F. Your preferred supplier will populate the Order Form with the full details of your requirement and then present you with a completed Order Form for signature. The Order Form under which the contract will be enabled clearly references the framework terms and conditions. **To benefit from framework pricing, please ensure the reference number CPC/DU/TELE/02 is clearly quoted on all order forms and framework enquiries.**

Appendix G details the framework Access Agreement. It is not mandatory that Members sign this agreement to access the framework, however it is recognised that Members may wish to do so.

All orders placed under the framework will be subject to the framework standard call-off contract terms and conditions, which are embedded below:



CPC Call-Off
Contract Terms and

8 Contract and Account Management

Day-to-day contract management support is available from the Dukefield framework Help Desk. 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:steve.davies@dukefieldprocurement.co.uk

Tel: 07966 040564

Email:frank.gourley@dukefieldprocurement.co.uk

Tel: 07957 883925

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

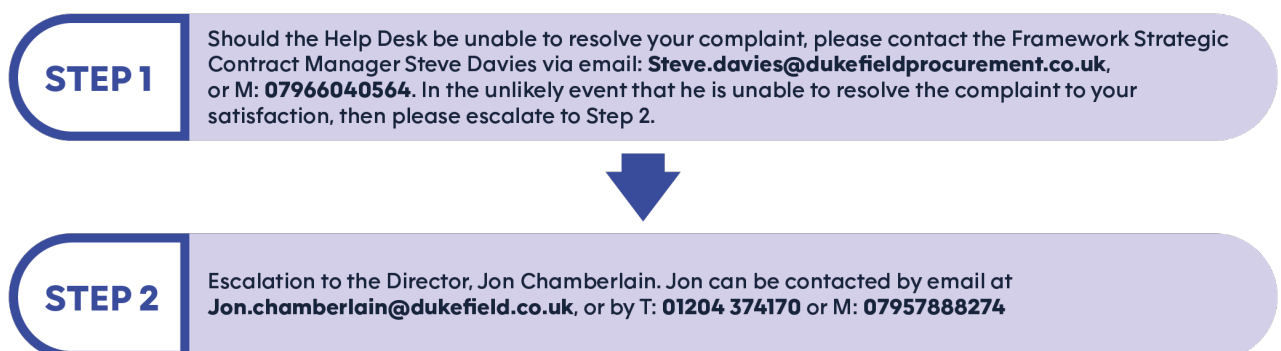


In addition to the Help Desk, the framework offers technical communications consultancy support to Members, for support upon technical matters and/or the determination of solution requirements. This support is provided by appointment only, and should Members require support of this nature, they should contact the Help Desk to book an appropriate date and time to engage with the framework technical consultants. The initial call (maximum of one hour) is provided free of charge to Members if the call results in the Member utilising the framework to fulfill their solution requirements but is chargeable where the Member receives the support and does not utilize the framework to fulfill their requirements. Should further support be required beyond the initial call, this will be chargeable and full details can be obtained by contacting the framework 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 regard to any matter concerning your solution.

9 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 Member. In the vast majority of cases such complaints will be addressed to the satisfaction of the Member 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 detailed below:



10 Delivery and Complaint Resolution

Members are encouraged to put in place their own local contract management regime to ensure acceptable performance of their chosen supplier. The local regime could include Key Performance Indicators (KPIs) specific to contract performance, such as statistics and reports and contract review meetings.

All local requirements must be mutually agreed with your chosen supplier. The framework support team can provide support and advice in determining SLAs and KPIs appropriate to your specific requirements.

In addition to the arrangements specific to each contract, a comprehensive contract management regime underpins the operation of the framework itself. Suppliers' performance across all contracts let through the framework is continually monitored across all user Members and issues addressed as they come to light. The framework Contract Manager will undertake regular contract performance and management review meetings with all suppliers as part of this performance monitoring process.

The minimum Key Performance Indicators stated below apply both at Framework and at the individual Member contract level.

As a minimum the performance regime focuses upon the delivery of high levels of availability and support response and fault rectification:

- Availability – high availability relevant to the importance/criticality of the solution being utilised by the Member, in accordance with ITIL support service principles and processes.
- Support Response and Fault Rectification – levels of response and fault rectification relevant to the solution being utilised by the Member, in accordance with ITIL support service principles and processes.

The performance measures below should be adopted as a minimum standard:

Incident Severity	Priority 1	Priority 2	Priority 3	Priority 4
Description	A system that has previously been working but is now unavailable	A system that has previously been working is now impaired, affecting all or multiple sites	A specific case relating to some users of the system	A case with no business impact to live systems or a case relating to a test environment.
Case Creation	From Phone: At call logging From Portal: At call logging From Email: 2 hours	From Phone: At call logging From Portal: At call logging From Email: 2 hours	From Phone: At call logging From Portal: At call logging From Email: 2 hours	From Phone: At call logging From Portal: At call logging From Email: 2 hours
Response Time	30 Minutes	1 Hour	1 Hour	2 Hours
Status Updates	4 hours	8 Hours	8 Hours	As and when required

Members 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. The local regime could include Key Performance Indicators (KPIs) specific to contract performance, such as billing conditions, statistics and reports and contract review meetings.

All local requirements must be mutually agreed with your chosen supplier. The framework support team can provide support and advice in determining SLAs and KPIs appropriate to your specific requirements

The framework Contract Management Team will undertake regular contract performance and management review meetings with all suppliers. Members are however encouraged to put in place their own local contract management regime to ensure the performance of their chosen supplier. Members should ensure the framework Contract Management Team are 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.

11 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.

Email: steve.davies@dukefieldprocurement.co.uk

Tel: 07966 040564

Email: frank.gourley@dukefieldprocurement.co.uk

Tel: 07957 883925

12 APPENDIX A – Supplier Contact Details

Babble (CAV) Ltd

Mark Hollands
Sales Manager
Babble
0800 206 2107
Mark.Hollands@babble.cloud

Clarion Communication Management Ltd

Matthew Putman
Senior Technology Consultant
0203 4359042
0333 2226633
mp@clarioncomms.com

European Electronique Limited

Mark McGettigan
General Sales Manager
01865 883300
07852 895130
Mark.mcgettigan@euroele.com

Incom Business Systems Ltd t/a Focus Group

John McNamara
Sales Manager
0161 788 4436
jm@incom.co.uk

Opus Telecoms

Anna Charig
Bid Manager
07897 148023
a.charig@opustech.co.uk

Power Computing Limited, trading as Cloud Geeks

Wayne Driscoll
Account Manager
01234 690251
07716 082132
wayne@cloudgeeks.co.uk

SCG Corporate

Ian Boyce

Commercial Director

01372 385722

ian.boyce@southern-comms.co.uk

Talk Straight Limited

John Standhaven

Sales Manager

01133 222 333

07580 762468

john.standhaven@talk-straight.com

Tel Group Limited

David Murphy

Director

08006521900

david.murphy@telgroup.co.uk

13 APPENDIX B – Further Competition Template

FURTHER COMPETITION TEMPLATE

[INSERT NAME OF MEMBER] INVITATION TO SUBMIT A PROPOSAL

FOR

[INSERT TITLE]

Closing Date: *[date/time]*

Contact: *[insert contact details of person undertaking further competition]*

1. INTRODUCTION

- 1.1 *(Insert details of the Member and a summary of the project and its aims and objectives. Also consider inserting a timetable detailing the key delivery dates within the further competition.)*

2. INSTRUCTIONS TO TENDERERS

2.1 COMPLETED PROPOSALS SHOULD BE SUBMITTED TO:-

[Insert contact details for return of further competition submissions]

Suppliers should ensure that they allow enough time to submit their questionnaire response. **The Member will accept no responsibility for difficulties during the process of submission and/or late or lost submissions.**

- 2.2 The deadline for the return of quotations is 12 noon on xx xx xxxx.

LATE SUBMISSIONS WILL NOT BE ACCEPTED.

- 2.3 Please study the documentation carefully. If you are in any doubt as to any technical aspects of the specification/project brief, or require clarification of any part of the document please contact *[insert project officer contact details]*

- 2.4 Suppliers are required to submit competitive prices strictly in accordance with the attached specification/project brief.

- 2.5 Suppliers must fully complete all parts of this document using the same question numbering format as used in this document and sign the declaration. Failure to provide a completed quotation in the required format may result in the quotation not being considered.

- 2.6 Freedom of Information - In accordance with **Freedom of Information Act 2000**, from January 2005, Members must respond within 20 working days to valid written requests for information from anyone. The information requested must be supplied unless it falls into specified categories of information which include: confidential, personal, trade secret, or information which would or would be likely to prejudice the Supplier's or the Member's commercial interests. These categories are exemptions under which information may not be disclosed.

- 2.7 It will be the Supplier's responsibility to clearly state in their Proposal submission any information which they regard as confidential, personal information, trade secret or may prejudice their commercial interests and to discuss this with the Member prior to submission.

- 2.8 Suppliers are advised that information which falls into our agreed interpretation of the legal definition of confidentiality, personal information, trade secret or prejudice to their commercial interests may still have to be disclosed in some circumstances. You should be aware that the Member may be forced to make information public as a result of an appeal by a member of the public against our initial decision not to reveal information. The public can appeal through our internal complaints procedure and ultimately to The Information Commissioner’s Office, the Government organisation responsible for enforcing the Act.
- 2.9 You will also need to provide with your quotation submission a contact within your organisation to ensure that should we need to consult on a Freedom of Information request we can do this promptly. If we are unable to contact anyone to consult we may have to release the information to ensure that we remain within the 20 working days deadline.

3. EVALUATION

- 3.1 Proposals received will initially be reviewed on the basis of compliance with the threshold requirements. For the avoidance of doubt, all threshold requirements must be achieved in order for your bid to be further considered.

A listing of the relevant threshold requirements is detailed in Appendix 3.

(Delete references to Threshold Questions if no Threshold Questions are being asked)

- 3.2 The bids from those Suppliers who meet the defined thresholds will be fully evaluated at Phase 2 of the Evaluation Process. The evaluation will be on the basis of most economically advantageous tender as follows:

Price xx% Quality xx%

[Insert quality evaluation criteria]

- 3.3 Please note there are a number of Threshold Questions within the document. Each Threshold Question is indicated by a ‘**Threshold Question**’. All Threshold Questions must be met in order for a tenderer’s bid to be fully considered. **For the avoidance of doubt, failure to meet a Threshold will result in a tenderer’s bid being rejected.**

[Delete the paragraph above if no Threshold Questions are being asked]

3.4 Quality responses will be scored using the scoring mechanism detailed below.

0 = Unacceptable, No response, or unacceptable information provided

1= Poor, Inadequate details to show an understanding of the requirements

2 = Satisfactory, Satisfactory details to show an understanding of the requirements

3 = Good, Adequate details provided to show an understanding of the requirements

4 = Very Good, Substantial details provided to show an understanding of the requirements

5 = Excellent, Comprehensive details provided to show an understanding of the requirements

Tenderers scoring a 5 will receive the entire weighting mark for each question. Those scoring a 4 will receive 4/5ths of the weighting mark and so on.

3.5 Price Evaluation

Price will account for xx% of the overall score. Tenderers must submit prices for each of the requirements detailed within the Pricing Schedule (Appendix 2).

Tenderers should complete the Pricing Schedule (Appendix 2) with details of their proposed costs. The Tenderer submitting the lowest proposed cost will receive the full xx% price weighting. All other tenderers will receive a proportion of the xx% dependent upon the relative position of their price to the lowest priced bid. For example, where a Tenderer submits a proposed cost that is 10% more expensive than the lowest price bid, they will receive 10% less weighting than the lowest price, i.e., xx% of the total xx% weighting.

3.6 The Member may request bid presentations as part of the bid clarification process to enable the Member to better understand a Suppliers' bid. Where such clarifications are required Suppliers will be notified and invited to attend at an agreed date and time. Please Note – it may not be necessary to invite any or all bidders if no clarifications are required.

3.7 The Member will endeavor to reach a decision by *[insert date]*. However, the Member is not bound to accept any quote submitted.

3.8 Resulting contracts will be subject to the terms and conditions of contract for the National Education Communications Solutions Framework agreement – CPC/DU/TELE/02 Contract for the provision of Communications Solutions.

Please note these Terms and Conditions are already contracted and are non-negotiable

4. SPECIFICATION

- 4.1 The Member requires a range of Communications Solutions as detailed in Appendix 1. It should be noted that the specification detailed in Appendix 1 is representative of the Member's requirements and this may be subject to minor change following award of contract.

5. PRICE SCHEDULE

- 5.1 *[Insert the pricing methodology including]*
- 5.2 Suppliers are required to complete the Pricing Schedule (Appendix 2)
- 5.3 The pricing will be held for the duration of the contract/ agreement.

6. SITE VISIT

- 6.1 *(Insert details of a supplier site visit if one is being offered to suppliers during the further competition process)*

6. DECLARATION

I/We hereby offer to provide the services as specified in xxxxxxxxxxxx in accordance with the Conditions of Contract governing the CPC/DU/TELE/02 Contract for the provision of Communications Solutions.

Signed

Name (Block Capitals)

Designation

For and on behalf of

..... Tel.

Fax.....

E-mail address

APPENDIX 1 - SPECIFICATION

[Insert the specification in Appendix 1. The following issues are examples that may wish to be considered within the specification. The list is not exhaustive and is only series of examples

Technical Requirements

It may also be a good idea to include your current technical requirements if, for example, a software package may need to interact with some of your current infrastructure.

Training

Should training be provided at point of installation or at a later point? This is especially relevant when utilizing software packages as staff may need training to understand how the system works.

Delivery Requirement

Consider how the services will be delivered. Will this be via software or onsite and what timescales need to be met. For example, for onsite training, delivery requirements could include locations and timescales and employee schedules.

Sustainability

Consider sustainability requirements of each supplier.

Account Administration

Consider account administration requirements, including invoices.

Account/Contract Management

Consider the nature of your account/contract management regime. For example, will you require:

- regular quarterly supplier review meetings*
- a designated account manager*
- management information – including the regularity of such information?*

Project Management

Implementation Schedule

APPENDIX 2 – PRICING SCHEDULE

(Insert the pricing schedule here)

APPENDIX 3 – THRESHOLD REQUIREMENTS

(A Member may have a particular requirement or service/solution aspect that is critical and must be delivered in the required way without variation or amendment. Any such requirement should be the subject of a Threshold question, where tenderers must be able to provide the required specification element in the required way, or their bid will be rejected in their entirety. Members should detail any such Threshold requirement questions here).

APPENDIX 4 – SUPPLIER RESPONSE SCHEDULE

(Insert questions to be asked of the suppliers in respect of the Specification, for example, where Members require installation within a particular timeframe they may wish to ask suppliers to comment upon their ability to install their proposed solution within the timeframe, including the attachment of a project schedule to illustrate the project work phases and timescales. Similarly, if the Member requires a dedicated account manager with a dedicated telephone number and email address, they could insert a question here that interrogates the supplier's ability to meet this requirement).

14 APPENDIX C – Example Original Framework Tender Questions

The embedded file below details examples of some of the questions used within the original framework tender exercise. Members may use these questions to inform the design and delivery of their further competition exercise.



Appendix C -
Example Original Fr

15 APPENDIX D – Contract Notice and Contract Award Notice

Detailed below are the original framework tender Find A Tender Service Contract Notice and Contract Award Notice. Both documents are embedded for information purposes.



Contract Notice.pdf



Contract Award
Notice.pdf

16 APPENDIX E – Further Competition Support Service Fee Structure

Further Competition Support Services are available upon payment of the appropriate fees.

The Further Competition Support Services are chargeable services available to any Member.

1. Documentation Review Service

The fee for this service is £250 per further competition document set.

2. Full Procurement Support Service

The full procurement support service is available across all framework Lots.

Prices for undertaking a further competition under all Lots are available from email: steve.davies@dukefieldprocurement.co.uk or phone: 07966040564. The fees will be exclusive of VAT and travel and subsistence.

Each will include full procurement support to undertake a further competition exercise; support to include:



The service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

17 APPENDIX F – Example Framework Order Form

NATIONAL EDUCATION COMMUNICATIONS SOLUTIONS FRAMEWORK

PURCHASE ORDER FORM

CONTRACT No CPC/DU/TELE/02

[] wishes to order the below mentioned supplies and/or services.

This Purchase Order is for the supplies and/or services detailed below in accordance with the Terms & Conditions of the above framework as agreed between _____ (the Suppliers) and _____ (the Customer)

CPC Member No. _____

Item Code/Quantity	Service/Solution Description	Price (£)
(Customers should append additional sheets detailing services being procured where relevant)		
*Total Purchase Price £ _____ excl VAT		
Name of Establishment (The Customer)		
Invoice Address	Site Address (if different)	
Post Code	Post Code	
Contact Name (PRINT) (Mr/Mrs/Miss/Ms)		
Tel No	Email:	

Name (Print)	Position
Signature (Customer)	Date:

18 APPENDIX G – Optional Access Agreement

ACCESS AGREEMENT FOR UTILISATION OF THE NATIONAL EDUCATION COMMUNICATIONS SOLUTIONS FRAMEWORK

CONTRACT No CPC/DU/TELE/02

This is a confirmation of access to the **National Education Communications Solutions Framework** and an agreement of commitment to use said Framework.

Find a Tender Contract Notice Reference Number:	Contract Number: CPC/DU/TELE/02
Customer Name: Contact: Email: Tel:	Supplier Name: Contact: Email: Tel:

Framework Start Date: **16th December 2022**

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

This is an agreement to confirm “[enter Customer name]” has satisfied itself of its eligibility to join the Framework as a **compliant body** nominated in the above referenced Find a Tender notice. Signature of this form constitutes acceptance of the Framework Agreement 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 “**enter number of months/years**”

On behalf of the supplier: [enter Supplier name]

Contact Name:	
Telephone number:	
Email Address:	
Signature:	
Date:	

On behalf of [enter Customer name]

Contact Name:	
CPC Member No.	
Telephone number:	
Email Address:	
Signature:	
Date:	

Version One: Issue Date December 2022