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Network Services agreement

How to complete a direct award order form

- how to make a direct award
- when to use direct award
- the benefits of direct award
- how to find services in the Government eMarketplace catalogue
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How to complete a direct award order form

To make a direct award against the Network Services agreement, you must complete a direct award order form and send it to your chosen supplier. Please see following details of the sections of the order form which need to be completed and the options that must be confirmed with the supplier:

Section A

This section requests information about your organisation. Any further details that are relevant can be added to the form in addition to the boxes provided. Please ensure you provide the full legal entity of your organisation.

Where multiple contacts are appropriate e.g. procurement and technical, these can be added as needed.

This section also asks for the supplier details. The supplier name will be included in the catalogue item number or description and an address might be provided for the supplier as part of the long item description. If the address details are not available here, please refer to the 'Suppliers by lot' document on the agreement [web page](#).

Section B

This section provides boxes for you to identify the service offers you require from the catalogue of items available against our agreement, which can be found in the [technology catalogue](#) on the Government eMarketplace. It also enables you to define, alter or amend certain, limited elements of the call off terms which will apply to the call off contract. There are only specific terms that can be changed for a direct award call off contract.

A summary list of all SSOs are published monthly CCS website RM1045 pages (MI Reporting spreadsheet on Documents tab)

The areas of the order form that need to be completed are:

Customer order reference number please provide a reference number that will be used to identify your call off contract to the supplier.

Service offer reference each service that is available using the direct award route of the Network Services agreement will be available and displayed on the Government eMarketplace electronic catalogue. Details of how the catalogue is structured, how it can be accessed and how to place an order with a supplier can be found later in this guidance.

Suppliers are required to give each service offer, or item that forms part of a wider service offer, a unique reference. Please enter all relevant service offer references in this box.

There are two types of service offer available under the Network Services agreement. All suppliers must provide a mandatory service offer (MSO) for each lot in which they have been successful. Standard service offers (SSOs) can be added by suppliers throughout the agreement period.

The key differences between the two types of service offer are described later in the document, please see in 'What is available on the catalogue?'

Description of services required the order form asks you to provide a description of the services required to enable the supplier to confirm that your requirement will be fully met by the service offer, or offers, you select. This information is necessary because many service offers will give options e.g. a range of data packages. In other cases there may be dependencies within the service offer which require you to select specific services from a range of options.

Please provide details of quantity required where this is relevant.

Lot or lots covered by this requirement please insert the number of the lot, or lots, covered by the service offers you have selected. A service offer can cover more than one lot of the agreement, but must contain the core component of each lot. [More details](#) are provided later in this document.

Call off commencement date will be the date on which you dispatch the signed order form to the supplier. This date should be entered in section D.

Required commencement dates for services at individual sites should be provided in section C where required.

Call off initial period this will be defined in the catalogue item, or service offer you have selected. Please insert the call off initial period to provide confirmation to the supplier. If options are available within the service offer, please state the required term for your call off contract.

Although service offers may be offered for periods of up to 36 months, for some services this may not be an appropriate term as markets and pricing are constantly changing.

Call off extension period the maximum extension period is 24 months, the options available for extension will be described in the service offer and additional costs should be detailed in the relevant price card. Extensions may not be available on all service offers.

Please ensure at this stage that you include the maximum number of months you will, or might, require. Additional extension periods cannot be added to a call off contract at a later date.

Last price paid ensuring value for money for our customers and ongoing improvements to the offers available through our arrangements is at the heart of everything we do. To enable us to measure the benefits achieved by customers using our arrangements, we ask that you provide us with the last price paid for the service for which you are contracting, for comparison purposes.

If you wish to discuss how this information could be provided, or you have any questions please contact our team; networkservices@crownccommercial.gov.uk.

Implementation plan within the service offer description, suppliers will have provided details of an outline implementation plan. Where you want your chosen supplier to provide a specific implementation plan based on this outline, you should request it here. Clause 6 of the call off terms covers general conditions, how a plan should be formed by suppliers, how the plan is to be controlled and what happens if delays occur.

If your requirement does not need an implementation plan then select 'no', this will mean that the supplier will not provide a plan.

Within a mandatory or standard service offer (and associated price card) the supplier will have made clear reference to the services which are included in the price and which services will attract additional charges.

Testing the draft implementation plan that must be included in each service offer, will describe what testing, if any, is included as standard. Depending on the complexity of the service the supplier may have provided details of a test strategy.

There may also be options for additional testing, or testing as an option. If available the details will be provided in the service offer. Costs should be provided by the supplier in their price card. Please indicate if you require any of the described testing options. Please also ensure that your requirement is included in your 'description of services' in the appropriate section of the form.

If testing is required the forms attached at appendix 1 (call off schedule 4) will be used by both parties throughout the life of the call off contract.

The supplier may not provide testing as part of a specific service offer. If you require testing you will either need to find an alternative catalogue item that meets your needs or consider running a further competition.

Call off schedule 4 provides a clear approach to testing covering, among other issues, test strategy, test strategy plans and the issue of satisfaction certificates.

Service maintenance level required each service offer should state a default service maintenance level (SML) as part of the description. Suppliers may offer a range of different SMLs as part of their MSO or SSO and if available, these options should be clearly explained in the service description. Additional costs, if they apply, should be clearly outlined in the price card.

Where options are available, please indicate which service maintenance level you require. If you do not make a selection, the SML will default to that described by the supplier in their service offer.

The standard service maintenance levels which apply to service offers are detailed in schedule 6 of the call off terms where information regarding service desk availability, critical service failures and the payment of service credits is listed. Suppliers have agreed to provide service levels which meet, as a minimum, those described in this schedule for all MSOs listed in the catalogue.

For SSOs suppliers are free to offer any service maintenance level, but this must be clearly described in the service offer. It is acceptable for suppliers to attach standard service level documents to an SSO to provide this detail.

All service maintenance levels should be clearly described in the service level agreement (SLA) section of the service offer.

Charges service offers may have a catalogue item price displayed. Where this is provided please quote this in this section. Many service offers will have a price card attached showing a range of options and a clear break down of charges.

It is a feature of the software used to display the catalogue that an item given a zero price by a supplier (because pricing is contained within an attached price card) will appear as free. Please list all the charges for the service offer or offers you have selected in the relevant section of the order form.

Total contract value please can you enter a total value of your contract over the initial call off period. This is most useful to us when we confirm our management information.

Scots or Northern Ireland Law call off schedule 13 contains a number of alternative and/or additional clauses that may be requested. Details of the impact of selection of these options can be found in paragraph 4.1 of the schedule.

Non-Crown Body please indicate if your organisation is a Crown or non-Crown body. See schedule 13 clause 2.1.3 and 4.3.

If you select the non-Crown body option, this deletes clause 43.3.1(a) of the call off terms (Official Secrets and Finance Act). You can check if you are a non-Crown body on the [National Archives](#) website.

Non FOIA public body please indicate if you are an FOIA or non FOIA body. A non FOIA body is exempt from the provisions of the Freedom of Information Act (FOIA) and Environmental Information Regulations (EIR). See schedule 13 clause 2.1.4 and 4.4.

Indicating that you are a non FOIA body deletes clause 31.6 of the call off terms and replaces it. To check if this applies to your organisation please check the website of the Information Commissioner's Office, using these links [FOI](#) and [EIR](#).

Dispute resolution – role please provide the requested details if necessary. The supplier is asked to provide their details in section D of the form.

Dispute resolution – arbitration clauses 6.4.6 and 6.4.7 identify the location for any arbitration proceedings. The default location is London, but you are able to specify a location that is more appropriate and acceptable to you and the supplier.

Section C

Please provide details of all the sites to which services will be delivered. Where the service will only be delivered to one site, please confirm the details of that site in this section of the form. If a site does not have a postal code, please provide an Ordnance Survey National Grid reference, which can be found using an internet search such as [Grid Reference Finder](#).

Section D

Sign the order form as required and enter the date of dispatch of the order form to the supplier.

How to make a direct award

A direct award is made once you dispatch a signed direct award order form to your chosen supplier. To be able to award a call off contract with a supplier you will need to consider the following:

Call off terms

Direct award and short form further competition call off terms can be found on the agreement [webpage](#). These call off terms are standard for direct award contracts and only the amendments identified on the order form and schedules as appended to the form can be made.

The template call off terms which are also available on our web page are for general further competitions only.

Call off schedule 4, Testing (annex 2 and annex 3) where testing has been included as standard in a service offer, or you have selected testing options then the certificates at appendix 1 will be used, as required, throughout the life of the call off contract.

Call off schedule 12, Variation form a variation form is provided (appendix 2 to the direct award order form) for use as required throughout the life of the call off contract. Clause 19 of the call off terms describes the variation procedure.

Please note that call off contracts awarded against this agreement are subject to the Public Contract Regulations 2015, regulation 72.

Amending the call off terms

If you wish to make any amendments to the call off terms, other than those indicated in the above section, you will need to run a general further competition as this procurement route offers maximum flexibility to amend terms and conditions.

Award criteria

The direct award criteria shown below, form part of the Network Services agreement and must be applied to the award of all direct award call off contracts.

Full details of the award criteria can be found in framework schedule 6, award criteria which is also available on our web page.

Scoring templates are available on CCS RM1045 webpage for price only or price & non-price evaluations

Where suppliers' catalogue items/service offers meet your statement of requirements and can be clearly differentiated on the basis of price, a call off contract can be awarded on the basis of price only. This would give the following weighting:

Criteria	Award criteria	Percentage weightings
1	Price	100%
2	Non price elements: including quality, technical merit and delivery lead times	0%

Where you wish to assess supplier service offers using a combination of price and non-price elements e.g. quality and price the following, flexible direct award criteria should be applied. You will need to define these non-price elements in your internal procurement documentation and statement of requirements to ensure a transparent evaluation process.

Criteria	Award criteria	Percentage weightings
1	Price	25% - 75%
2	Non price elements: including quality, technical merit and delivery lead times	25% - 75%

When to use direct award

Direct award offers a quick and flexible way to buy products and services from the Network Services agreement (RM1045) without the need to run a further competition. Developing a clear statement of requirements will enable you to identify suitable service offers (i.e. entries on the catalogue) and to conduct a meaningful comparison between those service offers in order to select the right service offer for you.

Direct award can be used to meet a broad range of requirements, but should not be used if:

- a. You want to change the terms and conditions outside of those allowed on the order form (although you may wish to review the RFI process if this is your intent); or
- b. You want to appoint an Agent;

Identifying the right Service Offer for you

You can find the current live service offers by browsing the technology catalogue in the [Government eMarketplace](#), which is where suppliers will publish their available service offers. Suppliers may also publish these service offers as part of their own catalogues on their websites or e-ordering portals.

If you cannot find a service offer that meets your statement of requirements, you may wish to issue an RFI to suppliers against the relevant lot or lots (as per below).

Requests for information (RFI)

You can use an RFI to gather information about the range of services available under the Network Services agreement, including those available by Direct Award. A RFI template is available on the agreement [web page](#)

You should issue the RFI to all suppliers on the lot that covers your requirement. Where your requirement is cross-lot, you should issue the RFI to suppliers that are common to all of the lots that cover your requirement.

A supplier may notify you of the Service Offers they currently have available, and they may even take the initiative and develop a new Service Offer in response to your RFI.

Where you wish to elicit a quote from suppliers, you should use one of the further competition procedures. Guidance to assist you in running a further competition is available on the agreement webpage.

Evaluating supplier offers

Direct award criteria are specified in the framework agreement and these must be used to evaluate the supplier offers that you have identified as being able to meet your requirements. These are [listed](#) earlier in this document and are also available on the agreement [web page](#).

Call off contracts can be awarded on the basis of price only or a combination of price and quality elements.

Once you have completed your evaluation of suppliers' service offers and identified the best value for money option you can use the direct award order form to award a call off contract to your chosen supplier.

Complete your evaluation and award your call off contract using a [direct award order form](#), which can be emailed, or posted, directly to the supplier.

The benefits of direct award

Direct award offers OJEU compliant purchasing, without the need for further competition and as such it is suitable to meet a range of procurement needs. For example; simple, easily defined requirements, lower value orders, or services where no additional benefit would be derived from a further competition.

There is no restriction within the Network Services agreement on the lots or contract value for direct award. However issues such as time, complexity and the number of suppliers who can meet your needs may all be relevant to your decision.

Agency services cannot form part of a direct award call off contract and can only be procured under a general further competition.

Public procurement regulations require organisations to demonstrate transparency when making contract awards. Compliance with regulations requires fair and open comparison of the offers from all suppliers that are able to meet your requirements.

How to find our services in the catalogue

The technology catalogue, which is part of the Government eMarketplace, offers a wide range of technology products and services, including those covered by the Network Services (RM1045) agreement.

See published list of all SSOs, updated monthly, on CCS RM1045 webpages

Registration

You need to be [registered](#) with the Government eMarketplace in order to view and to use the catalogue. Most CCS customers have been automatically registered to use the catalogue, and if you do not have individual access to the eMarketplace you may have an administrator who will be able to arrange this for you.

If your organisation is not registered, the process is quick and easy. A registration form is available [How to register for access](#) section.

If you are not sure if your organisation is registered, or who your administrator is, please complete the form and send it to the specified contact. We will then contact you to advise of how to complete your personal registration.

How to use the catalogue

Further [online guidance](#) is available on the use of the catalogue. A [summary](#) for the products and services available against this agreement can be found later in this document.

Full details of the structure and scope of each lot within the agreement can be found on our [web page](#).

What is available on the catalogue?

All successful suppliers on the agreement will have a mandatory service offering (MSO) on the catalogue for each lot in which they have been awarded. This will be available to you for the initial duration of the agreement (two years). Under the terms of the agreement suppliers are generally not allowed to remove their mandatory service offering, or increase MSO prices.

Suppliers will also upload a range of standard service offers (SSOs) which can be added to, and removed from, the catalogue at any time (subject to a 30 day availability requirement). We will be working closely with suppliers to offer you the option to direct award on a broad range of services.

Details of the suppliers that have been successful in each lot of the Network Services agreement, are available on the agreement [web page](#).

Searching for products and services in the catalogue

Suppliers are free to describe their catalogue items, or service offers, in the way they believe will best convey the key details. However we have specified a recommended standard format for all the catalogue entries that form part of the Network Services agreement.

Short form descriptions, the use of standard United Nations Standard Products and Services Codes (UNSPCS) and recommended key words, including the agreement number, should make searching the catalogue simple and fast.

A search using the lot number, or lot description should return the service offers for all suppliers under each lot.

The agreement number (RM1045) will form part of each long description and, if used in a search, should return all MSOs and SSOs that have been uploaded to the catalogue.

Each catalogue item, or service offer, will have a unique reference (Supplier item ID) which is also searchable. We have recommended to suppliers that this should include the supplier name and the lot number.

The structure of catalogue entries

Catalogue entries have a hierarchical structure (the terminology used in the Government eMarketplace is shown below); the UNSPCS code associated to each catalogue service will group all entries into broad, high level categories.

Catalogue item numbers (called **supplier item ID**) will indicate the lot covered by the service offer and should include the supplier name. For MSO entries there is a standard format, for example: RM1045-Lot1-MSO-Supplier name

The **item name** or short description will narrow your search as it indicates more specifically the product and service area (agreement lot name) addressed by the service offer.

The item, as displayed, will also show the supplier name, supplier item ID, contract reference (RM1045), quantity, where you can select how many items you wish to order and price.

Clicking through to the next screen will display the item **long item description** which gives details on how to order the item, a summary of the service offer and a list of supporting documentation. Price breaks, where applicable are also displayed on this screen. Attachments may be provided to give you a full description of the service offer.

Where provided the attachments will cover:

- the full MSO or SSO description
- conditions on the customer

- an outline implementation plan
- the service level agreement applicable to the offer
- a price card (where required)

Keywords or tags have been associated with each item to give you the maximum flexibility in terms of searching for items across the agreement.

Price or cost may be provided by suppliers in two ways. A service offer may have an item (each) price displayed. Price breaks may be available on the more detailed item description, which can be accessed by clicking on the item.

Where service options are available, suppliers will attach a price card to an item. In these instances the item price will be displayed as 'free'. You will need to identify the options you require and the associated costs in order to complete your evaluation of a supplier's offer.

Lot structure and search tips detailed below

Lot structure and search tips

Lot	Lot scope	No. of suppliers	Short description format	Selected keywords/tags
1	Data access services: ranged connectivity services enabling site-to-site or site-to-cloud interconnectivity.	26	Data access + supplier description	wireless, satellite, network, security, data, networking, domain, DNS, CoS, QoS, connectivity, voice, CUG, VPN, ISP, gateway, internet, WAN, peering, broadband, remote, email, website, hosting, storage, co-location, point-to-point, bandwidth
2	Local connectivity services: single site connectivity including LAN equipment, SAN equipment, wired or wireless connectivity.	24	Local connectivity + supplier description	specialised, specialist, power, uninterruptible, UPS, managed, equipment, rooms, monitoring, solution, local, access, control, security, operational, fire, LAN, patching, ports, IP, telephony, ethernet, hub, provision, preventative, upgrades,
3	Traditional telephony services: voice services enabling local traditional telephony equipment to be connected to the PSTN.	25	Traditional telephony + supplier description	traditional, voice, connectivity, ISDN2, ISDN30, analogue, exchange, lines, digital, session, initiation, protocol, trunks, SIP, call, packages, minutes, volume, direct, ranges, DDI, carrier, preselect, CPS, telecommunications, telephony, PSTN
4	Inbound telephony services: inbound call management services for established local call centre functions including non-geographical numbers e.g. 03xx, 05xx, 08xx and 09xx	24	Inbound telephony + supplier description	non-geographic, geographic, numbers, 03xx, 05xx, 08xx, 09xx, inbound, calls, installation, operator.
5	IP telephony services: end-to-end IP telephony services with the ability to connect to the PSTN.	27	IP telephony + supplier description	voice, call, packages, minutes, volume, DDI, messaging, interconnection, gateways, PSTN, contact, centre, ACD, automatic, distribution, ICR, routing, speech, recognition, QMS, end-to-end, IP, telephony, data, QoS, landline, IP, handset, voicemail
6	Mobile voice and data services: including voice calls, SMS, voicemail services, mobile data connectivity, mobile e-mail services, mobile data applications, value added mobile services and mobile device management.	19	Mobile voice and data + supplier description	voice, calls, short, message, service, SMS, voicemail, mobile, device, phone, data, connectivity, email, e-mail, applications, device, MDM, administration, installation.
7	Paging services: paging and mobile messaging services including bureau services.	7	Paging services + supplier description	paging, service, solution, messaging, tone, numeric, word, receivers, alerts
8	Video-conferencing services: traditional and IP based conferencing services and the provision of all elements of a complete solution.	25	Video-conferencing + supplier description	consultancy, training, services, software, management, tools, performance, clients, call, recording, quality, analysis, security, usage, ancillary, video, conferencing, collaboration, transcribing, translation, audio-visual, audio, visual, IP,
9	Audio-conferencing services including call recording, playback, analysis tools, the ability to reserve and pre-book, DDI numbers, coded access references peripheral equipment, software, management tools, security access products, collaboration tools and transcribing and translation services.	17	Audio-conferencing + supplier description	audio, conferencing, peripheral, equipment, test, analysis, quality, tools, usage
10	Integrated communications: provision of unified communications solutions.	25	Integrated communications + supplier description	fixed voice services, mobile voice services, email, messaging, voice & video conferencing services, collaboration tools, integration services

Public Services Network (PSN) compliant services may be provided by suppliers under standard service offers and this should be detailed in the service description or in any conditions on the customer. Conditions on you as the customer may exist for the procurement of PSN compliant services, but again these details will be provided by the supplier in their service description. If you wish to check if a supplier is PSN compliant, please visit the [PSN web page](#) on the gov.uk website. This will also give details of what you, as a customer has to do, to use PSN services.

Cyber essentials is a government-backed, industry supported scheme to help organisations protect themselves against common cyber-attacks. Please see the [Cyber Essentials web site](#) for details.

There are three certifying bodies and you can check if one of our suppliers is certified on the [Crest](#), [IASME](#) or [QG](#) Management Standards websites.

Lot structure and core components

Each lot of the network services agreement contains a core component which must form part of your requirement for the lot against which you are making your direct award. Details of the core component for each lot can be in schedule 2 of the framework agreement which can be found [here](#).

Suppliers are required to ensure that any service offers meet the core component of the stated lot, or lots, to which the offer applies. They can add supplementary components to their service offers to provide a complete solution or service.

For agency services a general further competition must be run. Your requirement for agency services must form part of a competition in which a core component from a least one of the 10 lots of the agreement forms part of your requirement.

Please see the following tables for details of the scope and core component of each lot of the Network Services agreement. Available on website?

Network Service agreement – lot description, scope and core component			
Lot scope	<ul style="list-style-type: none"> each lot includes the services listed but is not limited to the description provided. the scope of all lots will include the supply, installation (including any building or civil engineering works), management, help desk services, customer service portals, maintenance, technical architecture, system design, project management and related professional services associated with the provision of the services. all lots may also contain migration & transition support and other related services to enable the successful implementation and performance of solutions provided under a lot. 		
Core components	<ul style="list-style-type: none"> provide the functionality and service that are material to a customer requirement. All orders placed under a lot must include a core component of that lot 		
Supplementary components	<ul style="list-style-type: none"> are optional ancillary requirements that enhance or otherwise supplement the core components and will be set out by the supplier in their service offers or responses to further competitions. 		
Lot	Provision	Scope	Core component
Lot 1	<p>Data access services</p> <p>Ranged connectivity services, enabling site-to-site or site-to-cloud interconnectivity.</p>	<ul style="list-style-type: none"> terrestrial, wireless and satellite solutions; network related security and access control solutions including but not limited to provision of security equipment; data networking equipment; domain name resolution services; support for classes and/or qualities of service; individual or multiple data connectivity circuits; the provision of IP connectivity to support voice services; closed user groups and virtual private networks; ISP and Internet services & gateways, including; internet access, transit and ISP peering solutions; broadband routing and performance monitoring tools (including user self-test speed detection and reporting) home and teleworker service packages, including remote access solutions e-mail and website services as part of ISP service co-location and hosting – but only as part of ISP service on-line storage as part of ISP service (i.e.; not SAN solutions or components) 	<p>Connection between a site and a centrally hosted service (e.g. in the cloud), enabling the consumption of those central services by users at the Site.</p> <p>or</p> <p>A point-to-point data-only connection between customer sites</p>
Lot 2	<p>Local connectivity</p> <p>Local connectivity services, constrained to a single site, enabling a user to consume a locally hosted service. Local connectivity services to connect an end user to a local service, including but not limited to provision of local area network (LAN) equipment, storage area network (SAN) equipment.</p>	<ul style="list-style-type: none"> specialised power solutions including but not limited to uninterruptible power supplies (UPS), managed equipment rooms and monitoring solutions local infrastructure audit and/or testing services (such as asset management tools) environmental and local access control solutions specialist security and/or operational management solutions optimal equipment operation services (including air conditioning, fire suppression and power consumption management) 	<p>The ability to connect a user device to a local service hosted on-site.</p> <p>External data access services connectivity do not fall within the scope of this lot.</p>
Lot 3	<p>Traditional telephony services</p> <p>Voice services enabling a customer's local traditional (i.e. non-IP) telephony equipment to be connected to the PSTN, enabling a user to make and receive telephone calls.</p>	<ul style="list-style-type: none"> traditional voice connectivity (ISDN2, ISDN30 and analogue and digital exchange lines) session initiation protocol (SIP) trunks voice call packages (including voice minutes, volume packages) direct dial in (DDI) ranges carrier pre-select (CPS) services the adoption/on-boarding and management/maintenance of existing legacy equipment estates until end of life and then transitioning into the new solutions procured via this framework. 	<p>The ability to connect local exchange equipment to a Telco carrier exchange enabling users to make and receive telephone calls.</p>
Lot 4	<p>Inbound telephony services</p> <p>Inbound call management services for an established local call centre function</p>	<p>Non-geographic numbers such as:</p> <ul style="list-style-type: none"> 03xx number services 05xx number services 08xx number services 09xx number services 	<p>The ability to provide a customer with a non-geographic number, and deliver all calls to that number to the customer's nominated service desk.</p>

Lot	Provision	Scope	Core component
Lot 5	IP telephony solutions End-to-end IP telephony services with the ability to connect the telephony service to the PSTN, enabling a user to be able to make and receive telephone calls.	<p>The scope of this lot is strictly IP/Internet-Protocol based.</p> <ul style="list-style-type: none"> voice call packages (including voice minutes, volume packages) direct dial in (DDI) ranges authentication and access management messaging services interconnection gateways to traditional PSTN call delivery services contact-centre functionality and features for the use of Contracting Body employees only, including: <ul style="list-style-type: none"> speech recognition software automated call distribution (ACD) functionality, including intelligent contact routing (ICR), enhanced queuing and transfer intelligent voice response (IVR) solutions involving provision of automated call routing using speech recognition software other specialist administrative and reporting tools call recording and quality management solutions that record calls either for training, development purposes and/or for compliance are also to be considered as within scope of this lot. 	The ability to make and receive telephone calls over an IP/Internet Protocol based network service, including breakout to PSTN.
Lot 6	Mobile voice and data services, Mobile voice and/or data services,	<ul style="list-style-type: none"> the ability to make and receive voice calls; the ability to send and receive short message service (SMS); voicemail services; mobile data connectivity; mobile e-mail services (push and pull); mobile data applications and value added mobile services; mobile device management (MDM), including the administration of mobile devices, such as smartphones, tablets and laptops when linked to a corporate network. 	<p>The ability to make and receive telephone calls and/or send and receive data from a compatible hand held mobile device outside of a building.</p> <p>The provision of connectivity is permitted under this Lot 6 only as an intrinsic part of a mobile solution.</p>
Lot 7	Paging services, Paging and mobile messaging services,	<ul style="list-style-type: none"> tone, numeric and word paging, as well as bureau services. 	<p>The ability to provide, (and users receive), a tone, numeric or word based paging alert.</p> <p>The provision of connectivity is only permitted under this Lot 7 as an intrinsic part of a Paging Services solution.</p>
Lot 8	Video-conferencing Video-conferencing services including but not limited to all traditional and IP based conferencing services and the provision of all elements of a complete solution (excluding connectivity).	<ul style="list-style-type: none"> related consultancy and training services to optimise performance or otherwise improve operations. related software management tools (including performance enhancing software and software based clients to extend reach and inter-operability of the services) call recording and quality/usage analysis tools related ancillary video conferencing services and/or peripheral equipment, including test and analysis tools, security access products, collaboration tools, call recording and playback, and transcribing/translation services. 	The ability to call, connect and share audio-visual communications with another IP-based video device over any distance in real time.
Lot 9	Audio-conferencing Audio-conferencing services, including call recording and quality/usage analysis tools.	<ul style="list-style-type: none"> the ability to reserve/pre-book and obtain dedicated dial-in numbers and coded access references (up to 1-month in advance) to use the service to set up an audio/voice-only conference related ancillary audio conferencing services and/or peripheral equipment, (including software, management tools, test and analysis tools, security access products, collaboration tools, call recording and playback, and transcribing/translation services). 	The ability to use the service to set up an audio/voice-only conference on demand.
Lot 10	Integrated communications Unified communications solutions that deliver a cohesive user experience using a consistent user interface across a range of end user devices to access real time and non-real time communication services, such as fixed and mobile voice services, email, messaging, voice & video conferencing services, collaboration tools and integration services.	<p>Lot 10 is a special lot that has a core component that incorporates the core components from the following lots:</p> <ul style="list-style-type: none"> Lot 5; Lot 6; Lot 8; Lot 9; 	<p>The ability to provide a consistent user interface across multiple devices providing a cohesive end user experience in accessing two or more of the core components from the following lots:</p> <ul style="list-style-type: none"> Lot 5; Lot 6; Lot 8; Lot 9;
	Agency services Where the requirements includes a core component under one of the lots listed above, agency services can be included in a general further competition...	Agency services means the services of an agent acting within the scope of authority defined by the customer in Call Off Schedule 10 (Agency Agreement).	Agency services are not a core component and cannot be procured independently of a core component

How to place a direct award order with a supplier

Due to complexity and number of options available for the services provided under this agreement, they are not currently suitable for online ordering.

To award a call off contract to your chosen supplier you must complete a direct award order form which ensures that you provide your chosen supplier with all the information they will need to supply your requirements. In addition the form clearly identifies any aspects of the service that can be tailored by you.

Where a range of options is available the price card will show the prices for each of the service solutions. Each option will have a unique reference code that will clearly identify your choice to the supplier. Please ensure that the supplier item IDs and costs are clearly shown on your call off order form.

Suppliers may also list their offers under the agreement on their own websites, an off-line order can be placed with the supplier using the direct award order form.

Links to our direct award order form will be provided under each item on the technology catalogue. You will need to complete the form, sign it and issue it to your chosen supplier.

The direct award order form is also available on the [web page](#) for this agreement on the CCS web site.

The supplier will contact you to discuss your requirement if your order form:

- contains a service offer which is no longer available i.e. your order form is dispatched to the supplier after the item has been withdrawn from the technology catalogue
- contains service offers which are invalid e.g. the costs you have identified do not match the item description you have provided
- amendments, other than those allowable on the order form, have been made to the call off terms
- requires a survey to be completed
- shows a discrepancy between the date on the order form in section D, and the actual dispatch date

Contract award

Sign your completed form and send it (with the completed call off schedule 4, Annex 2 if required) to your chosen supplier for them to complete section D.

Completed order forms may be dispatched to suppliers by email, signed for first class mail, or other prepaid next working day service.

The call off contract consists of the order form (with your signature), the direct award and short form further competition call off terms (which can be found on our agreement [web page](#)) and the completed call off schedule 4, Annex 2 if this is appropriate.

Your signature creates the contract with the supplier and a legally binding agreement is formed on the date you dispatch the call off contract to your chosen supplier. However the supplier should provide you with an order reference number (for your records) and details of contacts within their organisation. They may sign the form before they send a copy to you, but this is not a contractual requirement.

Call off schedule 12 (appended to the direct award call off form) should be used for any required contract variations throughout the life of the call off contract.

Call off order confirmation

Suppliers are contractually obliged under the Network Services agreement to accept a valid direct award call off contract and they should acknowledge receipt of your order form by completing section D of the direct award call off form and returning this to you for your records. Please note there is no requirement for suppliers to sign the direct award order form. The contract is formed when the signed order form is dispatched to the supplier by your organisation.

Please contact us at networkservices@crownccommercial.gov.uk if you feel a supplier has unfairly refused to fulfil a direct award call off contract.



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Key facts

Framework	
ID:	RM1045
Start date:	27/07/2015
End date:	26/07/2019
Lots:	11
Suppliers:	52

Contact

CCS customer services team is available Monday to Friday, 9am to 5pm.

Email:
info@crownccommercial.gov.uk

Telephone:
0345 410 2222

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