



Crown
Commercial
Service

Network Services agreement

How complete a short form further competition order form

- how to use the short form further competition route
- key stages
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How to complete a short form further competition order form

To run a short form further competition (SFFC) against the Network Services agreement you must complete a short form further competition order form and provide suppliers with a statement of requirements.

The order form is a key part of the document set you will issue to suppliers to obtain a short form tender response. Short form further competition under this agreement is an RFQ (request for quotation) process. Your statement of requirements will provide the information about the services you require which suppliers will need to be able to respond to your RFQ.

As part of the agreement a specific short form further competition order form has been devised and agreed with suppliers.

SFFC requirements templates have been developed by CCS, and although not mandatory, may assist with the process. See CCS RM1045 webpages to see the templates currently available.

The order form will be used by both you and the supplier to record key information that will form part of the call off contract. Completing the form is a three stage process, issue, bid and award. To begin your short form further competition, you need to complete the first sections of the order form to send to suppliers to obtain quotations.

Section A

Confirms key information about your organisation. Any additional details that are relevant can be added to the form in addition to the boxes provided. Where multiple contacts are appropriate e.g. procurement and technical these can be given. Please ensure you provide the full legal entity of your organisation.

The supplier will enter the details requested in the supplier details section as part of their short form tender response.

Section B

Enables you to define certain elements of your requirement in terms of the aspects of the agreement which can be altered or amended for this type of competition.

Your statement of requirements must be sent with your order form as Annex A.

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

Lot covered by this requirement please use the drop down box to select the lot. Short form further competitions can only be run against one lot of the agreement. If you wish to run a multi, or cross-lot, procurement you will need to run a general further competition.

Customer project reference please provide a unique reference which will identify your requirement. This assists us and the supplier with tracking your project from its procurement, to award and then on an ongoing basis through management information submitted to us by suppliers.

Statement of requirements (SoR) reference please provide the reference number of your statement of requirements, this details links the order form and your SoR together.

Closing date for supplier responses you may specify any closing date for responses. Please be aware that one of the main reasons suppliers give for non-response to short form further competitions is lack of time to prepare and submit a bid. The timescale given suppliers ought to be relative to the complexity of your requirements and give consideration to the potential time needed for suppliers to gain internal sign-off to provide a response to you.

All supplier responses must be kept confidential until the bid window closes. Please state the closing date and time for responses.

Last price paid ensuring value for money for our customers and ongoing improvements to the offerings 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@crowncommercial.gov.uk.

Call off commencement date the call off commencement date will be the date that completed order form (following receipt of supplier bids and your evaluation) is dispatched

to the successful supplier. This date will be entered, by you, in section E of the order form at contract award.

Expected call off commencement date as described above the call off commencement date cannot be determined until contract award, however at this stage an indication of your proposed contract award date will be of great value to suppliers in the preparation of their bid. The form clearly states that this information is for guidance only and cannot be considered by suppliers to be contractual. You do not have to provide this detail if you do not wish to.

Commencement dates for services at individual sites should be provided in section C where required. Details of commencement dates for services should also be entered into in your requirements template where appropriate.

Call off initial period this can be any period, in months, up to the maximum call off initial period which is 60 months for call off contracts awarded under a further competition. You may state any initial call off period. Contracts for the services covered by the framework are usually quoted in 12 month periods. Charges may be incurred for early termination of a contract, see clause 38 of the call off terms for details of customer termination rights.

Call off extension period the maximum extension period is 24 months, 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.

Extension periods do not need to be taken up, but you will need to inform the supplier, in writing, three months before the end of the initial call off period if you are planning to extend the call off initial period with a previously agreed extension.

As for the initial call off period it is most common to express extensions in periods of 12 months. If you wish suppliers to quote on the basis of the maximum extension period being broken into discreet periods e.g. 12 months plus 12 months, please state this in the space provided. Where separate extension periods are agreed you will need to inform the supplier, in writing, three months before the end of each period if you are planning to further extend your call off contract.

Charges may be incurred for early termination of a contract, see clause 38 of the call off terms for details of customer termination rights and clause 42 for details of the potential consequences of termination.

Implementation plan if you want suppliers to submit an implementation plan as part of their bid, you must request it here. Clause 6 of the call off terms outlines general conditions, how a plan should be formed by suppliers, how the plan is to be controlled and what happens if delays occur.

The importance of an implementation plan will depend on your requirements as will the impact in terms of cost. This impact might be minimal and an implementation plan is likely to be necessary for all but the most straightforward requirements. The risks of not requesting and assessing supplier implementation plans could be significant.

Quality plan similar to the implementation plan you are able to stipulate the requirement for a quality plan. Clause 8 deals with quality standards and supplier personnel. As with the implementation plan the additional costs versus risk will need to be assessed.

The following options (boxed in red on the order form) have potential cost implications and may limit the ability of suppliers to respond to your RFQ. We have provided guidance, where relevant, against the options, but this cannot be considered comprehensive as the potential impact of each option will depend on your specific requirements. The options below are boxed in red on the order form.

Testing required clause 9 of the call off terms gives you the opportunity of requesting the supplier to provide details as required. If you indicate 'yes' to this question then you will need to complete call off schedule 4, annex 2 (appendix 1 of the order form) at contract award. The potential impact on costs of requesting testing will depend on the nature of your requirement. Some testing will be customer completed and the costs will fall on your organisation. As with other options, costs may increase with complexity and the time required to complete the activity.

Appointment of key personnel selecting 'yes' to this question, will require the supplier to complete the key personnel table in section D when submitting their response. This then restricts the circumstances under which the key personnel can be removed or replaced during the life of the call off contract, and requires the supplier to provide personnel with a suitable level of qualifications and experience. As this request places an additional burden on suppliers it may increase costs or limit the number of suppliers who submit a bid.

Service maintenance level (SML) option refers to service maintenance levels (SMLs) and is required to enable suppliers to provide accurate bids. The standard levels available are detailed in call off schedule 6 (Service levels, service credits and performance monitoring)

of the call off terms where information regarding service desk availability, critical service failures and the payment of service credits is all listed.

All suppliers have agreed to provide service levels which meet, as a minimum, those listed in this schedule. Please select the required level or levels to meet your needs.

Where you have detailed SMLs against specific service elements listed in your statement of requirements (which may not all be the same level) please indicate to suppliers, in this box, that they need to refer to the SoR.

Bespoke service period the standard service period is one month and this will be used to measure service level failures and to calculate service credits - you are able to specify a different service period in the order form. See paragraph 4 of call off schedule 6 (of the call off terms) for details. Whether stating a bespoke service period increases costs will depend on your request. It might be possible to reduce costs by setting an appropriate service period.

Additional clause - security measures selecting this option adds an additional clause relating to security measures to the call off terms for an awarded contract. Clause 58 requires suppliers to undertake additional activities relating to the control of documents and secret matter. There is a potential for increased costs and for some suppliers to choose not to bid.

Additional clause - access to MOD sites this option also adds definitions and an additional clauses to the final call off terms. Clause 59 deals with access to customer sites, the provisions of passes for supplier personnel and other key aspects of supplier conduct.

There can be significantly higher costs to suppliers of meeting these requirements.

If you select this option you will need to complete the MOD DEFCON schedule 15, at contract award. This is provided as appendix 3 to the order form.

The following options are also available, these should not adversely impact on costs or suppliers ability to respond to your RFQ.

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

Is for supplier responses.

Section E

Do not sign the order form at issue of your ITT to suppliers. The suppliers will sign this section when they submit their bid. Customer signature is only required at contract award.

How to use the short form further competition route

A short form further competition (SFFC) enables you to approach all of the suppliers within a specific lot of the Network Services agreement (RM1045) to obtain quotes in order to identify the most economically advantageous solution through the application of the agreement award criteria.

A short form further competition may be appropriate where:

- a suitable service offering, or catalogue item, is not available via the agreement catalogues
- no amendments to call off terms and conditions (other than those identified in the call off form), are required
- a clear statement of requirements, with no requirement for suppliers to propose a solutions, can be provided for the lot covered by the competition.

There is no limit in terms of contract value for a short form further competition, but a short form further competition **cannot** be run if:

- services are required from more than one lot of the agreement. See framework schedule 2 [lot structure](#) for details of what is covered within each lot
- you wish to make any amendments to the standard call off terms and conditions in addition to those identified in the call off form
- the competition includes agency services
- your statement of requirements needs suppliers to propose a solution or is highly complex
- you wish to run a multi stage procurement which would involve the down-selection of the suppliers who are invited to participate in the later stages of the competition

If any of the above apply then you will need to consider an alternative procurement route.

Direct award could be appropriate. The services you require may be available, as service offer, in the [technology catalogue](#). You could issue a request for information (RFI) to suppliers to identify suitable service offers. Please see our '[How to complete a direct award order form](#)' guidance for full details of the direct award process.

Where your requirements cannot be met through the technology catalogue then a **general further competition** will be the most appropriate route for you to use.

Key stages in running a short form further competition

If you are interested in your procurement activity being run by us, please see our website for details of the options available or contact networkservices@crownccommercial.gov.uk.

Whether you run your own competition or opt to use one of our supported routes, the key stages of the procurement process, following pre-procurement, are the same.

Clarify your requirements and complete your statement of requirements which must clearly describe the services you require. If you wish for suppliers to propose solutions, or to recommend services, then a general further competition will be the appropriate route. You will also need to complete the first sections of the short form further competition order form.

The information you include on the order form will be vital to suppliers as they will use it to inform their reply to your request for quotation (RFQ). You may wish to use the requirements template if available, see the agreement [web page](#)

Public Services Network (PSN) compliant services may be provided by suppliers and if you require these they should be detailed in your SOR.

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, are required 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. If you require Cyber Essentials certification for suppliers, this should be detailed in your invitation to tender.

Complete your short form further competition order form you will, once you have completed the first sections of this form, have provided potential bidders with specific information about you, as the customer. You will have indicated any changes that you require, as allowed on the form and its appendices, to the direct award and short form further competition call off terms.

The use of the order form ensures that suppliers are aware of all your agreement specific requirements and that your procurement and any subsequent call off contract are covered by the terms of the Network Services agreement. Do not sign the order form at this stage.

The form is multi-purpose and:

- supports your request for a quotation from the suppliers within the required lot of the agreement
- ensures that you are covered by the terms and conditions of the agreement
- supports your SOR by providing the key information about your requirements in terms of the options available within the agreement
- provides options for you to indicate your requirements against key clauses of the agreement e.g. implementation plans
- ensures consistency in the information provided to suppliers - resulting in quicker and more accurate quotations/responses
- supports suppliers in responding to your requests more effectively - the form prompts suppliers to provide relevant information
- provides you with signed supplier bids, so that once you have chosen a successful supplier you can move straight to contract award
- enables you, following your own evaluation and award process, to award a call off contract with a supplier, again ensuring the supplier complies with the terms and conditions of the framework agreement.

The order form provides instructions as to which sections will be completed at each stage and indicates the information required.

Please note that you must attach a statement of requirements to your order form. Once attached to the order form (as Annex A) the SoR forms part of the order form and consequently of any call off contract that you award.

Issue your invitation to tender (ITT) and your order form, your SoR and any other relevant documentation to suppliers.

Your ITT will need to give clear instructions to suppliers on the procurement systems to be used, response dates and the award criteria and weightings you will apply to evaluation. Details of the short form further competition [award criteria](#) for this agreement can be found later in this document.

A list of the suppliers on each lot is available on the [agreement web page](#). You must issue your ITT to all suppliers in the lot.

Where one of our supported procurement routes are used your requirements template and order form will be used by us to issue an invitation to tender to appropriate suppliers.

Receiving bids

The supplier will use your statement of requirements and any other documentation to complete section D of the order form. They will submit their bid, including prices, as you request in your ITT.

All bids must be kept confidential until the closing date and time of the competition has passed. The supplier will add their details to section A.

Suppliers must sign the form at section E before submitting a bid to you. An unsigned bid is not compliant under the terms of the agreement and cannot be considered a valid offer from the supplier.

Evaluation

Complete the evaluation of supplier bids using your own processes and systems, ensuring that the [award criteria](#) are appropriately applied. The award criteria specified in the framework agreement must be used to evaluate supplier responses to your ITT. Challenges from suppliers are a risk if the award criteria are not applied as described.

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

Award

Once a chosen bidder has been identified you can award a call off contract by issuing them with a signed order form. No amendments to the order form can be made at this stage. There is no need for a standstill period when using our agreement, but one will give time for you to provide feedback to unsuccessful bidders and will allow for any queries from suppliers.

Feedback to all unsuccessful suppliers is required. See paragraph 3.1.2 of the framework schedule 5 (Call off procedures) for details. This can be found on the [agreement web page](#).

Award your contract send your completed order form, signed by your organisation, (at section E) to the successful supplier. Bidders will have signed their section of the order form as part of their response to your ITT.

Your statement of requirements was issued as annex A to the order form. At this stage the chosen supplier's bid should be inserted into the order form as annex B.

Direct award and short form further competition call off terms can be found on the agreement [web page](#). These call off terms are standard for contracts awarded following a short form further competition, and only the amendments identified on the call off form and schedules as appended to the form can be made.

A legally binding agreement is formed on the date you dispatch your signed order form to the supplier. The call off contract commences from the date of dispatch.

Completed order forms may be dispatched to suppliers by email, signed for 1st Class Mail, or other prepaid next working day service.

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

Call off schedule 12 (appended to the order form) should be used for any required contract variations.

Before you issue your short form further competition order form

Completing the relevant section of, and issuing the order form is a key stage in the procurement process, however prior to this you will need to have completed:

Pre-procurement approvals

You will, of course, need to meet the requirements of your own organisation in terms of a business case and approvals.

Cabinet Office Controls may also apply - this depends on your organisation (mainly applies to central government) the services covered by the procurement and the value of the contracts to be awarded. Please see [Cabinet Office](#) guidance to check if the controls will apply.

Pre-procurement engagement

Discussions with suppliers to confirm and finalise your statement of requirements are allowed and encouraged under the terms of the agreement. Supplier contact details are available on the agreement web page.

Pre-procurement engagement must meet the requirements of the agreement, as laid out in schedule 5 (Call off procedures) and relevant procurement regulations in terms of transparency, non-distortion of competition and non-discrimination.

Confirm invitation to tender documentation

Your invitation to tender must contain information and instructions for supplier as to how you propose to run your competition. It is requested that you repeat some of the information on the order form that you send to suppliers with the ITT e.g. closing date for responses to provide an easy confirmation to them of your expectations.

Key aspects of the call of terms and conditions, as relevant to the order form, are highlighted in this document. However this guide does not attempt to cover the full call off terms which apply to call off contracts awarded against the agreement.

Define your requirements

A detailed, clear, specific statement of requirements is vital as this will be the basis against which suppliers will provide details of their proposed services and costings.

Suppliers have been targeted with a five day response to short form further competitions. A clear statement of requirements is vital to support this quick turnaround by ensuring that suppliers have all the information they need to provide you with a quotation

However please be aware that suppliers may need longer to respond to your RFQ. Response times will depend on the complexity of your requirement, the internal governance requirements of individual suppliers, the need for suppliers to liaise with other organisations to meet your needs and human factors such as holidays and sickness. A longer deadline for responses is likely to mean that you receive a greater number of quotations.

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 running your short form further competition. Details of the core component for each lot are described in schedule 2 of the framework agreement which can be found on the agreement [web page](#). Please also refer to the table at the end of this document which provides a summary of lot descriptions, scope and core components.

Supplementary components can be added to your statement of requirements to meet your needs. If your requirement includes core components from more than one lot then a general further competition will be the appropriate procurement route. Supplementary components cannot be procured from other lots without the core component from that lot.

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 ten lots of the agreement forms part of your requirement.

Call off terms

Direct award and short form further competition call off terms can be found on the agreement [web page](#). These call off terms are standard for call off contracts awarded using a short form further competition, and only the amendments identified on the call off form and schedules as appended to the form can be made.

Call off schedule 4, Testing (Annex 2, Test certificate) where testing has been indicated as a requirement in your order form and described in your SOR, you should use the attached test certificate and satisfaction certificate as required throughout the life of the call off contract.. The certificates can be found as appendix 1 to the order form.

Call off schedule 12, Contract variation a variation form is provided, as an appendix to the 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. See appendix 2 of the order form.

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

Call off schedule 13, Alternative and/or additional clauses the reference to clause 58 (security) is for guidance only, and no changes are required to the call off terms. However if this option was selected on your order form then the supplier will be required to meet the terms of clause 58. Similarly the reference to clause 59 is for guidance only, no action is required but clause 59 will be added to the call off terms.

Call off schedule 15 and clause 59 (MOD sites), become applicable if you have selected the additional clause on your order form. As part of clause 59, schedule 15 will apply to the call off contract. The schedule has been provided as appendix 3 to the order form. Specific requirements will need to be confirmed when your order or orders are placed.

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.

Options for running a short form further competition

If you wish to run your own procurement using your own tendering systems then you must include the short form further competition order form in any documentation you send out to suppliers. This will ensure that the framework terms and conditions and call off terms are applied. Supplier contact details including postal and email addresses can be found on the [agreement web page](#).

Alternatively we offer two online tendering tools for customer use:

Crown Commercial Service eSourcing tool

Please see our website for details and guidance on running a procurement exercise through our [eSourcing](#) tool. Templates for this agreement are available for you to use within the eSourcing tool.

Contracts Directory

[Contracts Directory](#) within the Government eMarketplace is additional to the technology catalogue (used for direct award orders) and offers an option for running your own further competitions.

The lot details for this agreement are set up within Contracts Directory and relevant documentation is provided as attachments. You can request for quotations under the short form further competition arrangements by completing your order form and attaching a statement of requirements and sending these, via the portal, to all suppliers in the lot with any additional documentation you wish to provide. Suppliers can respond to our via Contracts Directory and their bids can be kept sealed until the deadline for responses. It is easy to download documentation for review and evaluation, and you are able to award and place a purchase order through the portal if you wish. For further [guidance](#) please see our website.

Aggregated procurements

Our Aggregation and Design team are planning a series of aggregated procurements for services including mobile voice & data, fixed telephony, SIP-based services, data access and more.

For further information on Aggregated procurements see [Aggregation Opportunities](#) CCS webpages

If you feel your requirements might be suitable for inclusion in one of our aggregated procurements, or you want more information please contact info@crownccommercial.gov.uk.

The Aggregation and Design team will develop pro-forma invitation to tender documentation, although depending on the level of complexity, you will still need to complete a statement of requirements and finalise the ITT to reflect your detailed requirements and evaluation criteria.

For details of planned procurements please contact info@crownccommercial.gov.uk.

Short form further competition award criteria

For short form further competitions the award criteria and percentage weightings that will be applied at evaluation must be clearly communicated to suppliers as part of your ITT, which will accompany the order form and your statement of requirements. Together these documents form the basis of your request for quotation against the agreement.

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

The short form further competition order form can be downloaded from the [agreement web page](#).

Where you will be able to clearly differentiate supplier responses on the basis of price, it is possible to award a call off contract on the basis of price only.

Criteria	Award criteria	Percentage weightings
1	Price	50% - 100%
2	Non price elements: including quality, technical merit and delivery lead times*	0% - 50%

* to be defined by the Contracting Body conducting the further competition

Lot descriptions and scope

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	Data access services Ranged connectivity services, enabling site-to-site or site-to-cloud interconnectivity.	<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	Local connectivity 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.	<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	Traditional telephony services 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.	<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	Inbound telephony services Inbound call management services for an established local call centre function	<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>	

How to complete a short form further competition order form

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.	The scope of this lot is strictly IP/Internet-Protocol based. <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 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 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