

# **Introduction to Network Services 2 (RM3808) for customers**

**Updated June 2021**

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# Introduction

## What is Crown Commercial Service?

[Crown Commercial Service \(CCS\)](#) is part of the Cabinet Office and the biggest public procurement organisation in the UK. CCS helps public sector organisations to buy common goods and services. In 2019/20 we helped more than 18,000 customers achieve savings and benefits totalling over £1 billion.

Our commercial specialists have put together a range of great value deals, which will help you achieve significant savings and allow you to focus more of your precious time and resources on your organisation's key priorities.

## What is Network Services 2

Network Services 2 is a framework that is a compliant and regulated route to market for the public sector to purchase products and services for telecommunications and networks. There are 13 lots covering services such as WAN & LAN, telephony, mobile voice and data, contact centre platforms and unified communications. For details of the products and services that you can buy, please see [all 13 lot specifications](#).

Other CCS telecoms commercial agreements can be found on [our webpage](#).

## Benefits of using Network Services 2

- Competitive commercial pricing delivering average savings/commercial benefits of 15%
- 95 suppliers (including multiple SMEs) across 13 lots, all appointed to the framework following a competitive application process
- Opportunities to deliver social value through your procurement
- Two award routes - direct award and further competition - available across all 13 lots
- Reduced timescales to deliver a procurement using pre-defined terms and conditions based on the Public Sector Contract
- Flexible call-off contract periods up to a maximum of 10 years
- The framework is compliant with the Public Contracts Regulations 2015
- Suppliers are Cyber Essentials compliant
- Includes PSN (Public Services Network) and HSCN (Health and Social Care Network) compliant suppliers

## Who can use Network Services 2?

Network Services 2 can be used by:

- the whole of the UK public sector and associated bodies and agencies
- the voluntary sector
- charities
- other private organisations acting as managing agents or procuring on behalf of the public sector delivering services of a public nature

If you're not sure if your organisation is eligible to use the framework, the full authorised customer list can be found within the [contract notice](#).

# What can I buy through Network Services 2?

Network Services 2 consists of 13 lots (groupings of goods and services) offering a wide range of telecommunications and network services. The maximum contract terms vary by lot - see [the section on maximum contract lengths](#) for full details.



## Here's a full breakdown of what can be bought through each lot:

This is a summary of Framework Schedule 1 (Specification) which defines each of the 13 lots. An extract of this schedule can be found in [Appendix 1 of this document](#), or [read in full alongside all the other schedules](#).

All lots contain the ability to buy the design, survey, build, management, support and maintenance as well as associated equipment and hardware.

### Lot 1: Data access

Connectivity services, enabling site-to-site or site-to-cloud/internet interconnectivity including but not limited to:

- wide area network (WAN),
- fibre
- network equipment (such as switches and routers)

[Read the full description of Lot 1 from Framework Schedule 1 \(Specification\)](#)

### Lot 2: Local connectivity

Single site connectivity services, including but not limited to:

- local area networks (LAN)

- LAN equipment
- wired/WiFi solutions

[Read the full description of Lot 2 from Framework Schedule 1 \(Specification\)](#)

### Lot 3: Traditional telephony/fixed line

Traditional telephony equipment and services connected to the Public Switched Telephone Network (PSTN), and the ability to connect local exchange equipment to a Telco carrier exchange, enabling users to make and receive telephone calls. The scope of lot 3 includes but is not limited to:

- transitioning from existing legacy equipment estates into a new solution
- traditional voice connectivity (ISDN2, ISDN30 and analogue and digital exchange lines)
- in addition:
  - session initiation protocol (SIP) trunks
  - voice call packages including voice minutes, volume packages and direct dial in (DDI) ranges

[Read the full description of Lot 3 from Framework Schedule 1 \(Specification\)](#)

**Please note:** the PSTN will close on 31 December 2025. [Read more about the PSTN transition programme.](#)

### Lot 4: Inbound telephony

Inbound telephony services, enabling call management services and contact centre functionality, including but not limited to:

- non-geographic numbers delivering all calls to the Buyer's nominated location
- in addition:
  - interactive voice response (IVR)
  - automated call distribution (ACD)
  - call recording

[Read the full description of Lot 4 from Framework Schedule 1 \(Specification\)](#)

### Lot 5: Internet Protocol (IP) telephony

End-to-end IP telephony services with the ability to connect to the PSTN, including but not limited to:

- make and receive telephone calls by the transmission of voice over IP (VoIP), including breakout to PSTN
- in addition:
  - interactive voice response (IVR)
  - automated call distribution (ACD)
  - call recording
  - session initiation protocol (SIP) trunks
  - voice call packages including voice minutes, volume packages and direct dial in (DDI) ranges

[Read the full description of Lot 5 from Framework Schedule 1 \(Specification\)](#)

### Lot 6: Mobile, voice and data

Mobile voice and/or data services enabling users to make and receive calls and send and receive data from a compatible handheld mobile device, outside of a building, including but not limited to:

- voice and data contracts and bundles (SIM cards)

- mobile phone handsets
- mobile device management (MDM)
- SMS and bulk SMS send and receive

[Read the full description of Lot 6 from Framework Schedule 1 \(Specification\)](#)

### **Lot 7: Paging**

A range of paging and mobile messaging services including but not limited to:

- Paging and alerting services providing users with the ability to send and receive a tone, numeric or word based alert

[Read the full description of Lot 7 from Framework Schedule 1 \(Specification\)](#)

### **Lot 8: Video conferencing**

Traditional and IP-based video conferencing services with the ability to call, connect and share audio-visual (AV) communications with another compatible video device over any distance in real time, including but not limited to:

- AV consultancy services
- conference recording and quality/usage analysis tools
- AV software
- AV equipment, deployment and management

[Read the full description of Lot 8 from Framework Schedule 1 \(Specification\)](#)

### **Lot 9: Audio conferencing**

Traditional and IP-based audio conferencing services with the ability to set up an audio only conference on demand, including but not limited to:

- call recording and quality/usage analysis tools
- self serve and/or fully managed services
- supplementary services and/or peripheral equipment

[Read the full description of Lot 9 from Framework Schedule 1 \(Specification\)](#)

### **Lot 10: Unified Communications**

Unified communications solutions and products providing a consistent user interface across a range of end-user devices that integrate several messaging and/or voice/video/data applications together.

Compliant use of lot 10 requires buyers to procure a consistent user interface across multiple devices providing a cohesive end user experience in accessing two or more of the Primary Services from the following Lots:

- Lot 5: IP Telephony Solutions
- Lot 6: Mobile Voice & Data Services
- Lot 8: Video Conferencing Services
- Lot 9: Audio Conferencing Services

[Read the full description of Lot 10 from Framework Schedule 1 \(Specification\)](#)

### **Lot 11: Radio**

Voice services over a radio communications systems utilising ultra high frequency (UHF), and/or very high frequency (VHF) radio frequency bands. The ability to transmit and receive from a central operator console a voice communication over the allocated frequency to a handheld device push to talk release to listen, outside of a building, including but not limited to:

- professional mobile radio (PMR) (known in UK as private radio)
- compliance with any prevailing radio standards, including TETRA

[Read the full description of Lot 11 from Framework Schedule 1 \(Specification\)](#)

### Lot 12: Security and surveillance

CCTV and physical security monitoring services to access in real time audio and video activities regarding the security of premises, internal and external, including but not limited to:

- traditional and IP-based CCTV services
- access control, remote door opening and automated gates and/or barriers
- image recording and archiving and image recognition applications
- alarms and security monitoring

[Read the full description of Lot 12 from Framework Schedule 1 \(Specification\)](#)

**Please note: This lot excludes the provision of personnel.**

### Lot 13: Contact centres

Call/contact centre services for the use of buyer employees only, enabling those users to make outbound contact and respond to an incoming contact and route the contact to a predefined destination. This includes but is not limited to:

- omnichannel customer experience platform integrating calls/email/web/social media integration
- customer experience management software
- integration with the customer's existing telephony platform
- in addition:
  - interactive voice response (IVR)
  - automated call distribution (ACD)
  - call recording
  - session initiation protocol (SIP) trunks
  - voice call packages including voice minutes, volume packages and direct dial in (DDI) ranges

[Read the full description of Lot 13 from Framework Schedule 1 \(Specification\)](#)

**Please note: This lot excludes the provision of personnel.**

**If you're still not sure which lot is right for your needs, get in touch by emailing [networkservices@crownccommercial.gov.uk](mailto:networkservices@crownccommercial.gov.uk).**

# Procurement routes

The award routes available through Network Services 2 are direct award and further competition.

**Direct awards** are ideal for simple, easily defined requirements, when you don't need a further competition. You can browse through a catalogue of service offers and - after comparing all the options that meet your requirements - award to a supplier.

The maximum call-off contract term for direct award is five years across all lots, with the exception of Lot 6 which is three years.

Alternatively, once you have selected the lot that meets your requirements, you can ask the suppliers listed to bid, a process called a **further competition**.

The maximum call-off contract term for further competition is 7 years across all lots, with the exception of lots 1, 2, and 3 which are 10 years and lot 6 which is 3 years.

If you're still not sure which procurement route is right for you, get in touch by emailing [networkservices@crownccommercial.gov.uk](mailto:networkservices@crownccommercial.gov.uk).

## Maximum contract lengths

Both direct award and further competition are available **across all lots**, although the maximum contract period varies by award route and by lot.

Maximum call-off contract period (years)													
Lot	1	2	3	4	5	6	7	8	9	10	11	12	13
Direct award	5	5	5	5	5	3	5	5	5	5	5	5	5
Further competition	10	10	7	10	7	3	7	7	7	7	7	7	7

The maximum contract length includes both the initial call-off length, plus any optional extensions. You must include the initial term and any optional extension term(s) in your completed direct award order form. Where an optional extension term is included on your Order Form you will need to notify your Supplier at least 90 days before the end of the initial term if you wish to make use of the optional extension term.

If an extension term is not included on your Order Form, you cannot continue with the Call-Off Contract beyond the initial term.

The Call-Off Contract term must include implementation, delivery, business as usual and exit management of the services.

Whilst opting for the maximum term might deliver more competitive pricing initially, it is important to balance that against the ability to re-tender, moving your network to the latest solutions and the latest pricing, bearing in mind any potential early-termination fees. Opting for a realistic timeframe for the initial term and including optional extensions with pricing

adjustments in your tender, can help to deliver the flexibility and benefits your organisation requires.

There is no minimum contract term through Network Services 2. Suppliers can choose to stipulate minimum terms in their service offers, but this is at their discretion, and not dictated by the framework terms.

### Pre-market engagement

Pre-market engagement is an effective tool in your procurement process and can be used in either direct award or further competition. You can engage with the market by issuing a request for information (RFI) to all the suppliers on the lot, and/or invite them to an event where you present your requirements and take onboard feedback from suppliers before issuing your finalised requirements to the market.

Engaging with all suppliers on your chosen lot or lots can:

- alert the market to your upcoming procurement
- give you an idea of supplier interest in your requirement
- help you clarify your requirement
- help you decide whether to use further competition or direct award

When pre-market engagement is complete, you must ensure that you invite all suppliers to any subsequent procurement regardless of their response to your pre-market activity.

For direct award, an RFI can be used to raise awareness of your procurement across all suppliers in the lot, inviting them to highlight existing service offers or their willingness to post a service offer which meets your requirements. This can be particularly useful if there are currently no service offers published which meet your needs.

### Direct award

**Direct award is ideal for simple, easily defined requirements or services where no additional benefit would be derived from running a further competition.**

Suppliers provide a range of services and products from each lot via our online catalogue (the 'eMarketplace').

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

Direct award should **not** be used if:

- your procurement is complex and you require supplier support
- you want flexibility with optional Schedules ([jump to the Public Sector Contract section](#) for more on this)
- you want to run a multi-stage competition

### The steps to completing a direct award

1. **Define your need**  
What is it that you're buying?

- 2. Identify the relevant lot**  
Review the specifications for each lot in [Framework Schedule 1 \(Specification\)](#).
- 3. Write a statement of requirements**  
This lays out a full technical specification of what you're buying. A template is available in the Documents section of the [Network Services 2 webpage](#).
- 4. Access the emarketplace**  
[Register here](#) for access. You will need your organisation's DUNS number. If you do not have this information, you can [find out your organisation's DUNS number](#) on the Dun and Bradstreet website.
- 5. Optional: Issue a request for information (RFI)**  
You can create a 'request for information' (template is available from the Documents section of the [Network Services 2 webpage](#)) which is emailed to every supplier on your chosen lot. Contact information for each supplier is provided in the 'Supplier by Lot matrix' on the [Network Services 2 webpage](#).  
  
An RFI lays out your requirements and gives suppliers the opportunity to create new service offers that meet your needs, or flag service offers currently live that could provide the products or services you are looking for.
- 6. Identify product listings ('service offers') that meet your needs by browsing the catalogue**  
Log in to the eMarketplace. Navigate to the 'Shopping' tab, then the 'Marketplace' section. From here, search 'RM3808' and then use the 'content tags' to reduce your search results to the lot you're interested in. Click into each result and open the PDF in the 'linked media' section to view the full details of each service offer.
- 7. Undertake a desktop comparison of these service offerings**  
To provide a record of your due diligence when selecting a service offer, complete the desktop comparison template from the Documents section of the [Network Services 2 webpage](#).  
This comparison of service offers can be done on the basis of price only or price and quality elements.
- 8. Identify the most economically advantageous service offer**  
Completing the desktop evaluation will result in a ranked list of service offers that meet your needs. You must award to the service offer that has been ranked in first place.
- 9. Complete a direct award order form, and send this to the successful supplier**  
The direct award order form template is available from the Documents section of the [Network Services 2 webpage](#).  
Follow the instructions highlighted in green and delete any yellow sections you do not need. Refer to the schedules (available from the Documents section of the Network Services 2 webpage under 'Contract terms including all schedules') when completing the order form.  
Sign and email this order form to the supplier whose service offer was ranked first in your desktop evaluation.

#### More information required?

- The [Buyers Guidance to Direct Award](#) provides further information on how to place a Direct Award and an eMarketplace guidance.

- The [Buyers Guidance to Creating your Statement of Requirements](#) gives you steps to consider when building your requirements
- [Framework Schedule 7 \(Call-Off Award Procedure\)](#) lays out the full direct award process

## Further Competition

**In a further competition, you will follow a predefined process for formally engaging with all suppliers within your chosen lot with the intention of obtaining details of services and associated pricing.**

A further competition should be run when you require suppliers to propose solutions to meet your statement of requirements.

You are able to refine the Public Sector Contract call-off terms for a further competition, provided this is done in accordance with the Public Contract Regulations, giving you more flexibility when defining the Statement of Requirements.

Further competition is also the only route that enables you to add call-off Special Terms to the call-off contract - such as stipulating a higher level of insurance than the standard level dictated by the framework schedules.

Completing a further competition also gives you the option to run an eAuction or a multi-stage competition to identify the most economically advantageous tender. This option is not available via direct award.

The process is broken down into 6 stages:

### 1. Identify your needs

We would highly recommend that you engage with the suppliers on your chosen lot before formally starting a further competition. During this pre-market engagement you can ask suppliers questions which may help refine your requirement.

Any pre-market engagement must be fair, transparent and open to all suppliers on your chosen lot or lots.

### 2. Finalise your requirements

It is important that you have a clearly defined statement of requirements so that suppliers can provide comprehensive, value for money bids without excessive provision for risk or contingency in the pricing.

### 3. Complete documentation

When you are ready to send your requirements to the market, you will need to complete the further competition documentation, which is made up of:

- invitation to tender (ITT), including timetable and evaluation criteria
- statement of requirements, which can include network diagrams
- all relevant Public Sector Contract schedules
- your partially completed call-off order form

#### 4. Issue further competition invitation

You must invite all suppliers on your chosen lot to submit a tender that meets your requirement. If your requirements cover more than one lot, you can run a cross-lot competition. In this scenario, you only need to contact those suppliers that are common to the lots that cover your requirements.

A [list of suppliers by lot](#), including contact information, is available from the Documents section of the RM3808 webpage.

Please note: Although further competition allows multi-stage procurement, down-selection is not possible through Network Services 2. If the specification changes or if more information is added, this should be communicated to all suppliers on the lot.

#### 5. Evaluate bids

During your bid evaluation, you must use the award criteria set out in Framework Schedule 7 and keep a clear audit trail of the process. An extract of Framework Schedule 7 listing the award criteria is provided below.

Further competition award criteria can be conducted with either single or multi stages. The below listed criteria can be used for the first or subsequent stages, but not the final stage.

Criteria number	Criteria	Percentage weightings (or rank order of importance where applicable) - to be set by the buyer conducting the further competition
1	Technical merit	[ ]
2	Delivery approach (including delivery period)	[ ]
3	Implementation approach	[ ]
4	Scalability	[ ]

The percentage weightings can be set by you from 0% to 100%.

The following table provides a list of criteria that can be applied to the Deliverables set out in your tender, again not all of these need apply. These can be used when conducting a single stage further competition or the final stage of a multi stage competition.

<b>Criteria Number</b>	<b>Criteria</b>	<b>Percentage Weightings (or rank order of importance where applicable) - to be set by the buyer conducting the further competition</b>
	<b>Price</b>	
A	Price	[ ]
B	Cost effectiveness	[ ]
C	Implementation cost	[ ]
D	Running cost	[ ]
E	Exit cost	[ ]
F	Whole life cost	[ ]
	<b>Quality</b>	
G	Quality	[ ]
H	Technical merit	[ ]
I	Technical assistance	[ ]
J	After sales service	[ ]
K	Aesthetic and functional characteristics	[ ]
L	Environmental characteristics	[ ]
M	Delivery date and delivery period	[ ]
N	Period of completion	[ ]
O	Transition	[ ]
P	Implementation	[ ]
Q	Mobilisation	[ ]
R	Service / Approach to delivery of the service	[ ]
S	Legal/Commercial	[ ]
T	Added value / innovation	[ ]

U	Social value	[ ]
V	Use of supply chain / partner	[ ]
W	Risk and Risk Management	[ ]

There is no down select option under this framework. All Suppliers on this framework are able to select which competitions they participate in when invited. If Suppliers choose not to bid for your business, they should inform you of this as part of the procurement process. If all Suppliers pass the first stage in a multi-stage competition, you are required to take them through to the next or final stage.

## 6. Award

Once you have identified the most economically advantageous tender, and if the value of your requirement exceeds the threshold for application of the Public Contract Regulations, we recommend you apply a standstill period of a minimum of 10 working days before awarding your contract.

You must tell all the suppliers of the outcome of the further competition and you should provide written feedback to unsuccessful suppliers.

After the standstill period is complete, you can place your order with the successful supplier by finalising and signing the completed call-off order form ([order form template available](#) from the Documents section of the Network Services 2 webpage).

### More information required?

- The [buyer's guide to further competition](#) provides more detailed information on how to conduct a competition and award to the successful supplier
- The [buyer's guide to creating your statement of requirements](#) gives you steps to consider when building your requirements
- [Framework Schedule 7 \(Call-Off Award Procedure\)](#) lays out the full further competition process

# The Public Sector Contract

Network Services 2 is based on the Public Sector Contract; a plain English set of terms and conditions which allows you to navigate around the full suite of schedules easily. It's made up of the following groups of documents:

- **Core terms** – CCS's standard commercial terms applicable at both the framework and call-off contract level as varied by the special terms in the framework award form. The [guide to core terms and special terms](#) explains this in more detail
- **Framework schedules** – applicable at the framework contract level and managed by CCS
- **Joint schedules** – applicable at both framework and call-off contract levels
- **Call-off schedules** – applicable only to contracts placed through Network Services 2
- **Framework award form**

**The Call-Off Contract** is your contract with your supplier and it governs the purchase and delivery of the services. It is entered into when you and the supplier sign the Call-Off Order Form (Framework Schedule 6 - Order Form Template and Call-Off Schedules).

The order form covers all the details and schedules that are included in your call-off contract

The blank order form template highlights in yellow the sections that you will need to complete to create the call-off contract. The optional call-off contract schedules that you have the ability to include where applicable are also highlighted.

All schedules are all available from the [Documents section of our webpage](#) ('RM3808 Contract terms including all schedules').

You can find a full description of each schedule in the [Buyer's guide to the Public Sector Contract](#).

## What is a 'call-off contract'?

Once you've completed your procurement, you will need a 'call-off contract'. The call-off contract is a document that governs the purchase and delivery of the services. It is formed of the order form (signed by both parties) plus any applicable schedules.

Framework Schedule 6 (Order Form Template and Call-Off Schedules) provides a template for this document. The order form covers all the elements and schedules that can be included in the call-off contract between the you and the supplier.

## Cross-lot procurement

In the majority of cases, requirements can be met by a single lot. However if you require services from more than one lot and there is a reason this needs to be under a single contract, this is possible by running a cross-lot procurement. This option can be used for direct award and further competition across all lots of Network Services 2.

The two caveats are:

1. A supplier must be present on both/all the chosen lots in order to bid for the contract
2. The maximum contract term is limited by the lot with the shortest maximum term

More information on running a cross-lot procurement is available from the [‘guidance on compliant procurement options’ document](#).

### Procuring primary services as ancillary

Network Services 2 has two type of service:

- primary services - the core component of each lot, usually providing an element of connectivity - such as an IP telephone connection
- ancillary services - a supporting service that facilitates the connectivity - such as an IP telephone handset

As an alternative to the cross-lot procurement described above, Network Services 2 allows you to procure a primary service from one lot as an ancillary service to a separate lot.

So, why would this be an option rather than running a cross-lot procurement? There will be some scenarios where the required lots do not have any suppliers common to them or suppliers that are common are unable to deliver a specific requirement.

For example, a customer has a requirement that falls under lot 12 (security and surveillance services). However, for the services to function, it will be necessary to have connectivity, available under lot 1 (wide area connectivity), between the supplier’s hosted service and the user’s site(s).

While there are suppliers common to lots 1 and 12 for a potential cross-lot procurement, this specific requirement can only be delivered by a lot 12 supplier who is not approved on lot 1. Therefore, the lot 1 primary service (connectivity) must be procured as an ancillary service through lot 12.

The rules to buying a Primary Service outside of its own lot as an ancillary service are as follows:

- the service must be required to enable the delivery of services within other lots
- the service must be used exclusively for the delivery of those services
- the service must not be ordered as a standalone service outside its own lot

### Exit management

Call-Off Schedule 10 (Exit Management) is an optional schedule that ensures the supplier is always prepared for contract exit. It includes the creation and maintenance of appropriate registers such as equipment and sub-contracts, the creation of an exit plan with an assigned manager, assistance with re-competition and termination of the contract, and the transfer of assets such as software and third-party licenses as well as sub-contracts.

It can be included as a requirement by you as part of a further competition. For direct awards, it is at the supplier’s discretion whether or not to include it within their service offer.

# Aggregation

CCS develops and runs aggregated competitions (including the use of e-Auctions) for the public sector on a regular basis. By aggregating demand, standardising specifications and running eAuctions, we regularly achieve savings on a variety of requirements such as mobile voice and data services.

Previous aggregations for mobile voice and data services under Lot 6 of Network Services 2 have achieved average savings of over 50%. If you provide us with your mobile estate requirements we will run a further competition on your and fellow public sector organisations behalf. There is no maximum or minimum size of your mobile estate required to join.

We provide a managed further competition service for buyers who have common purchasing needs for products and services. We aggregate demand and run the procurement process on behalf of buyers. This process is suitable for customers with estates of all sizes. By leveraging the volume of connections from multiple customers, a greater commercial benefit can be achieved when compared to a single customer further competition. For further information and for details of timelines refer to our [aggregation website](#).

## **Benefits and results:**

- you can achieve increased savings based on committed aggregated volumes
- a simplified procurement process leads to reduced procurement costs for you
- contracts can be standardised and combined to leverage greater savings
- best practice is followed throughout, including the use of standard documentation
- support and guidance available throughout the process
- the further competition is conducted by CCS at no cost to you.

Please contact CCS to explore opportunities for aggregation under this new framework. To enable prompt consideration please mark your request “NS2 aggregation”.

Full details on all our current and future aggregation opportunities along with recent aggregation case studies can be found [on the aggregation page of the CCS website](#).

# Templates and documentation

All templates and documentation can be located on the [Network Services 2 webpage](#), located under the 'Documents' tab.

Document	Details
Contract terms including all schedules	The framework terms and conditions - essential reading
Supplier by lot matrix	Supplier contact information
Selection and award questionnaire (2019 supplier on-boarding)	A list of the questions suppliers were asked when they applied to join the framework. Handy to refer to as the same questions cannot be asked again during your procurement
Reporting pack	
Network Services 2 - Buyer Introduction	[This document]
Buyer guidance to the public sector contract	Descriptions of each schedule and when they should be used
Buyer guidance to direct award	A start to finish guide to running a direct award
Buyer's guide to further competition	A start to finish guide to running a further competition
Buyers guide to core terms & special terms	This document explains how NS2 has been 'customised' from the standard PSC template using special terms
Creating your statement of requirements	Guidance for buyers on how to build a robust statement of requirements
Guidance on compliant procurement options for Lot 10	Information on Lot 10 (Unified Comms), cross-lot procurement, and purchasing 'primary as ancillary'
Request for information template	<a href="#">For use in step 5 of running a direct award</a>
Direct award desktop evaluation template (price only)	<a href="#">For use in step 7 of running a direct award</a>
Direct award desktop evaluation template (price - non-price)	<a href="#">For use in step 7 of running a direct award</a>
Network Services 2 statement of requirements template	<a href="#">For use in step 3 of running a direct award</a> or <a href="#">step 2 of running a further competition</a>
Network Services 2 direct award call off order form 1	<a href="#">For use in step 9 of running a direct award</a>
Network Services 2 further competition call off order form 2	<a href="#">For use in step 3 of running a further competition</a>

# Useful links and how to contact us

## Network Services

Visit our [webpage](#) to read more about our other commercial agreements, and access webinar recordings, whitepapers and case studies.

Our other commercial agreements include:

- [Gigabit Capable Connectivity DPS](#)
- [HSCN Access Services DPS](#)
- [Crown Hosting](#)
- [PSN Core Services](#)
- [Audio Visual Technical Consultancy and Commissioning](#)
- [Technology Expense Management](#)

To get in touch, email [networkservices@crowcommercial.gov.uk](mailto:networkservices@crowcommercial.gov.uk)

Or call the Customer Service Centre on 0345 410 2222.

## Aggregation team

Visit the aggregation [webpage](#) to see upcoming aggregation opportunities and access case studies.

Email [aggregation@crowcommercial.gov.uk](mailto:aggregation@crowcommercial.gov.uk)

## Networks Community of Practice

We host quarterly workshops which allow public sector telecoms buyers to share best practice and influence the procurement landscape of the future. The events also provide opportunities to network with other public sector attendees who have similar challenges and experiences.

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## Webinars

Further support and training is available through our regular webinars that provide an overview of the information given in this guide and use of the templates. Check out Eventbrite for the [full list of upcoming webinars](#).

There is also an [on-demand webinar that provides an introduction to Network Services 2](#).

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# Appendix 1: Extract from Framework Schedule 1 (Specification)

## 2. Lot Structure

### 2.1. Lot 1: Data Access Services

#### 2.1.1. Lot 1 Scope of Services:

This Lot 1 is for the provision of connectivity services, enabling Site-to-Site or Site-to-cloud interconnectivity as described in paragraphs 2.1.2 to 2.2.4.

#### 2.1.2. Lot 1 Primary Services:

- a) Wide area connectivity for the provision of a managed or unmanaged point-to-point data-only connection.
- b) Wide area connectivity for the provision of a managed or unmanaged point-to-internet/cloud data-only connection.

#### 2.1.3. Lot 1 Technology, Equipment and Solutions:

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 1, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 1 services
- b) unmanaged dark connectivity
- c) terrestrial, fibre, wireless and satellite solutions
- d) data networking equipment
- e) software-defined networking (SD WAN)
- f) individual or multiple data connectivity circuits
- g) connectivity to support voice services (e.g. PSTN and IP)
- h) network related security and access control solutions including but not limited to provision of security equipment
- i) domain name resolution services
- j) support for classes and/or qualities of service (COS/QOS) and flexible bandwidth options
- k) closed user groups and virtual private networks
- l) Internet Service Providers (ISP) and Internet services & gateways, including;
  - i) internet access, transit and ISP peering solutions;
  - ii) broadband routing and performance monitoring tools (including user self-test speed detection and reporting)
  - iii) home and teleworker service packages, including remote access solutions
  - iv) e-mail and website services as part of ISP service
  - v) co-location and hosting – but only as part of ISP service
  - vi) on-line storage as part of ISP service (i.e.; not SAN solutions or components)

#### 2.1.4. 2.1.4. Lot 1 Ancillary Services:

The Ancillary Services for this Lot 1 are optional Services that enhance or otherwise supplement or support the delivery and/or the

functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## **2.2. Lot 2: Local Connectivity Services**

### **2.2.1. Lot 2 Scope of Services:**

This Lot 2 is for the provision of single site connectivity services, including local area networks (LAN) enabling interconnectivity as described in paragraphs 2.2.2 to 2.2.4.

### **2.2.2. Lot 2 Primary Services:**

- a) Local area network (LAN) connectivity services, constrained to a single site, multiple sites in the same locale, campus sites and metropolitan area sites enabling a user to consume a locally hosted service.
- b) Local connectivity services to connect an end user device to a local service.

### **2.2.3. Lot 2 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 2, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 2 services
- b) wired and/or wireless solutions
- c) local area network (LAN) equipment and/or cabling and/or storage area network (SAN) equipment
- d) LAN power solution and managed equipment room
- e) local infrastructure audit and/or testing services (such as asset management tools)
- f) environmental and local access control solutions
- g) specialist security and/or operational management and/or monitoring solutions, including cloud based solutions
- h) optimal equipment operation services (such as air conditioning, fire suppression and power consumption management)

### **2.2.4. Lot 2 Ancillary Services:**

The Ancillary Services for this Lot 2 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## **2.3. Lot 3: Traditional Telephony Services**

### **2.3.1. Lot 3 Scope of Services:**

This Lot 3 is for the provision of traditional telephony, enabling voice services as described in paragraphs 2.3.2 to 2.3.4.

### **2.3.2. Lot 3 Primary Services:**

- a) Voice services enabling a Buyer's local traditional telephony equipment to be connected to the PSTN, enabling a user to make and receive telephone calls.
- b) The ability to connect local exchange equipment to a Telco carrier exchange enabling a user to make and receive telephone calls.

**2.3.3. Lot 3 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 3, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 3 services
- b) the adoption/on-boarding and management/maintenance of existing legacy equipment estates
- c) the transitioning from existing legacy equipment estates into a new solution
- d) traditional voice connectivity (ISDN2, ISDN30 and analogue and digital exchange lines)
- e) session initiation protocol (SIP) trunks
- f) voice call packages (including voice minutes, volume packages)
- g) direct dial in (DDI) ranges

**2.3.4. Lot 3 Ancillary Services:**

The Ancillary Services for this Lot 3 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.4. Lot 4: Inbound Telephony Services**

**2.4.1. Lot 4 Scope of Services:**

This Lot 4 is for the provision of inbound telephony services, enabling call management services as described in paragraphs 2.4.2 to 2.4.4.

**2.4.2. Lot 4 Primary Services:**

- a) Inbound call management services for contact centre functionality,
- b) The ability to provide a Buyer with a non-geographic number; and deliver all calls to that number to the Buyer's nominated location.

**2.4.3. Lot 4 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 4, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 4 services
- b) Non-geographic numbers such as:
  - i) 03xx number services
  - ii) 05xx number services
  - iii) 08xx number services
  - iv) 09xx number services

**2.4.4. Lot 4 Ancillary Services:**

The Ancillary Services for this Lot 4 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## 2.5. Lot 5: IP Telephony Solutions

### 2.5.1. Lot 5 Scope of Services:

This Lot 5 is for the provision of end-to-end IP telephony services with the ability to connect to the PSTN, as described in paragraphs 2.5.2 to 2.5.4.

### 2.5.2. Lot 5 Primary Services:

- a) Internet Protocol (IP) telephony services with the ability to make and receive telephone calls by the transmission of voice over an IP based network service, including breakout to PSTN.

### 2.5.3. Lot 5 Technology, Equipment and Solutions:

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 5, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 5 services
- b) Internet Protocol (IP) telephony services with the ability to make and receive multimedia messaging over an IP based network service
- c) voice call packages (including voice minutes, volume packages)
- d) direct dial in (DDI) ranges
- e) authentication and access management
- f) interconnection gateways to traditional PSTN call delivery services
- g) contact centre functionality and features for the use of Buyer employees only, including but not limited to:
  - i) speech recognition software
  - ii) automated call distribution (ACD) functionality, including intelligent contact routing (ICR), enhanced queuing and transfer
  - iii) intelligent voice response (IVR) solutions involving provision of automated call routing using speech recognition software
  - iv) other specialist administrative and reporting tools
  - v) call recording and quality management solutions that record calls either for training, development purposes and/or for compliance.

### 2.5.4. Lot 5 Ancillary Services:

The Ancillary Services for this Lot 5 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## 2.6. Lot 6: Mobile Voice & Data Services

### 2.6.1. Lot 6 Scope of Services:

This Lot 6 is for the provision of mobile voice and/or data services as described in paragraphs 2.6.2 to 2.2.4.

### 2.6.2. Lot 6 Primary Services:

- a) Mobile services with the ability to make and receive voice calls from a compatible handheld mobile device, outside of a building.
- b) Mobile services with the ability to send and receive data from a compatible handheld mobile device, outside of a building.

**2.6.3. Lot 6 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 6, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 6 services
- b) the ability to send and receive short message service (SMS)
- c) voicemail services
- d) mobile data connectivity
- e) mobile email services (push and pull)
- f) mobile data applications and value added mobile services
- g) mobile device management (MDM), including the administration of mobile devices, such as smartphones, tablets and laptops when linked to a corporate network.

**2.6.4. Lot 6 Ancillary Services:**

The Ancillary Services for this Lot 6 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.6.5. Mobile Device Specific Requirement:**

Where the Supplier is required to provide mobile devices to a Buyer, those mobile devices will be provided unlocked; or will be unlocked at no additional Charge to that Buyer at least thirty (30) days prior to the expiry or termination of the Call-Off Contract.

**2.7. Lot 7: Paging and Alerting Services**

**2.7.1. Lot 7 Scope of Services:**

This Lot 7 is for the provision of a range of paging and mobile messaging services, as described in paragraphs 2.7.2 to 2.7.4.

**2.7.2. Lot 7 Primary Services:**

- a) Paging and alerting services with the ability to provide and users receive, a tone, numeric or word based alert.

**2.7.3. Lot 7 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 7, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 7 services
- b) bureau services
- c) local and/or national and/or international coverage

**2.7.4. Lot 7 Ancillary Services:**

The Ancillary Services for this Lot 7 are optional Services that enhance or otherwise supplement or support the delivery and/or the

functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## **2.8. Lot 8: Video Conferencing**

### **2.8.1. Lot 8 Scope of Services:**

This Lot 8 is for the provision of traditional and IP based video conferencing services, as described in paragraphs 2.8.2 to 2.8.4.

### **2.8.2. Lot 8 Primary Services:**

- a) Video conferencing services with the ability to call, connect and share audio-visual communications with another compatible video device over any distance in real time.d

### **2.8.3. Lot 8 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 8, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 8 services
- b) related consultancy and training services to optimise performance or otherwise improve operations
- c) related software management tools (including performance enhancing software and software based clients to extend reach and interoperability of the services)
- d) conference recording and quality/usage analysis tools
- e) self serve and/or fully managed services
- f) supplementary services and/or peripheral equipment, including:
  - i) test and analysis tools
  - ii) security access products
  - iii) collaboration tools
  - iv) call recording and playback
  - v) transcribing/translation services

### **2.8.4. Lot 8 Ancillary Services:**

The Ancillary Services for this Lot 8 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## **2.9. Lot 9: Audio Conferencing**

### **2.9.1. Lot 9 Scope of Services:**

This Lot 9 is for the provision of traditional and IP based audio conferencing services, as described in paragraphs 2.9.2 to 2.9.4.

### **2.9.2. Lot 9 Primary Services:**

- a) Audio conferencing services with the ability to set up an audio only conference on demand.

### **2.9.3. Lot 9 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 9, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 9 services
- b) call recording and quality/usage analysis tools
- c) self serve and/or fully managed services
- d) supplementary services and/or peripheral equipment, including:
  - i) test and analysis tools
  - ii) security access products
  - iii) collaboration tools
  - iv) call recording and playback
  - v) transcribing/translation services
  - vi) software, management tools,

**2.9.4. Lot 9 Ancillary Services:**

The Ancillary Services for this Lot 9 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.10. Lot 10: Unified Communications**

**2.10.1. Lot 10 Scope of Services:**

This Lot 10 is for the provision of unified communications solutions to provide a consistent user interface across a range of end-user devices, as described in paragraphs 2.10.2 to 2.10.4.

**2.10.2. Lot 10 Primary Services:**

- a) Unified communications products and related services that integrate several messaging and/or voice/video/data applications together and present user access (including reporting aspects) of such tools via a common interface.
- b) A consistent user interface across multiple devices providing a cohesive end user experience in accessing two or more of the Primary Services from the following Lots:

Lot 5: IP Telephony Solutions  
 Lot 6: Mobile Voice & Data Services  
 Lot 8: Video Conferencing Services  
 Lot 9: Audio Conferencing Services

**2.10.3. Lot 10 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 10, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 10 services
- b) access realtime and non-real time communication services
- c) fixed and/or mobile voice services
- d) email and messaging
- e) paging, alerts and radio
- f) audio & video conferencing services
- g) collaboration tools and integration services
- h) training

**2.10.4. Lot 10 Ancillary Services:**

The Ancillary Services for this Lot 10 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## **2.11. Lot 11: Radio Services**

### **2.11.1. Lot 11 Scope of Services:**

This Lot 11 is for the provision of voice services over a radio communications system, as described in paragraphs 2.11.2 to 2.11.4.

### **2.11.2. Lot 11 Primary Services:**

- a) A voice communication solution utilising UHF, and/or VHF radio frequency bands.
- b) The ability to transmit and receive from a central operator console a voice communication over the allocated frequency to a hand held device, push to talk release to listen, outside of a building.

### **2.11.3. Lot 11 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 11, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 11 services
- b) mobile radio and two-way transceiver
- c) point to point and/or point to multipoint
- d) supply, installation and, maintenance
- e) secure radio and support equipment
- f) commodity and/or managed service
- g) professional mobile radio (PMR) (known in UK as private radio)
- h) compliance with any prevailing radio standards, including TETRA
- i) closed user groups

### **2.11.4. Lot 11 Ancillary Services:**

The Ancillary Services for this Lot 11 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

## **2.12. Lot 12: Security and Surveillance Services**

### **2.12.1. Lot 12 Scope of Services:**

This Lot 12 is for the provision of CCTV and physical security monitoring services, as described in paragraphs 2.12.2 to 2.12.5.

### **2.12.2. Lot 12 Primary Services:**

- a) Services to access in real time audio and video activities regarding the security of premises, internal and external.

### **2.12.3. Lot 12 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 12, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 12 services
- b) traditional and IP based CCTV services
- c) access control, remote door opening and automated gates and/or barriers
- d) image recording and archiving
- e) image recognition applications
- f) alarms and security monitoring
- g) supply of software, management, test and analysis tools
- h) CCTV as a service

**2.12.4. Lot 12 Ancillary Services:**

The Ancillary Services for this Lot 12 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.12.5. This Lot excludes the provision of personnel.**

**2.13. Lot 13: Contact Centre Services**

**2.13.1. Lot 13 Scope of Services:**

This Lot 13 is for the provision of call/contact centre services for the use of Buyer employees only, as described in paragraphs 2.13.2 to 2.13.5.

**2.13.2. Lot 13 Primary Services:**

- a) The ability to make outbound contact and respond to an incoming contact and route the contact to a predefined destination.

**2.13.3. Lot 13 Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 13, including but not limited to:

- a) design, survey, build, management, support and maintenance for Lot 13 services
- b) supply/support of equipment, commodity and managed services
- c) omnichannel customer experience platform
- d) customer experience management software
- e) DDI and NGN ranges
- f) messaging services
- g) integration with the customer's existing telephony platform
- h) interactive voice response (IVR)
- i) specialist administrative and reporting tools
- j) automated call distribution (ACD)
- k) intelligent contact routing
- l) automatic speech recognition and associated technologies
- m) take back and transfer
- n) intelligent queuing
- o) enhanced routing
- p) calls/email/web/social media integration

**2.13.4. Lot 13 Ancillary Services:**

The Ancillary Services for this Lot 13 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.13.5. This Lot excludes the provision of personnel.**