

Start date

07.02.22

End date

06.02.25

(with +12 months options)

FTS reference number

2021/S 000-018919

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Telecommunications & Associated Services Framework

What's covered?

This framework covers a range of solutions designed to provide a comprehensive end to end communications infrastructure, hardware and supporting service solutions.

Lot structure

The framework Provides members with a full range of inclusive goods and service provisions either directly or via third parties, which will include installation, maintenance, disposal and any associated services and solution including but not limited to:

Lot 1 - Networking & Security Scope

- Data connectivity including broadband, FTTx, Ethernet Circuits
- ISDN, PSTN, SD-WAN
- Security solutions - Firewalls, Anti-Virus and Virtual Private Network (VPN)
- Disaster Recovery solutions - back up, replication and recovery
- Cloud Hosting
- Private Clouds, Co-location and Managed Hosting
- Local Area Networking (LAN) and Wi-Fi
- Power Systems
- Associated Hardware – including but not limited to laptops, tablets, routers, servers, including associated accessories and connectivity requirements.
- Associated Services – including the provision of technical specialists, training, helpdesk support, managed equipment rooms, survey, installation, maintenance and decommissioning.

Lot 2 – Unified Communications and Voice Solutions

- Voice solutions - including hosted seats, Voice over Internet Protocol (VOIP), SIP, SIP Trunking.
- Call Centre solutions - software, hardware and associated connectivity and services on a local, remote or hybrid basis.
- Contact Centre solutions - software, hardware and associated connectivity and services on a local, remote or hybrid basis.
- Unified Communications - software, hardware , associated connectivity and/or integration and associated services on a local, remote or hybrid basis.
- Associated Hardware – including but not limited to handsets, headsets, laptops, tablets, routers, servers, accessories and connectivity requirements.
- Associated Services – including the provision of technical specialists, training, helpdesk support, surveys, installation, maintenance and decommissioning.
- Teleconference and Videoconferencing solutions
- Fully outsource Call-Centre including the associated data and information as is reasonably requested by the Customer.
- Integration, development, including but not limited to AI and RPA.

Lot 3 – Total Communications Solutions (Unified Communications, Voice, networking and security)

Lot 3 offers members the opportunity to call off requirements for services spanning both Lot 1 and 2, enabling both the member and supplier to develop and implement a total Communications solution under the remit of a single supplier.

Lot 4– Mobile Communications

- 3G, 4G & 5G Connectivity
- Voice & Data bundles including the provision of SIMs.
- Mobile Device Hardware - Phones and tablet computers, accessories, and other associated hardware and repair services
- Mobile Broadband
- The provision of associated mobile communications systems and software including but not limited to;
 - Mobile device management
 - Mobile call recording
 - Mobile conference calling
 - Anti-virus software
- Mobile cloud storage and sharing services;
- Mobile Device Management (MDM) solutions including license provision and associated services.
- Mobile Device Deployment Services - configuration and deployment
- Associated advisory and consultancy services

Lot 5 – Community Wifi & Digital Inclusion Solutions

- Community Connectivity;
 - Site based Community Wi-Fi.
 - Neighbourhood Wi-Fi –estate or other locality with the intention of the local community to access the internet. This may be on the basis of a Customer led or a pay as you go (PAYG) basis for the end user. This facility may also include connectivity for staff and guests as confirmed by the Customer.
 - Local Authority or other Wi-Fi - including connectivity for high streets and regional locations via various connectivity technologies utilising already existing assets or new installations
- Tablet computers with mobile data connectivity with pre-defined controls.
- Mobile connectivity for those with hardware on a Bring your Own Device (BYOD) basis.
- Training and education services – upskilling and building upon tenants (and/or any other groups) knowledge and skills either in person or remotely.
- Online software education solutions
- Advisory services regarding appropriate grants and funding mechanisms.

Lot 6 – Internet of Things (IOT)

Lot 6 will provide members a full range of connectivity solutions, all focused around IOT connectivity and data, which will enable members to identify, monitor and measure sensors within any environment. On either the basis of a shared gateway (lot 6a) or private gateway (lot 6b).

- IoT and M2M (Machine to Machine) Technologies including licensed, unlicensed solutions on Public or shared basis for at least one of the below solutions, including but not limited to:
 - Cellular (NB-IoT, LTE-cat N, LTE-M, 2G, 3G, 4G, 5G, EC-GSM-IoT)
 - LoRa WAN
 - BLE
 - RFID
 - WiFi
 - e-sim
 - Geolocation: E.G Atlas / Wi-Fi / GPS /
 - Other new and emerging technologies
- Solution design and trial options
- Remote or physical chip/device and gateway installation, configuration, reconfiguration to supplier or Customer specific security protocols and disposal.
- Maintenance and servicing provisions.
- Device connectivity testing and approvals
- Data transfer provision.
- Supporting Software solutions for monitoring and analytics
- integration with 3rd party solutions, applications and/or systems e.g. analytics applications, housing management systems, Asset Management Systems or other property.
- The provision of software development services

Suppliers

Rank	Lot 1 Networking & Security Scope	Lot 2 Unified Communications and Voice Solutions	Lot 3 Total Communications Solutions (Unified Communications, Voice, networking and security)	Lot 4 Mobile Communications
1	Social Telecoms CIC	Social Telecoms CIC	Social Telecoms CIC	Social Telecoms CIC
2	Abzorb Group	Abzorb Group	Abzorb Group	Daisy
3	Daisy	Netcall	Daisy	Abzorb Group
4	4Net Technologies	4Net Technologies	4Net Technologies	Britannic Technologies
5	CCS Media Limited	Daisy	Britannic Technologies	4G Scotland*
6	Britannic Technologies	Chess IC	Chess ICT	

Rank	Lot 5 Community Wifi & Digital Inclusion Solutions	Lot 6a Internet of Things (IOT) - Shared Gateway	Lot 6b Internet of Things (IOT) - Private Gateway
1	Social Telecoms CIC	AWTG Limited	Daisy
2	Abzorb Group	Daisy	CCS Media
3	AWTG Limited	Chameleon Digitization*	Chameleon Digitization*
4	North SV	North SV	Britannic
5		CCS Media	CGI IT UK
6		CGI IT UK	North SV

*Based in Scotland

Value delivered

- Comprehensive panel of supplier specialist to deliver end to end communication solutions including a Community Interest Company.
- Outsourced helpdesk and customer service options within scope
- Framework Service level Agreement defined minimum service level and agreed to by the supplier panel.
- Service Credit schemes available
- Cloud first focused regarding with cloud transition and migration management a core focus within quality and framework price list
- Direct award and mini competition available
- Trials of IoT supported
- Focus on environmental impact and responsibility of suppliers to monitor and measure on a contract-by-contract basis
- Social value commitments from suppliers to be delivered through individual call-off contracts
- Lost cost repairs services available

How we manage your contract

Our team is on hand to support you throughout the procurement process either acting as an extension of your internal procurement process or as a fully outsourced solution dependent upon your requirements; providing hands on category expertise and support to aid the delivery of an optimal contract environment.

We will manage the tender process with you right through to contract award to ensure you get the most competitive pricing and best service delivery from our suppliers based on your specific needs.

Our bespoke platforms and data rich environment enables us to interrogate contracts to give you to tools to drive value through the life of the agreement, tackle non-compliance, undertake trend analysis and standardise product ranges to improve the bottom line.

How to access the framework



Step 1

Contact PfH to discuss the framework and your requirements



Step 2

Establish whether the framework is suitable for your specific requirements



Step 3

Find out if you are already a Member of PfH. If not, complete a Membership form (visit www.pfh.co.uk) and return as instructed in the form



Step 4

Once a Member, PfH will provide further information on the two procurement options available: direct award and mini-competition

Direct Award

Member provides detailed scope of works to eligible supplier

Supplier issues proposal to Member

If Member is satisfied with proposal, proceed with call-off process

Contract award

Mini-competition

PfH offer template call-off documentation and specification assistance if required

Tender issued to all suppliers

Tender evaluation process - PfH can offer support and assistance where needed

Contract award

Who can use the framework?

This Framework may be used by any contracting authority referred to in the FTS Notice and/or listed below:

- PfH Members
- Registered Social Landlords
- Local Authorities
- Arm's Length Management Organisations
- Police Scotland
- Scottish Fire & Rescue
- Universities & Further Education Establishments
- Registered Charities
- Subsidiaries of the above

Not a Member? Not a problem

Membership is open to all Scottish housing associations and local authorities, regardless of size. Once signed up, Members can access any of our procurement services from frameworks, to consultancy, to data services.

[Click here](#) for more information on how to become a PfH Member.



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