



**Government Networks Section
Department of Public Expenditure & Reform**

**Mobile Framework
for the Supply of
Mobile Voice and Data Communications
and Associated Products & Services**

Buyer's Guide

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This Buyer's Guide is available online at <http://mobile.gn.gov.ie>

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Glossary

Words in this document have the following meaning:

1. **Mobile Framework** is the multi-vendor Framework for the provision of Mobile Voice and Data Services and Associated Products and Services established on foot of the tender published in the Official Journal of the European Communities on the 23/10/2006 (OJEC reference 216325-2006).
2. **Contract Manager** is an individual or organisation that may be appointed by the Department of Public Expenditure & Reform to take responsibility for maintaining the smooth, efficient and viable operation of the Framework. Where no such Contract Manager is appointed any reference to a Contract Manager herein shall be taken as meaning the Department of Public Expenditure & Reform.
3. **Customer** is a public or civil service body or non-commercial state agency that has elected to participate in the Framework.
4. **Vendor** is a company, consortium or other entity that has successfully tendered to participate in the Framework.
5. **Mobile Voice and Data Services** are voice and data communications services that are designed and marketed for use with mobile devices.
6. **Associated Product** is a consumable or a device or item that may be purchased either with Mobile Services or separately for use with Mobile Services.
7. **Associated Service** is a service that is related to the provision of usable Mobile Voice and Data Services and/or associated products and may include, inter alia, product delivery, deployment, configuration, repair, etc.
8. **Special Service** is a service related to the provision of specific Mobile Voice and Data Services, such as Mobile Mail solutions (Push Mail etc), Bulk SMS solutions etc.
9. **Contract** is any agreement or arrangement between parties to the Framework that relates to the supply of products or services through the Framework.
10. A **Mini Competition** is a process whereby all VENDORS in the Framework, and only the VENDORS in the Framework, are invited to bid for the supply of services or products through the Framework.

1.ABOUT IT

1.1.At a Glance

A short overview of the Mobile Framework is tabled below.

Framework:	Supply of Mobile Voice and Data Communications plus Associated Products & Services.
Term:	Effective from 17 th September 2012 to 16 th September 2015 (with option to extend by 1 year).
Use:	All non-commercial public sector bodies automatically enrolled.
Services & Products:	Mobile Voice and Data Services, Handsets, Data Cards, Associated Products & Services.
Qualified Vendors:	Eircom, O2 and Vodafone.
Buying Method:	Must run a mini-competition, i.e. request a quote from all three qualified vendors.
Prices:	Tariff Packages and Price Lists online, regular price revisions, lowest price guarantee.
Contract Manager:	Ken Barclay, mobiles@gov.ie , (01) 604 5018.

1.2.Overview

1.2.1.New National Framework for Mobile Voice and Data

The Department of Public Expenditure & Reform has established the second national framework for the supply of mobile voice and data services plus associated products and associated services.

From 17th September 2012, the Mobile Framework can be used by agencies from the non-commercial public sector to acquire, following a mini-competition process, a range of mobile voice and data services, and associated products and services.

The framework agreement is intended to maximise volume discounts and provide for reductions in administrative and transaction costs for providers and public sector purchasers. The Department of Public Expenditure & Reform has put a robust contract management process in place that, in particular, will focus on achieving high quality services, best price points, and ensuring that the framework agreement is delivering overall value for money.

The framework is for a period of three years. The framework can be extended by a further one (1) year at the sole discretion of the Department.

The framework is available for the use of the non-commercial public service including all bodies in central government, the local authority sector, the health sector, the justice sector, the education sector, the defence forces, and the non-commercial semi-state sector.

All such bodies should be considered as automatically enrolled as participants (customers) in the Framework.

The uptake of services and the timing of same will be at the discretion of each individual public body.

This framework covers the supply of Mobile Telecommunications Services and Products:

Service or Product	Definition
Mobile Voice and Data Services	Mobile network access and associated Voice and Data Calls (i.e. vpn, local, national, international, Roaming).
Mobile Handsets	The physical hardware used by a Customer for Voice and basic Data calls.
Data Devices	The physical hardware used by a Customer for advanced Data services.
Associated Products	Such as Carrier Cases, hands-free kits, car-kits etc.
Associated Services	Associated services related to the provision of usable Mobile Voice and Data Services, as such as delivery, installation, configuration, management, support, maintenance, billing, repair, replacement (whether including disposal or not), etc.
Special Services	Special services related to the provision of specific Mobile Voice and Data Services, such as Mobile Mail solutions, Bulk SMS solutions etc.

Least Cost Routing

In addition to the services and products listed in the table above, the framework also covers "Least Cost Routing" services which potentially provide significant cost savings for Customers. Provisioning of these types of service will involve the Customer, the Contract Manager and the participating Vendor.

Routing Service	Definition
Access Services	Access Services such as those that provide a network infrastructure link between a customer site and/or a Mobile Carrier Network and the Government Networks. A range of options are available for this type of service depending on the requirements of the customer.
Traffic Management Services	Traffic Management Services are those that allow a customer to route specific types of traffic to a nominated vendor participating in the framework. This traffic is not limited to traffic terminating on the vendor's own network.

Participating Vendors and Contact Details

The following 3 vendors have been selected to participate in the Mobile framework:

- Eircom
- O2
- Vodafone
-

Buying Services and Products

To buy services or products through the framework, a Customer must seek a quote from each of the 3 vendors – this process is called a **mini-competition**.

Public bodies will need to carefully assess their own needs and set out their requirements in the mini-competition to select a suitable vendor.

A Request for Quote (RFQ) template has been developed which sets out each of the main headings of the services or products available under which you should specify your particular requirements. It will be important to provide sufficient information for the vendors to come back with meaningful quotes that will allow you to evaluate them accordingly to the nature and scope of services or products you require.

RFQ Email Address

RFQs must at all times be issued to each of the 3 vendors by sending an e-mail to:

mobiletenders.gn@gov.ie

This is a mailing group established by the Department of Public Expenditure & Reform to simplify the procurement process.

Payment/Invoicing

Payment and Invoicing arrangements will be agreed by the relevant Customer and the selected Vendor in each case.

Contracting Authority

The Department of Public Expenditure and Reform is the Contracting Authority charged with establishing this Framework. The Contracting Authority has ensured that the framework has been established in full compliance with [EU Directive 2004/18/EC](#) (as implemented by SI 329 of 2006) and relevant EU and National Laws.

Contract Manager

A Contract Manager has been appointed by the Department of Public Expenditure & Reform. Information and advice is provided to the customers and vendors on the operation of the framework through this service as well as mechanisms for the resolution, and where necessary, the escalation of disputes.

The Contract Manager can be contacted at:

Mr. Ken Barclay (01) 604 5018
Government Networks Section mobiles@gov.ie
Department of Public Expenditure & Reform
Lansdowne House
Lansdowne Road
Dublin 4

Feedback and Corrections

Please send any feedback, comments or corrections in relation to the Mobile Framework information contained herein to mobiles@gov.ie.

1.3.Features

The framework delivers significant savings with new low tariffs and reduced rental.

The major features of the framework are:

- One price for all agencies regardless of size
- Price Revisions
- Lowest price guarantee
- Loyalty Funds or Managed Funds - NOT PERMITTED
- Cost effective procurement process for agencies
- Public Service Terms and Conditions
- Centralised contract management and monitoring of vendor performance

One Price for All Agencies Regardless of Size

Under the Framework, vendors must provide the same price to all agencies and are no longer able to provide discounts to some agencies and not others.

Price Revisions

Any prices offered in response to any competition conducted under this Framework, which are lower than the current Effective Prices, and which are accepted by a public body, will constitute the Vendor's new Effective Prices for all public bodies from the next billing period onwards.

All customers (including those with existing service and/or drawdown arrangements) must be charged at the revised prices at the commencement of the next billing period.

Lowest Price Guarantee

Vendors have guaranteed that the price of any service or product included in tariff sheets published through the Framework will be, at the time of publication, equal to or less than lowest price available to any Irish public or civil service body or state agency.

In addition, Vendors have guaranteed that the price of any item or service included in a response to any given RFQ submitted by a Customer of the Framework will be, at the time that response is submitted, equal to or less than lowest price available to any Irish public or civil service body or state agency.

Loyalty Funds or Managed Funds - NOT PERMITTED

The provision of discount schemes such “loyalty funds” or “managed funds” whereby certain monies are credited to Customers will not be permitted under the Framework. All such discounts should be reflected solely in the tariff charges presented in the proposed tariff packages and in the percentage of free upgrades of mobile devices on offer.

Cost Effective Procurement Process for Agencies

Agencies can use this legally compliant framework agreement, which was developed under EU public procurement regulations, to "fast track" purchases saving time and effort. The introduction of standardised tariffs and price lists across all vendors and the use of this website means that Agencies can quickly compare pricing from various vendors. Agencies can purchase goods and services without having to conduct a full EU procurement process.

Public Service Terms and Conditions

The head agreement, Vendor Participation Agreement (VPA), stipulates the Public Service terms and conditions under which the vendors now have to supply their products and services.

Centralised Contract Management and Monitoring of Vendor Performance

The Contract Manager will work with Agencies to assist in the implementation of the Framework. The Contract Manager will continually monitor the adherence of vendors to contract conditions and service levels. This will also include a process where Agencies can escalate issues to the Contract Manager for resolution. Customers can be confident that vendors offer quality and reliability, and vendors are monitored to ensure they continue to provide a high level of service.

1.4. Framework Rules

IMPORTANT: By initiating a purchase or otherwise using or accepting the services provided through the Mobile Framework, you (the Customer) agree to adhere to Framework Rules and all other Customer obligations as set out here.

The aim of the procurement legislation is to ensure that competition between framework vendors remains fair and open at all times. The core principles of procurement apply:

- Equality

- Non-discrimination
- Transparency
- Proportionality
- Mutual Recognition

By using this framework as outlined (including mini competitions) you are fully compliant with all the tendering requirements under EU and national legislation.

The following rules apply when using the framework:

1. You must treat all of the vendors fairly and equally.

This means that when you want to acquire services or products through the framework you must specify your requirements in a non-discriminatory way and solicit a quote from all 3 vendors.

2. You must allow the vendors sufficient time to respond to your RFQ.

These can vary significantly in complexity, and you must allow the vendors a reasonable amount of time to submit a response. While the provisions on frameworks do not prescribe a minimum time limit for mini-competitions, the complexity, scope and urgency of the particular assignment should be borne in mind when setting the closing date for quotes.

If your requirement is complex and/or likely to require any clarification, you should set aside a period for vendors to ask questions during the mini competition and for answers to be prepared and issued to all vendors, but with the identity of the questioner withheld. Do not underestimate the time needed: even relatively straightforward projects may need extensive clarification on points of detail once the vendors have seen the documents.

For a simple mini-competition, a minimum of 3 full working days is recommended. More complex mini-competitions should be given at least 2 full working weeks. Deadlines should be clearly stated in the RFQ and strictly applied.

3. You must be open and transparent with regard to how you will select the winning quote.

When requesting quotes from vendors you should state the criteria you will apply to select the winner.

The following evaluation criteria may be applied (listed in no particular order):

- Availability of Mobile Coverage (voice and data)
- Cost
- Suitability for intended use
- References attesting to the quality of the product and/or services provided by the Vendor
- Excess over Specification
- Delivery conditions

- **Special Requirements**

The above criteria can be weighted according to the requirements of the Customer for each mini-competition. However, it is important to specify how the criteria will be weighted when issuing a RFQ to ensure transparency.

Customers may define "Special Requirements" pertaining to any order placed through the Framework. A Special Requirement is any requirement relating to the fulfilment of an order or the successful or appropriate operation or execution of the services or products being the subject of the order and which cannot be reasonably anticipated at the time of electing to participate in the Framework.

The Customer conducting the Mini Competition will not be bound to accept the lowest priced or any proposal it receives.

4. Avoid unfairly restrictive requirements.

Care must be taken to avoid using any requirements in the mini competition that are unfairly restrictive. For example, stipulating an unreasonable level of past experience in a particular area might disqualify many capable vendors who have relevant experience that is sound but in other fields.

All framework vendors have been evaluated for their capability to provide a range of high quality services to the public sector. Similarly, emphasising a specific technology rather than taking a functional approach will disadvantage those who might be able to offer alternatives which can provide equal or better value for money.

Restricting competition unfairly not only leads to less choice, but may attract **legal challenges** from vendors who feel they have been unfairly excluded from the competition.

1.5.Duration

The framework is for a period of three years:

17th September 2012 to 16th September 2015.

The framework can be extended by a further one (1) year at the sole discretion of the Department of Public Expenditure & Reform.

1.6.Services and Products

The Services and Products available under the Mobile framework are:

Mobile Voice and Data Services

Provision of mobile voice and data services to agencies in the non-commercial Irish public service. These services include national and international voice calls as well as data requirements for mobile devices operating on each of the Vendor networks.

Mobile Devices

The devices which provide access to mobile voice and data services such as handsets, and data modems. A list of these can be obtained from the Contract Manager or from Vendors participating in the framework. The range of available devices available will evolve as new products come to market or old products cease to be manufactured.

Associated Products

Associated products are those which are used in conjunction with the mobile devices. Examples of this include pouches, Bluetooth headsets, extra chargers, car kits, etc. Customers may specify their particular requirements in any mini-competition.

Associated Services

Associated services are services related to the provision of usable Mobile Voice and Data Services and include delivery, installation, configuration, management, support, maintenance, billing, repair, replacement, disposal, etc.

Some of these services should be discussed with the Contract Manager before being requested in a mini-competition or ordered as part of an existing drawdown facility as they will need to be tailored to the requesting Customer's requirements.

Special Services

Special Services relate to the provision of specific Mobile Voice and Data Services. Examples of such services include Mobile Mail Solutions, and Bulk SMS or the provision of a private APN.

The Contract Manager will be available to discuss how customers of the framework might avail of these services according to their own requirements.

Access Services

Access Services such as those that provide a network infrastructure link between a customer site and/or a Mobile Carrier Network and the Government Networks. A range of options are available for this type of service depending on the requirements of the customer. Provisioning of this type of service will involve the customer, the Contract Manager and the participating carrier.

A VFM strategy document which outlines the cost saving options available to customers, is available for download. If you are interested in finding out more about Access Services (e.g. Least Cost Routing), please contact the Contract Manager.

Please see Appendix A for the VFM Strategy document.

Traffic Management Services

Traffic Management Services are those that allow a customer to route specific types of traffic to a nominated vendor participating in the framework. This traffic is not limited to traffic terminating on the vendor's own network.

This type of service will need to be discussed with the Contract Manager as it will be specific to the requesting agency.

1.7. Vendor Participation Agreement

The head agreement - the Vendor Participation Agreement (VPA) - stipulates the Public Service Terms and Conditions under which the Vendors have to supply their services and products.

A VPA was concluded between each Vendor and the Department of Public Expenditure & Reform.

The VPA imposes certain service and product level commitments on the vendors:

- Price promise
- Specification promise
- Delivery promise
- Indemnity against 3rd party
- Copyright infringements
- Responsibility for resellers
- Others relating to management of the agreement, e.g. information returns

It defines award criteria that the customer can use to evaluate responses:

- Availability of Mobile Coverage (voice and data)
- Cost
- Suitability for intended use
- References attesting to the quality of the product and/or services provided by the Vendor
- Excess over Specification
- Delivery conditions
- Special

Criteria can have weights assigned and can be clarified to greater detail. Criteria can also be used to set minimum qualifications, e.g. Vendor must have completed x similar orders over the past x years.

It allows for sanctions to be imposed on vendors, e.g. Delayed delivery. Others relate to participation and quality issues and mainly involve suspension.

A “Pack” containing all of the VPA schedules is available from the Contract Manager on request. Please send your request to mobiles@gov.ie with the words **VPA Pack** in the subject line.

Additional Terms and Conditions

Additional Terms and Conditions may be agreed by the Vendor and the Customer at the Contract Negotiation phase arising out of either a mini-competition or draw-down exercise.

The actual content of a Service Level Agreement (SLA) which covers management of the services provided to Customers may be agreed by the Vendor and the Customer at the Contract Negotiation phase arising out of either a mini-competition or draw-down exercise.

A Service Level Agreement (SLA) which covers management of the services provided to Customers shall enter into force after an award arising out of either a mini-competition or draw-down exercise.

2.USING IT

2.1.Purchasing Mechanisms

To buy mobile telecommunications Services and Products under this Framework, a Customer must first request a quote from all of the three qualified Vendors – this process is called a Mini-Competition.

A Request For Quote (RFQ) template is available to assist customers in running a Mini-competition.

RFQs must be e-mailed to mobiletenders.gn@gov.ie (vendor group address).

The Framework provides a number of purchasing mechanisms, including:

Mini-Competition

This is where the Customer contacts each of the Vendors offline (i.e. emails an RFQ to all 3 vendors) with their requirements and collates the responses themselves.

Drawdown Agreement

This is where - following a mini competition - the Customer establishes an agreement with one of the participating vendors for the supply of services and products through the Framework for a particular period of time.

Direct Purchase

Purchases from a Vendor, without running a mini-competition, are only allowed for purchases off a Drawdown Agreement concluded under the Framework (which will itself have been concluded on foot of a mini competition). And under limited circumstances purchases of Mobile Devices, Associated Products and Associated Services from a Vendor with whom a current Contract, set up through the Framework, is in place.

2.2.Mini-competition

Running a mini competition involves the following 7 steps:

1. Identify needs
2. Assess costs
3. Prepare an RFQ
4. Send the RFQ to all 3 Vendors
5. Evaluate responses
6. Award the contract

7. Manage the contract

Step 1: Identify Needs

Customers will need to carefully assess their own needs and set out their requirements in an RFQ to select a suitable provider.

Step 2: Assess Costs

There are a number of Tariff Packages available from the Vendors. Not all packages will suit all Customers due to differences in size, location and usage patterns. With this in mind, it is imperative that each Customer perform detailed analysis and gain a thorough understanding of their voice telecommunications usage and spend in order to assist them in making the correct decision as to which Vendor and tariff package plan to select.

Customers are encouraged to explore Least Cost Routing options (e.g. fixed-to-mobile) which are now available under the framework. A VFM strategy document which outlines the cost saving opportunities is available to customers. If you are interested in finding out more about Least Cost Routing, please contact the Contract Manager.

Please see Appendix A for the VFM Strategy document.

Step 3: Prepare an RFQ

Customers should now be in a position to produce an RFQ with the information they have collected from the previous steps.

Procurement law states that those using the framework must 'consult in writing the economic operators capable of performing the contract and invite them within a specified time limit to submit a tender in writing for each specific contract to be awarded'. The aim of the legislation is to ensure that **competition** between framework vendors remains **fair** and **open** at all times.

In order to ensure that competition between framework vendors remains fair and open at all times, it is imperative that Customers rigidly adhere to the Framework Rules.

The RFQ should specify a fixed time limit for receipt of quotes. Such time limit should be of sufficient duration to allow quotes to be submitted, taking into account factors such as the complexity of the services, the requirement and the time needed to compile and submit a quote. For a simple mini-competition, a minimum of 3 full working days is recommended. More complex mini-competitions should be given at least 2 full working weeks.

The RFQ will address the following areas:

- Detailed account of the services and products to be provided
- Any constraints applicable to the project
- The procurement process and key dates

- Evaluation criteria
- Instructions on how the vendor should respond to the RFQ
- A date by which you expect a response; we suggest that you allow sufficient time for vendors to absorb and respond to your information.

If you need help compiling the RFQ or have any questions relating to the framework, please contact the Contract Manager.

A “Pack” containing the RFQ template is available from the Contract Manager on request. Please send your request to mobiles@gov.ie with the words **RFQ Pack** in the subject line.

Step 4: Send the RFQ to all 3 Vendors

Customers must submit an RFQ to all 3 vendors by e-mail, to the mobile e-mail address: **mobiletenders.gn@gov.ie**.

It is important to make sure that all of the vendors actually receive the RFQ, for example by using delivery and read receipts for email correspondence.

RFQs must at all times be issued to each of the 3 vendors by sending an e-mail to mobiletenders.gn@gov.ie (this is a mailing group established by the Department of Public Expenditure & Reform to simplify the process).

Step 5: Evaluate Responses

This step involves the following tasks:

- formally opening quotes properly received;
- checking quotes for essential compliance and eliminating those that fail to comply;
- evaluating qualifying quotes against award criteria to identify the preferred bidder.

When evaluating responses, Customers should:

- ensure fair and equal treatment of all bidders
- make the evaluation methodology transparent
- keep records confidential, secure and auditable
- be aware that disclosure under the Freedom of Information Act (FOI) may be requested and granted.

Ensure fair and equal treatment of all bidders

As always, take care not to discriminate unfairly between bidders and to ensure fair and equal treatment at all times.

Unsuccessful bidders will want to know why they failed, and may use their rights under the Freedom of Information Act (FOI) to ask for copies of the evaluation documents.

Make the evaluation methodology transparent

It is good practice to ensure that those competing understand the key criteria against which their bid will be assessed and the respective weightings for each category, where relevant.

Keep records confidential, secure and auditable

Pay attention to commercial confidentiality regarding the evaluation processes and the records of these, and ensure that the records are retained in a secure but accessible location to allow for any future examination by independent auditors or any response required to enquiries under FOI.

Step 6: Award the Contract

To award a contract you will need to:

- select the most economically advantageous tender
- notify the successful vendor
- debrief unsuccessful vendors.

Select the most economically advantageous tender

EU regulations state that the contracting authority shall ‘award each contract to the economic operator which has submitted the best tender on the basis of the award criteria specified in the contract documents based on the framework agreement’. This means that you can select the quote which gives you the *best long-term value for money*, which may not necessarily be the cheapest option, but the award must be consistent with the criteria and weightings you have used.

Notify the successful vendor and the unsuccessful vendors

You will need to:

- notify your successful vendor formally
- notify your unsuccessful vendors formally

Set aside a brief "standstill" period before awarding the contract

Although not strictly mandatory under procurement law, it is best practice to observe a “standstill period” between the time a decision is taken and the time a contract is put in place.

The "standstill" period is to allow any of the unsuccessful bidders to submit queries or requests for clarifications.

A sufficient time period should be allowed as appropriate to the complexity of the contract, 2 days minimum for small straightforward contracts and 1 week minimum for large and complex contracts (e.g. large drawdown agreements).

Award the Contract

Once the "standstill" period has passed, you will need to agree the terms of the contract by:

- receiving a formal acceptance of your order from the successful vendor
- establishing a payment mechanism and a formal arrangement for monitoring the agreed service levels. Ideally the service level agreement should be tied into the payment regime.

Debrief unsuccessful vendors

The unsuccessful vendors will want to understand why their bid was not accepted. Providing good levels of information helps encourage competition and allows the vendors to correct and improve their performance in any areas in which they were unsatisfactory.

The feedback does not necessarily have to be a formal session but should outline some of the main areas evaluated and responses concluded from the evaluation process. All comments should address the reasons why the vendors were successful or unsuccessful.

You should allow a reasonable amount of time for this process.

Step 7: Manage the Contract

This step is primarily for large, service-based contracts which require managing via:

- carrying out performance monitoring
- holding periodic reviews
- preparing for running a new mini-competition.

The degree to which you do these tasks will depend on the complexity of the contract.

Carry out performance monitoring

Performance monitoring should take place using an agreed set of key performance indicators.

Hold periodic reviews

Arrange for reviews with the vendor on a regular basis, to identify **areas of concern** at an early stage or to acknowledge satisfactory performance of the contract.

Prepare for a new contract

Well before the end of the contract, you may need to prepare for the next period. Under EU procurement legislation you **cannot renew a contract** with an existing vendor. At the end of the contract you must run a mini-competition to put a new contract in place. This competition must include all of the 'economic operators capable of performing the contract' and invite them within a specified time limit to submit a tender in writing for each specific contract to be awarded.

2.3.Drawdown Agreement

This is where the Customer establishes an agreement with one of the participating vendors for the supply of services and products through the Framework for a period - normally of 12 months - that cannot exceed 18 months in duration. Irrespective of the

period agreed in a drawdown agreement, the agreement will expire on a date not later than the date of the Framework's expiration or termination.

Drawdown agreements can only be established on foot of a mini competition among the three qualified vendors.

Once a Customer has completed a drawdown agreement with a vendor through a mini-competition, the Customer may purchase Services and Products without recourse to a mini-competition.

2.4.Direct Purchases

This is where a Customer purchases directly from a Vendor without running a mini-competition. Direct purchases are only allowed for:

- purchases off a **Drawdown Agreement** concluded under the Framework (which will itself have been concluded on foot of a mini competition).
- under limited circumstances, purchases of **Mobile Devices, Associated Products** and **Associated Services** from a Vendor with whom a current Contract, set up through the Framework, is in place.

3.PRICES

3.1.Effective Prices

Price revisions will be uploaded to the website to ensure that the most current Effective Pricing is always available to Customers.

As part of establishing the framework agreement, each Vendor submitted a complete listing of prices to the Contracting Authority for all of their services and products being offered under the framework.

When the framework commenced in September 2012, these prices became their Effective Prices.

The effective prices constitute each Vendor's ceiling prices and can't be increased by the Vendor, regardless of changes made to actual specifications or configurations by the vendor to take account of industry or market changes.

Customers can acquire more competitive rates from the Vendors through the mini-competition process. Prices offered in response to any competition conducted under this Framework by a Vendor must at all times equal or better the current Effective Prices.

Price Revisions

Any prices offered in response to any competition conducted under this Framework, which are lower than the current Effective Prices, and which are accepted by a public body, will constitute the Vendor's new Effective Prices for all public bodies from the next billing period onwards.

All customers (including those with existing service and/or drawdown arrangements) must be charged at the revised prices at the commencement of the next billing period.

Price Catalogue

The most current Effective Prices for all Services and Products from each of the Vendors participating on the Framework will be placed in the Price Catalogue and made available to Customers via the Government Networks Intranet website <http://mobile.gn.gov.ie>.

This site is not accessible from the Global Internet and is restricted to Customers eligible to participate in the framework.

3.2.Tariff Packages

The tariff packages listed on this page contain each Vendor's current effective prices. The tariffs are presented for three different categories:

- Voice & Text
- Data

- Roaming Voice, Text & Data

3.2.1.Voice and Text

- Summary Tariffs
- Headline Tariffs
- Complete Tariffs

Summary Tariffs

The summary tariffs comprises a single file containing prices for **some** of the key voice and text call categories from all of the tariff packages across the three vendors on offer through the framework.

Headline Tariffs

The headline tariffs comprise a separate file for each tariff package currently on offer through the framework. Each file contains prices for **all** the key voice and text call categories for that tariff package.

3.3.Data

The summary data tariffs comprises a single file containing prices for **some** of the key data call categories from all of the tariff packages on offer through the framework.

3.4.Roaming Voice, Text and Data

These tariffs include some of the key costs related to roaming voice, text and data services.

3.5.Associated Products

In addition to the Mobile Phones and Data Devices, the Framework also covers products associated with these devices, such as car kits, handsfree kits, etc.

A sample of some associated products is available in the price lists contained under the Phones & Devices section.

Prices for other Associated Products may be obtained on request.

Associated Product Categories covered in the framework include:

- Carrying Case

- Car Kits
- Car Phones
- Car Plug-in Solutions
- Car Mobile Holders
- Car Antenna Couplers
- Car Microphones
- Data (Cables, Memory Cards, SIM Copiers)
- Desk Stands (Basic and Synchronising)
- Headsets (Bluetooth, Wired, Looped-sets, Audio Adapters)
- Power (Batteries, Chargers, Charge Adapters)

3.6. Associated Services

Associated services relate to the provision of usable Mobile Voice and Data Services and/or associated products and may include, inter alia, product delivery, deployment, configuration, repair, etc.

- Unpacking & Packaging Removal Service whereby equipment bought through the Framework is delivered to the installation point in the Customer's premises, unpacked by the Vendor's agent and all packaging relating to the delivered item(s) is taken from the Customer's premises for disposal by the Vendor's agent.
- Mobile Device Repair Services whereby faulty Mobile Devices and associated products, whether purchased through the Framework or not, are removed from the Customer's premises by the Vendor's agent and repaired.
- Mobile Device Disposal Services whereby obsolete Mobile Devices and associated products, whether purchased through the Framework or not, are removed from the Customer's premises by the Vendor's agent and disposed of in a secure manner and in accordance with all relevant legislation.
- Installation whereby equipment bought through the Framework is delivered to the installation point in the Customer's premises, unpacked by the Vendor's agent, installed for the Customer's use by the Vendor's qualified agent and all packaging relating to the delivered and installed item(s) is taken from the Customer's premises for disposal by the Vendor's agent.
- Device Configuration whereby the Vendor or Vendor's agent will deliver a device bought through the framework with an agreed configuration pre-installed.

A complete price list of associated services will be placed online in due course. In the interim, please contact the Contract Manager for further details.

3.7.Special Services

Special services relate to the provision of specific Mobile Voice and Data Services, such as Mobile Mail solutions, Bulk SMS solutions etc.

- Bulk SMS – For sending texts to a large number of destinations.
- Virtual Mobile Number – For sending and receiving texts to a large number of destinations.
- Premium Texts – For sending and receiving text using the 5xxxx numbers
- Push Email
- Requirements for Agents of Public Bodies.

The pricing of special services will vary case-by-case according to the requirements of customers. A list detailing indicative pricing for special services will be placed online in due course. In the interim, please contact the Contract Manager for further details.

3.8.Access Services

Access Services such as those that provide a network infrastructure link between a customer site and/or a Mobile Carrier Network and the Government Networks.

A range of options (e.g. CPN) are available for this type of service depending on the requirements of the customer. Provisioning of this type of service will involve discussions between the Customer, the Contract Manager and the participating Vendor.

The pricing of access services will vary case-by-case according to the requirements of customers. A list detailing indicative pricing for access services will be placed online in due course.

3.9.Traffic Management Services

Traffic Management Services are those that allow a customer to route specific types of traffic to a nominated vendor participating in the framework. This traffic is not limited to traffic terminating on the vendor's own network.

The pricing of traffic management services will vary case-by-case according to the requirements of customers. A list detailing indicative pricing will be placed online in due course.

This type of service should be discussed with the Contract Manager as it will be specific to the requesting agency.

4.CONTRACT MANAGER

4.1.Contract Manager

A Contract Manager has been appointed by the Department of Public Expenditure & Reform, under the direction of the GNPB.

The Contract Manager ensures the needs of the vendors and the relevant purchasers are met, e.g. in regard to customer complaints, supplier complaints, monitoring of the framework so that it is operated in accordance with the terms set down and is delivering required outcomes.

If you want to use any of these services or have any questions on how to use the framework, contact the Contract Manager:

Mr Ken Barclay	(01) 604 5018
Government Networks Section	mobiles@gov.ie
Department of Public Expenditure & Reform	
Lansdowne House	
Lansdowne Road	
Dublin 4	

4.2.Contract Management Service

The contract management service involves developing and co-ordinating purchasing mechanisms, meeting lowest price and best value targets and upholding high technical standards.

Information and advice is provided to the customers and vendors on the operation of the framework through this service, as well as mechanisms for the resolution, and where necessary the escalation of disputes.

Some of the services that you can avail of are:

- Advice and assistance in choosing the best approach (spot-buying or a drawdown)
- Advice and assistance in choosing and phrasing award criteria
- On-site assistance for large-scale procurements
- Assistance in dealing with any service, product or quality issues you may have with a vendor
- Investigation of Least Cost Routing options