

**Telephony Framework Agreement**

**Schedule 2**

**Service Specification**

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1. **Interpretation**

In this Schedule 2, unless the context otherwise requires, the following words and expressions shall have the following meanings:

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| “CIS” | means Construction Industry Scheme. |
| “Critical Fault(s)” | means faults classified as those where any fault is likely to cause hazard or injury to any person. All other faults are classified as ‘non-Critical’. |
| “CSCS” | means the Construction Skills Certification Scheme |
| “DBS Check(s)” | means a Criminal Records Check(s) on individuals carried out through the DBS; |
| “WEEE” | means the Waste Electrical and Electronic Equipment Directive |
| “Working Day(s)” | means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London. |

1. **Introduction**
   1. ICT Solutions have been supporting ICT in Norfolk schools since 1990, currently providing varying levels of support to more than 400 schools, academies and other learning services covering:

* Procurement
* ICT Technician Support in schools and academies
* Consultancy and Project Management
* Ed Tech Enhancement Programme
* Installations and system upgrades
* Broadband and associated services
* School Management Information Services
* Norfolk Cloud Portal with Single sign-on access for all staff and pupils to learning resources, including:
  + Google Apps for Education
  + Microsoft Office 365
  + As well as a range of other teaching and learning resources which schools can choose to purchase
  1. ICT Solutions requires partners to supply and install telephone systems and telephone line services suitable for school environments.
  2. This framework agreement will be open to all Norfolk Schools and Academies to purchase from, whether they have a contract with ICT Solutions or not.
  3. This framework agreement will also be open to schools and establishments outside of Norfolk who purchase a contract with ICT Solutions.
  4. The appointed suppliers are required to supply a comprehensive selection of hardware (listed below at 2) as well as a clear future roadmap of the technology.
  5. The scope of this framework agreement includes the supply, installation, management, maintenance, technical architecture, system design and project management associated with the provision of these services.

1. **Telephony Requirement**
   1. Norfolk Schools have requirements to purchase various telephony services as listed below:
      1. VOIP and SIP Technology
      2. Call recording
      3. Hybrid Phone Systems
      4. MS Teams Calling
      5. Uninterruptable Power Supply Solutions
      6. Service and expansion of traditional phone systems
      7. Lines and calls
      8. Hosted Solutions
      9. Maintenance and Training
      10. Nurse Call Systems – Optional
      11. Private Cellular Networks (PCNs) – Optional
   2. ICT Solutions require a hidden charge to be added on to quotations with rebate paid back to ICT Solutions once the invoice has been paid, irrespective of who places the order.
2. **Firmware**
   1. Any devices supplied will use the latest firmware including options to purchase additional licenses.
3. **Experience and suitability**
   1. The appointed suppliers and staff working on site must have experience of working within schools.
   2. Engineers must be enhanced DBS checked and able to provide evidence of such on request.
   3. Supplier must be certified to ISO9001:2015 ensuring quality installations and service.
   4. Suppliers must be CIS registered.
   5. All staff must ensure that they arrive on site with appropriate identification and DBS check number cards.
   6. The appointed supplier must be able to access any school or academy within Norfolk within two (2) hours.
4. **Site Surveys and Quotations**
   1. Appointed suppliers will provide free site surveys within five (5) Working Days of a request and a written quotation within a further seven (7) Working Days.
   2. Appointed suppliers will provide free demonstrations and evaluation equipment when requested either directly to Norfolk schools or by Norfolk County Council.
   3. Suppliers will follow NCC H&S rules including NCC management of Asbestos. As part of surveys and demonstrations suppliers will provide details of where intrusive works are required so further specialist surveys can be carried out.
   4. Training and handover will be included within the quotation. Appointed Suppliers must be prepared to deliver a handover on a separate date depending on when the installation takes place.
   5. Suppliers must supply schematic drawings when requested.
   6. Recycling of de-installed and redundant equipment will be included in the quotation following WEEE regulations with certification provided.
5. **Deliveries**
   1. Order confirmations, delivery, and installation dates to be confirmed within 48 Hours of placing the order.
   2. Deliveries will be made directly to the school address at mutually agreed times. Risk assessment and method statements should be provided ahead of any installation including Covid Risk Assessment to the end user and NCC.
   3. Suppliers must be prepared to store equipment between order and installation without price changes. However, if an extended storage period is required any additional costs for this must be included in the quote.
6. **Installations**
   1. Suppliers must be able and flexible in delivering services to Norfolk schools during peak periods.
   2. Norfolk requires dedicated engineer resource for Norfolk schools.
   3. Engineers must have experience of working on building sites and have CSCS certification evidence when requested.
   4. Engineers must always ensure they carry and use appropriate Personal Protection Equipment.
   5. Staff working on site must follow all local site rules.
   6. Handovers to be carried out on each installation where required with agreed school and ICT Solutions Staff.
7. **After Sales Support and Maintenance**
   1. Appointed Suppliers must provide a comprehensive after sales service and be capable of quickly dealing with issues such as “dead on arrival” devices and warranty repairs.
   2. Appointed Suppliers must deal with all warranty queries directly, with schools able to contact them directly to log calls and claims.
   3. Appointed suppliers must provide free telephone support to ICT Solutions or schools when required
   4. Warranty:
      1. A minimum of 3 years warranty is required for all hardware with the separate option to purchase additional warranty.
      2. Installation warranty including cabling will be required for the same period.
   5. The service agreement should include as a minimum:
      1. Customer contact hours Mon-Fri 0830-1700 excluding UK Bank and Public Holidays. When working on time-critical building projects, late hours or weekend working may be required.
   6. Response times:
      1. Attend critical fault: 3 hours from time of notification within the above contact hours.
      2. Attend non-critical fault: 17 hours from time of notification within the above contact hours.
      3. Effect repair of critical fault: 17 hours from time of notification within the above contact hours.
      4. Effect repair of non-critical fault: 26 hours from time of notification within the above contact hours.
      5. ‘Critical’ faults are classified as those where any fault is likely to cause hazard or injury to any person or effect the closure of a school or academy. All other faults are classified as ‘non-critical’.
   7. Suppliers are required to perform a customer satisfaction survey within 10 days of installation and supply results to Norfolk County Council.
   8. Suppliers are required to provide signoff sheets with photographic evidence after installations are complete.
8. **Account Management**
   1. Appointed Suppliers will provide a named account manager who will take responsibility for and progress to conclusion any issues under this Agreement that the Council may have. The account manager will need to attend regular service review meetings and must be able to demonstrate new products and keep ICT Solutions informed of developments by sharing a technology roadmap.
   2. The account manager must arrange attendance at planning/building site meetings as part of a larger project team at no additional charge when required.
   3. The account manager will need to provide a quarterly report of purchase history and warranty status for all Norfolk Schools serviced.