

CISILION

The Cisilion Guide to Public Sector Frameworks in 2023

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What is a Framework?

A procurement framework (or public sector framework), more commonly known as a Framework Agreement, is an arrangement where the buyer selects suppliers and sets terms and prices for a period in advance (often as much as 4 years in the future), and then calls on the suppliers to deliver the specification when required. A full tender process is needed for suppliers to gain a place on a Framework.

Although there is never a guarantee of work even if you are part of a Framework Agreement, being awarded a place on a public sector framework is a sign to others that your business is a key player in the industry.

Procurement Avenues

Catalogue Order

This is where frameworks allow for ordering from a catalogue. A catalogue is an electronic list of products that can be accessed via the customer's e-procurement tool. This can be either punch-out or a static upload. The catalogue product list is determined by the contract/customer and can be limited by product, by category or subcategory, or can extend to Insight's entire product portfolio.

Direct Award

This is where the framework allows the customer to purchase directly from a supplier within a Lot without going to mini-competition.

Mini Competition

A mini completion is where a customer goes to further competition by inviting all suppliers within a Lot to respond to a requirement. The customer must invite all capable suppliers (all suppliers awarded the framework) within the Lot and cannot pick and choose who to invite.

Each Public Sector vertical, Government, Health or Education will have the ability to choose their preferred framework and below is a guide that explains each one in detail.

Benefits of Procurement Frameworks

Over time, public sector frameworks can deliver many benefits:



Reducing overall procurement costs and internal resources



The building of long term relationships between buyers and suppliers



Better long-term value for both buyers and suppliers



Solutions that satisfy customers



Capture of knowledge and best practice



Ability to commence projects early on the basis of limited information



Alignment of procurement practice with government efficiency agendas and expectations of auditing bodies



Typically, where it is clear which supplier under a framework agreement can best meet a public sector organisations' needs, they can access that supplier directly, but if a mini-competition is required, all capable suppliers under the framework must be invited to tender.

Cisilion Frameworks

Cisilion is on three major Crown Commercial Services Frameworks and one UK SBS (Shared Business Services) framework which now provides us with access to a vast customer base. Suppliers awarded onto a framework are exposed to a larger potential public sector customer base that otherwise may not be possible.

Our Customers



Crown Commercial Technology Services 3

Key Notes

- Framework ID RM6100
- Direct Award Ability – Yes
- Start Date 16/06/2021
- End Date 15/06/2025
- Re Tender TBA

Customer Eligible

All Public sector organisations including Central government departments, Non-departmental public bodies, Arm's length bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and colleges.

Overview

Provides access to technology strategy and service design as well as services to provide support with moving to the operational running of an IT estate. It also provides support for large projects, up to top secret classification and a range of other technology services such as:

- provision and management of IT service desk
- end user device support
- network support
- asset disposal and application maintenance
- IT infrastructure support (for example, server and storage hardware)

This agreement will run for 4 years with no options to extend and will offer contracts for up to 7 years (lot dependent)

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Lot 2 – Transition and Transformation

This lot is for customers looking for transition and transformation services which support the implementation of new services, suppliers, architectures or processes in line with the specifications and/or services strategy, with minimal risk and impact to the organisation. The supplier will conduct the process in a cost effective and timely manner. The service(s) may be new, modified, enhanced or the retirement of a service(s).

This lot also covers transition from one operational site(s) and/or supplier(s) to an alternative and/or insourcing of previously outsourced services.

Key Attributes:

- The identification of the transition/transformation success factors and their measurement.
- Risk analysis and risk management.
- Project and programme management, including planning, delivery and reporting.
- Implementing and managing the transition/transformation process and coordination of resources, potentially across a multi supplier environment.
- Post transition/transformation review to identify if the objectives, success factors and benefits have been met and realised.
- Legacy service decommissioning and disposal, including planning, delivery and coordination of activities.
- Audit and due diligence activities for the present customer estate.

LOT 3 - Operational Services (Maintenance, Managed Service and Professional Services)

This heading is for customers looking to purchase services, processes and tools needed to manage the provisioning, capacity, performance, security and availability of the technology environment. Delivering at the right quality and at competitive costs. All services allow for change management within their delivery. Services may be delivered in line with IT Service Management Models (ITSM) such as ITIL, Cobit, ISO/IEC 20000-1 or others, as required by the customer.

The following services have been classified into lots in line with common IT service management methodologies.

These lots are as follows:

- **3a:** End User Services
- **3b:** Operational Management
- **3c:** Technical Management

Lot 3a - End User Services

End User Support

An information and support management service to handle a customer's internal or external queries and operational problems on technology related processes, policies, systems and usage. Services may include product support capabilities, including elements of hardware and software support, logging of problems, reporting and proactive results analysis of problem trends to suggest permanent fixes. The dispatch of service technicians and/or parts, end user training coordination and other technology related issues.

End User Computing and Device Management

The scope of the end-user computing and device management covers the full life cycle management of desktop, laptop, tablet, thin-client, handheld and peripheral assets including through device deployment, maintenance, change management and disposal

The service extends to the hardware, software, disaster recovery and personnel to perform the technical support, planning, process management and administration of the service.



Lot 3b - Operational Management

- suppliers of any of the following services

IT Operations and Technology Estate Service Management

The body of competencies, roles and practices that ensure technology offers the right services at the right price and quality levels for its users. Operating models may be fully centralised, fully decentralised or 'federated' (hybrid).

This includes the day-to-day system management responsibility for the technology infrastructure, its systems operation, integration, support, administration, and performance monitoring. Technical diagnostics/troubleshooting, configuration management, system repair and disposal management and the production of management reports may form part of this service.

Security Management

The control, monitoring and management of security devices, systems, web sites, applications, databases, servers and data centres, and other technologies and services.

This extends to managed firewall, identity and access management, intrusion detection, virtual private networks, vulnerability scanning and anti-viral/anti-phishing services. Services may be provided individually or as a whole in the form of an in- house or external Security Operations Centre (SOC) aimed at managing a 24/7 service.

Supply Chain and Contract lifecycle management

The process of creating and fulfilling demands for technology services, including the life-cycle of contracts created, administered or that may impact the organisation. This includes third party contract management and/or service integration (SIAM) with regard to outsourcing, procurement, licensing and any other technology related agreements containing contractual obligations to the customer both now and in the future.

Lot 3c - Technical Management

Network Infrastructure Management

Services for planning, delivering, operating, managing (including security), supporting and monitoring the on-premise local area network infrastructure (LAN) and/or its assets. Including but not limited to fixed and wireless devices, routers, switches, firewalls, fibre optic equipment etc). This may take the form of individual services and/or a Network Operations Centre - NOC.

Exclusions are telephony, mobile voice and data services, video-conferencing, audio-conferencing services, integrated communications and wide area network provisioning and connectivity.

Hardware and Software Asset Management

A framework and set of processes for strategically tracking and managing the financial, licensing and contractual aspects of IT assets through their lifecycle. This includes hardware and software acquisition and disposal decisions that identify and eliminate unused or infrequently used assets, the consolidation of software licenses or proposals for new licensing models. The service shall provide an accurate account of technology asset lifecycle costs and risks to maximize the business value of technology and sourcing decisions

Crown Commercial G Cloud 13

Key Notes

- Framework ID RM1557.13
- Direct Award Ability – Yes
- Start Date 09/11/2022
- End Date 08/11/2023
- Framework Renewal for G Cloud 14
ETA June 2023

Customer Eligible

All Public sector organisations including Central government departments, Non-departmental public bodies, Arm's length bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and colleges.

Overview

The billion-pound G-Cloud 13 procurement framework allows central government, local councils, NHS Trusts and other public sector bodies to access a wide range of pre-vetted vendors and services. The framework is a transparent, accessible, and competitive online platform, leading to significant procurement savings in both time and effort.

Cisilion offers 19 services through the G-Cloud 13 procurement framework, including:

5 Cloud Hosting Service

- [Cloud Managed Security](#)
- [Cloud Managed Infrastructure \(Cisco\)](#)
- [Microsoft Azure Cloud Hosting](#)
- [Microsoft 365 Cloud Support Services](#)
- [Cisilion Cloud Managed Infrastructure \(Meraki \)](#)

9 Cloud Software Services

- [Liberty RPA - Robotic Process Automation](#)
- [Liberty Create - Low-code Platform](#)
- [Liberty Converse - Omnichannel Contact Centre](#)
- [Synergy Sky](#)
- [Cloud SASE Service](#)
- [Cloud Managed Cisco Collaboration service](#)
- [Microsoft Managed Teams Meeting Rooms](#)
- [Managed Microsoft Teams](#)
- [Microsoft 365 Cloud Services](#)

5 Cloud Support Services

- [Cisilion: Windows 11 Deployment Services](#)
- [Cisilion: Microsoft 365 Cloud Support Services](#)
- [Cisilion: Technology Adoption Services](#)
- [Cisilion: Cloud Consultancy Services](#)
- [Cisilion Cisco Partner Support Services](#)

Please see link below for full specification of services:

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Crown Commercial Network Services 2

Key Notes

- Framework ID RM3808, Lot 5,8,9,10 and 13
- Direct Award Ability – Yes
- Start Date 12/08/2019
- End Date 16/08/2022
- Tender Renewal October 2022

Customer Eligible

All Public sector organisations including Central government departments, Non-departmental public bodies, Arm's length bodies, Defence, Health, Emergency Services, Local Authorities, Higher Education, Charities, Schools and colleges.

Overview

Network Services covers all telecommunications and connectivity services for all public sector organisations.

Primary Services

Are the main function of a lot. They can also be procured as part of the delivery of a primary service in another lot, but only when it is exclusively as an enabler for the delivery of the primary service procured in that second lot.

Ancillary Services

Are optional services to help support any primary services you have or as a standalone service, they include: installation, migration, help desk, project management and more.

Technology, Equipment & Solutions

You also have the choice of having optional technology, equipment & solutions to support delivery of a primary service.

Lot 5: IP telephony services

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. Voice call packages, direct dial (DD) ranges and associated equipment.

LOT 8 Video-conferencing services

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. Voice call packages, direct dial (DD) ranges and associated equipment

LOT 9 Audio-conferencing services

Audio-conferencing services including call recording, playback, analysis tools, the ability to reserve and pre-book, DDI numbers, coded access references peripheral equipment, software, management tools, security access products, collaboration tools and transcribing and translation services.

Lot 10: Unified communications

The provision of unified communications to provide 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, lot 6, lot 8 and lot 9.

Lot 13: Contact centre services

The provision of call/contact centre services for the use of Buyer employees only. With the ability to make outbound contact and respond to an incoming contact and route the contact to a predefined destination and associated equipment maintenance and support.

UK SBS Digital Workspace Solution

(LINK IT SOLUTIONS)

Key Notes

- Framework ID
SBS/19/SB/WAB/9411
- Start Date 10/08/2020
- End Date 09/08/2022. August 2024

Customer Eligible

All NHS and Public Sector Authorities

Overview

The digital workplace solutions framework (replacing Link: IT Solutions) provides an OJEU compliant route to market for the procurement of full end-to-end IT solutions, and individual elements of IT solutions. The digital framework can ensure delivery of effective consumer-oriented technologies that meet your requirements across a range of IT infrastructure areas. This includes: data centre infrastructure, servers and storage, networking and security products, end user computing hardware and software, bespoke software, professional services and training. The framework complements Link 2: IT Hardware which focuses on end user client devices.

The main objective of this digital workplace solutions framework, is to meet complex customer specific requirements through provision of a bundled solution of IT products and services, which may include elements from several of the different categories available.

The full breakdown of products and services available are including, but not limited to: servers, storage, data centre infrastructure, switches, back-up and recovery, client devices, virtualization platforms, VDI connection protocol, virtualization management, session broker, desktop operating systems. Application virtualization, profile and data re-direction, client access licenses, environment specific application software, application validation, and software including complete off the shelf, third party, niche and bespoke, security products, professional services/consultancy/implementation services, networking, maintenance and management, training and all other associated services and peripherals.

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What is within scope of the framework agreement.

Application Validation	Environment Specific Application Software
Storage including on premise and hybrid solutions	Application Virtualization
Maintenance, management and support services	Network Switches
Back-up and Recovery	Networking including: Local Area Networks (LAN), Storage Area Networks (SAN) and Wider Area Networks (WAN)
Third Party Software including Commercial off the Shelf (COTS) software and Bespoke/Niche Software	CALS (Client Access Licenses)
Professional Services/ Consultancy/ Implementation Services	Training
Client Devices	Profile & Data Re-direction
VDI Connection Protocol	Data Centre Infrastructure
Security	Virtualization Management
Desktop Applications	Servers
Virtualization Platforms	Desktop Operating Systems
Session Broker	



Contact our Framework Specialists Today

To learn more please get in touch. ►

Our Frameworks & Customers

Crown
Commercial
Service
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"Cisilion won with the lowest cost and highest quality tender. We were reassured by their extensive knowledge in the Public Sector."

**DAVID REESE, ICT INFRASTRUCTURE
TEAM LEADER, XENTRALL**



Home Office

