

# Mobile Framework Agreement

## **Overview**

The Department of Finance in conjunction with the Government Networks Programme Board (GNPB)\* has established the first ever national framework for the supply of mobile voice and data services and associated products and services to non-commercial public sector bodies.

Framework agreements have been put in place with three of the mobile carriers. This framework allows public bodies to operate much simpler procurement processes for mobile products and services. It is designed to maximise volume discounts and provide for reductions in administrative and transaction costs for providers and public sector purchasers.

The major features of the framework are:

- One price for all customers regardless of size
- Lowest Price guarantee
- Simple and cost effective procurement process for customers
- Public Service Terms and Conditions
- Centralised contract management and monitoring of vendor performance

## **Participating Suppliers**

The three participating vendors in the Mobile Framework and their contact details are set out below.

Supplier	Contact Name	Phone Number	Email
Meteor	Fraser Heaslip	085-7117675	governmenttenders@meteor.ie
O2	Chris Lowe	086-8143726	chris.lowe@o2.com
Vodafone	Owen Gibney	087-2971000	government.ie@vodafone.com

## **Customer Participation**

The Department of Finance maintains a list of over five thousand non-commercial public sector bodies that includes 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 are eligible to use the framework.

No obligation will exist on bodies to purchase any quantity of any service or product under the Framework.

Bodies will also remain free to source Mobile Voice and Data Services and associated products and services in part or in whole outside the Framework at their own discretion. It should be noted that any procurement of mobile services and products outside the framework is subject to the usual procurement rules and guidelines.

\* The GNPB is chaired by the Department of Finance and comprises representatives from various sectors of the non-commercial public sector.

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## *Scope*

The following table illustrates some of the services and products covered under the Mobile Framework. Please refer to the website listed at the bottom of this page for a complete list.

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

## *Buying Services & Products*

Customers have two options for procuring under the framework:

1. Customers may run a **mini-competition** by issuing a Request for Quote (RFQ) setting out their requirements and the weighting they wish to give the various evaluation criteria. A template for the RFQ is available on the Mobile Framework website (<http://mobile.gn.gov.ie>). RFQs **must** be issued to each of the 3 vendors by sending an e-mail to [mobiletenders.gn@gov.ie](mailto:mobiletenders.gn@gov.ie) (this is a mailing group established by the Department of Finance to simplify the process).
2. Customers may establish a **drawdown** agreement to a maximum of 18 months on foot of a mini-competition. Please refer to the website for more detailed information on this process.

## *Further Information*

A detailed guide on the structure and operation of the Mobile Framework can be found at <http://mobile.gn.gov.ie>.

The Contract Manager can also be contacted with any queries at:

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