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Tender

PfH Telecoms Network and Infrastructure Framework

Procurement for Housing

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

SK0925ITF

Description

Established in 2004, Procurement for Housing (PfH) is a national procurement consortium dedicated to the social housing sector and

supported by the National Housing Federation (NHF), Chartered Institute of Housing (CIH) and HouseMark. Collectively our Members

manage more than 90% of UK' social housing stock, with PfH helping them to achieve efficiency savings using a wide range of

services including framework agreements, dynamic purchasing systems, spend analyses, strategy reviews, consolidated billing and

comprehensive reporting. PfH is a contracting authority under section 2 of the Procurement Act 2023 and a centralised procurement

authority under section 1(4) of that Act.

Please refer to www.pfh.co.uk for additional information.

PfH is administered by Inprova Limited and is headquartered in the North West of England with over 20 years of expertise and

experience offering a complete procurement solutions package across outsourcing, technology and consultancy. By integrating

procurement services and technology, Inprova operates as a delivery partner, supporting business performance improvement for the

public sector.

PfH intends to establish a Framework Agreement for Telecommunications and Associated Services. The framework will provide

services and associated products relating to networking and security including cloud-based solutions, voice solutions, unified

communications, mobile communications and total communications, in addition to providing solution to support digital inclusion and

solutions utilising the Internet of Things technologies. The Framework will be divided into lots which will be set out in the Tender

Notice.

Commercial tool

Establishes a framework

Total value (estimated)

- £82,500,000 excluding VAT
- £99,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 February 2026 to 5 February 2029
- Possible extension to 5 February 2030
- 4 years

Description of possible extension:

The Framework Agreement will be let for 3 years, with an optional extension of a further 12 months.

Main procurement category

Services

Contract locations

- UK - United Kingdom

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. Lot 1 - Network Infrastructure, Services, Hardware & Cybersecurity

Description

This lot covers the design, deployment, and management of core network infrastructure, including full-fibre, leased lines, WAN/LAN solutions, and associated hardware. It supports secure, high-performance connectivity across estates, enabling digital transformation and future-proofing member networks. Services include installation, maintenance, and optimisation, with options for managed network services and hardware procurement.

Associated products and services may be tailored to meet specific member needs, supporting the effective delivery of the lot's offerings.

The provisions of this lots are available throughout the entirety of England, Wales, Scotland and Northern Ireland.

Lot value (estimated)

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 73400000 - Research and Development services on security and defence materials
- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages

- 50310000 - Maintenance and repair of office machinery
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2a. Lot 2a - Unified Communications & Collaboration (Licence based)

Description

This lot provides integrated communication solutions to support hybrid working, customer engagement, and internal collaboration across housing and public sector organisations nationwide. All products and services are licence-based, enabling flexible access and scalable deployment. Offerings include cloud telephony (VoIP, SIP Trunking, Hosted PBX), collaboration platforms (Microsoft Teams, Zoom, Webex, Slack), and unified messaging tools (voicemail-to-email, SMS gateways, internal chat). These services are designed to enhance connectivity across remote and office-based teams, with support for softphones, mobile apps, and video conferencing hardware. Associated products and services may be tailored to meet specific member needs, supporting the effective delivery of the lot's offerings.

The provisions of this lots are available throughout the entirety of England, Wales, Scotland and Northern Ireland.

Lot value (estimated)

- £12,000,000 excluding VAT
- £14,400,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 45314000 - Installation of telecommunications equipment
- 45310000 - Electrical installation work
- 50000000 - Repair and maintenance services
- 64000000 - Postal and telecommunications services
- 71316000 - Telecommunication consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems
- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2b. Lot 2b - Unified Communications & Collaboration (Pay-as-you-go)

Description

This lot offers flexible, integrated communication solutions designed to support hybrid working, customer service, and internal collaboration across housing and public sector organisations. Delivered on a pay-as-you-go basis, members can scale usage according to demand and budget. Services include cloud telephony (VoIP, SIP Trunking, Hosted PBX), collaboration platforms (Microsoft Teams, Zoom, Webex, Slack), and unified messaging tools such as voicemail-to-email, SMS gateways, and internal chat. Hybrid

work enablement is supported through softphones, mobile apps, and video conferencing hardware, ensuring seamless connectivity across remote and office-based teams.

To enhance service delivery, this lot also includes intelligent contact centre solutions with omnichannel support, CRM integration, CCaaS platforms, AI call routing, sentiment analysis, and workforce management tools. AI is selectively integrated to improve analytics, automate meeting tasks, and optimise contact centre performance without adding complexity. Analytics and reporting tools provide valuable insights into communication usage and quality. Associated products and services may be tailored to meet specific member needs, supporting the effective delivery of the lot's offerings.

Associated products and services may be tailored to meet specific member needs, supporting the effective delivery of the lot's offerings.

The provisions of this lots are available throughout the entirety of England, Wales, Scotland and Northern Ireland.

Lot value (estimated)

- £12,000,000 excluding VAT
- £14,400,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 45314000 - Installation of telecommunications equipment
- 45310000 - Electrical installation work
- 50000000 - Repair and maintenance services
- 64000000 - Postal and telecommunications services
- 71316000 - Telecommunication consultancy services
- 72000000 - IT services: consulting, software development, Internet and support

- 48000000 - Software package and information systems
- 51300000 - Installation services of communications equipment
- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Lot 3 - SmartConnect - Mobile, 5G & Hardware Solutions

Description

This lot provides mobile connectivity and infrastructure to support workforce mobility, smart estate management, and real-time data processing across housing and public sector organisations. It includes flexible mobile voice and data plans (4G/5G SIMs, pooled and unlimited data), a wide range of supported devices (smartphones, tablets, rugged hardware), and centralised mobile device management (MDM) with AI-based health monitoring. These services enable organisations to stay connected on the move and deploy smart devices across estates, enhancing operational efficiency and responsiveness.

Advanced technologies such as private 5G networks and edge computing are also included, offering high-performance wireless coverage for campuses and faster local data processing. AI is selectively applied to optimise network performance, support intelligent decision-making, and enhance analytics. Associated products and services may be tailored to meet specific member requirements, ensuring the effective delivery of the lot's offerings.

This Framework will also cover associated goods and services and will be available for use across England, Wales, Scotland, and Northern Ireland.

Lot value (estimated)

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64000000 - Postal and telecommunications services
- 30200000 - Computer equipment and supplies
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 72000000 - IT services: consulting, software development, Internet and support
- 31000000 - Electrical machinery, apparatus, equipment and consumables; lighting

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Lot 4 - Digital Inclusion, Wi-Fi & IOT Solutions

Description

This lot is designed to bridge the digital divide by delivering inclusive, affordable digital services to residents in social housing and underserved communities across the UK. It supports access to connectivity, devices, and digital skills through community Wi-Fi, affordable broadband (including social tariffs and voucher schemes), and device access programmes such as loan schemes and refurbished equipment distribution. Digital skills training is also included, with AI-personalised learning paths to support individual progress. These services are delivered in partnership with councils, charities, and social

enterprises to maximise social value and community impact.

Enhanced with IoT connectivity, this lot enables smarter, safer environments through applications such as environmental monitoring and assisted living. It includes low-power, wide-area connectivity (NB-IoT, LTE-M), scalable SIM provisioning, and AI-based anomaly detection for real-time device management. AI is also used to optimise Wi-Fi performance, personalise learning, and measure impact through sentiment analysis and inclusion KPIs. Associated products and services may be tailored to meet specific member needs, ensuring the effective delivery of the lot's offerings. This Framework will be available for use across England, Wales, Scotland, and Northern Ireland.

Lot value (estimated)

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 80000000 - Education and training services
- 98000000 - Other community, social and personal services
- 75000000 - Administration, defence and social security services
- 30200000 - Computer equipment and supplies
- 31000000 - Electrical machinery, apparatus, equipment and consumables; lighting

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

The purpose of this Framework Agreement is to provide a compliant and flexible route to market for members of PfH across England, Wales, Scotland, and Northern Ireland, as well as other public bodies permitted to use the Framework Agreement, who require services within the scope of Telecoms Network and Infrastructure.

Once awarded, PfH members and eligible users will be able to place call-off contracts directly with successful framework suppliers.

- The Direct Award Process may be used where criteria required under PA23 are satisfied.
- Or where the Customer prefers, the Competitive Selection Process as permitted under PA23 is followed.
- For Below Threshold Contracts, these conditions are not mandatory. The Customer may choose to apply them or instead select the most suitable process based on an objective assessment of which approach best delivers value for money in line with their requirements.

Each PfH member will enter into a direct contractual relationship with the appointed supplier for their call-off contract.

Call-off contract durations are expected to range from an expected minimum of 12 months up to a maximum of four years or may be project-specific. PfH members are free to determine the most appropriate contract length to meet their requirements. Framework pricing will be available as an indication of what is anticipated under the framework and bespoke pricing will be provided as determined by the member's requirements.

Suppliers are advised that they are eligible to submit bids for all Lots under this Framework Agreement. There are no restrictions on the number of Lots a supplier may apply for.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

This Framework Agreement may be used by all current members of PfH at the time of the FTS notice and those contracting authorities that become a member of PfH during the period of the Framework Agreement. This includes all contracting authorities across England, Wales, Scotland and Northern Ireland listed on the following page of the PfH website:

<http://procurementforhousing.co.uk/permissible-users/>

This includes registered providers of social housing; registered social landlords; the Northern Ireland Housing Executive; public authorities; local authorities; ALMOs; central government departments; schools, colleges, universities and other education establishments; hospital trusts, ambulance services and other NHS organisations and services; fire and rescue, police and other emergency services; passenger transport services; charities and other third sector organisations and any wholly owned subsidiaries of the above organisations. See paragraph 1.3.5 of Document 1 of the tender pack.

Participation

Particular suitability

Lot 1. Lot 1 - Network Infrastructure, Services, Hardware & Cybersecurity

Lot 2a. Lot 2a - Unified Communications & Collaboration (Licence based)

Lot 2b. Lot 2b - Unified Communications & Collaboration (Pay-as- you-go)

Lot 3. Lot 3 - SmartConnect - Mobile, 5G & Hardware Solutions

Lot 4. Lot 4 - Digital Inclusion, Wi-Fi & IOT Solutions

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

20 October 2025, 12:00pm

Tender submission deadline

3 November 2025, 12:00pm

Submission address and any special instructions

<https://www.mytenders.co.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 January 2026

Award criteria

Lot 1. Lot 1 - Network Infrastructure, Services, Hardware & Cybersecurity

Name	Type	Weighting
Lot 1 - Network Infrastructure, Services, Hardware & Cybersecurity	Quality	60.00%
Lot 1 - Network Infrastructure, Services, Hardware & Cybersecurity	Price	40.00%

Lot 2a. Lot 2a - Unified Communications & Collaboration (Licence based)

Name	Type	Weighting
Lot 2a - Unified Communications & Collaboration (Licence based)	Quality	60.00%
Lot 2a - Unified Communications & Collaboration (Licence based)	Price	40.00%

Lot 2b. Lot 2b - Unified Communications & Collaboration (Pay-as- you-go)

Name	Type	Weighting
Lot 2b - Unified Communications & Collaboration (Pay-as- you-go)	Quality	60.00%
Lot 2b - Unified Communications & Collaboration (Pay-as- you-go)	Price	40.00%

Lot 3. Lot 3 - SmartConnect - Mobile, 5G & Hardware Solutions

Name	Type	Weighting
Lot 3 - SmartConnect - Mobile, 5G & Hardware Solutions	Quality	60.00%
Lot 3 - SmartConnect - Mobile, 5G & Hardware Solutions	Price	40.00%

Lot 4. Lot 4 - Digital Inclusion, Wi-Fi & IOT Solutions

Name	Type	Weighting
Lot 4 - Digital Inclusion, Wi-Fi & IoT Solutions	Quality	60.00%
Lot 4 - Digital Inclusion, Wi-Fi & IOT Solutions	Price	40.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613528

Document 1 - PA23 - ITT - PfH Telecoms Framework

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613530

Document 2 - PA23 - Instructions to Tenderers

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613532

Document 3 - PA23 - Evaluation Criteria

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613533

Document 4 - PA23-Framework Scope and Requirements

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613536

Document 5A - Procurement Specific Questionnaire (PSQ)

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613538

Document 5B - PSQ Scoring Methodology

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613540

Document 6A - ITT Template - Final

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613548

Document 6B - ITT Scoring Methodology & Note

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613549

Document 7- Pricing Schedule

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613550

Document 8 - Framework Agreement-Template

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613552

Document 9- Call Off Contract and Conditions - Template.

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613555

Document 10 - Tender Certificates.

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613557

Document 11- Quantum Gen 2 form Template.

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=613560

Document 12 - Tender Submission Checklist

Contracting authority

Procurement for Housing

- Public Procurement Organisation Number: PRLY-9676-WPTJ

2 Olympic Way

Birchwood, Warrington

WA2 0YL

United Kingdom

Contact name: Stephanie Johnston

Email: sjohnston@pfh.co.uk

Website: <http://www.procurementforhousing.co.uk>

Region: UKD61 - Warrington

Organisation type: Public authority - sub-central government