Frequently Asked Questions – Telecommunications Framework

Q. A supplier isn't listed on the framework; can I invite them to quote/mini competition?

A. No only suppliers listed on the framework can be invited

Q. Can I invite a supplier listed on another framework to quote/mini competition?

A. No only suppliers listed on the Jisc framework can be invited

Q. I have had issues with a supplier in the past, can I deselect them from my quote/mini completion?

A. No, if you are going to mini competition all of the suppliers on the lot must be invited. Any issues can be raised to the contract manager

Q. Can I select any supplier on the framework and purchase from them directly?

A. If the top supplier on a lot meets your requirements you are able to place an order directly with them. If your requirements differ then you must open up competition and invite all suppliers on the lot.

Q. Where can I find the terms and conditions for a supplier?

A. Terms and conditions for suppliers are on the Jisc community pages. You will require a log in to access this page https://community.jisc.ac.uk/groups/telecommunications-framework

Q. Can I add in additional criteria for the weightings?

A. No, no further criteria can be added into the weightings however the weightings % can be altered as per the Buyer's Guide.

Q. Does the framework cover schools?

A. Section 2 of the Buyer's Guide covers who can use the framework. There are also membership lists for several purchasing consortia who are able to use the framework. If a school is part of a purchasing consortia they would be eligible to use the framework.

Q. Does the framework cover local authorities and councils?

A. Section 2 of the Buyer's Guide covers who can use the framework. There are also membership lists for several purchasing consortia who are able to use the framework. If they are part of a purchasing consortia they would be eligible to use the framework.

Q. Can this framework be used to purchase SIP trunking?

A. No this framework cannot be used to purchase SIP trunking. Jisc does have a Telephony Purchasing Framework and further details can be found here https://community.jisc.ac.uk/groups/telephony-o

Q. Will my call off contract from the framework need to expire in line with the framework agreement expiry?

A. No, the call off contract must be awarded before the framework expires, but does not have to expire the same time as the framework agreement.