



Value delivered

Telecoms Network and Infrastructure Framework



Value delivered

Telecoms Network and Infrastructure Framework

Key facts:

Framework term:
23 February 26 – 22 February 29

Duration:
36 months + 12 months (3 years + 1)

Total lots:
5

Total suppliers:
14

Framework access:
Direct award and mini-competitions

Estimated total value excluding VAT:
£59m

Procurement procedure:
Open Procedure

Quality / price split:
60 % quality / 40% price

Main CPV Code:
64200000-8 - Telecommunications services

FTS Contract Notice:
20250922-000002 (2025/S 000-058667)

Background

Social housing organisations operate in an increasingly complex telecoms environment shaped by rapid technological change, fragmented supplier markets and rising expectations for resilient, secure digital infrastructure. Connectivity now sits at the heart of modern service delivery, supporting everything from hybrid working and cloud adoption to citizen services, real time data sharing and frontline operations.

Yet despite this critical role, telecoms procurement is often slowed by inconsistent pricing, unclear service definitions and a landscape where new technologies emerge faster than traditional frameworks can keep pace. Many buyers face the challenge of comparing diverse solutions while ensuring compliance, best value and long term digital readiness.

Our updated UK wide Telecoms Framework is designed to remove that complexity. By bringing structure, transparency and specialist market insight to an otherwise fragmented sector, the framework gives public sector teams a more confident, strategic and future proof route to sourcing the connectivity and communications services they rely on.

It enables organisations to reduce procurement friction, unlock clearer decision making, and ensure their telecoms environment is aligned with broader digital transformation ambitions, all while maintaining robust compliance across every stage of the process.

Inside our framework

Our Telecoms Framework brings together a rigorously evaluated selection of suppliers across a clearly defined set of specialist lots covering the full breadth of connectivity, communications and emerging digital technologies. This structure enables social housing landlords to source everything from core network services and cloud-based telephony to mobile, 5G, Wi Fi, IoT and digital inclusion solutions – all through a single, compliant route.

Each supplier on the framework has been assessed for technical capability, quality, resilience and value, ensuring that every option available is pre-vetted and ready for immediate procurement. By consolidating traditional telecoms services with newer, future focused technologies, the framework

provides a cohesive and consistent way for landlords to meet their evolving digital needs.

What sets this framework apart is its alignment to modernisation across the social housing sector. It brings established telecoms provision and innovative digital solutions into one place, supporting organisations as they upgrade legacy systems, strengthen connectivity and introduce more advanced resident facing services.

In summary, the framework offers a structured, comprehensive and forward-looking route to the telecoms capabilities required across the social housing landscape, with detailed lot information provided in the following section.

Who can access this framework

This framework is available for use by any contracting authority across the United Kingdom.

How we manage your contract

Our team is on hand to support you throughout the procurement process either acting as an extension of your internal procurement process or as a fully outsourced solution dependent upon your requirements, providing hands-on category expertise and support to aid the delivery of an optimal contract environment.

We will manage the tender process with you right through to contract award to ensure you get the most competitive pricing and best service delivery from our suppliers based on your specific needs.

Our bespoke platform and data rich environment enable us to interrogate contracts to give you the tools to drive value through the life of the agreement, tackle non-compliance, undertake trend analysis and standardise product ranges to improve the bottom line.

Why use this framework



One comprehensive, fast and compliant route to all telecoms services

This framework brings every core and emerging telecoms service into a single, UK wide route to market. With the option to award directly for a fast turnaround or run a mini competition where needed, it removes the need for multiple procurements. By consolidating network infrastructure, cybersecurity, unified communications, mobile and 5G, IoT, Wi Fi and digital inclusion into one place, it eliminates fragmented purchasing and gives landlords clearer choice, simpler navigation and the ability to source interconnected solutions through a unified, fully compliant structure.



National, regional and local reach

The framework provides a single, easy to navigate route for social housing landlords across the UK. Its specialist lot structure supports national, regional and local requirements, enabling access to the full breadth of telecoms services, from core network infrastructure and cybersecurity to mobile, 5G, Wi Fi, IoT and digital inclusion, without needing multiple frameworks.



Future ready design shaped around emerging technologies

Built to support both current and fast-growing telecoms needs, the framework includes modern technologies such as IoT connectivity, digital inclusion solutions and flexible unified communications models (licence based and pay as you go). This ensures landlords can adopt innovative services confidently, scale as needs evolve and maintain a digital estate that keeps pace with sector expectations.



Exceptional, personalised support from sector specialist procurement experts

Members consistently tell us that our people set us apart. From first enquiry to contract award, our team provides clear guidance, rapid responses and proactive, hands-on support. Whether navigating complex requirements, working to tight deadlines or seeking reassurance on compliance, landlords benefit from knowledgeable, approachable professionals who go above and beyond to keep the process smooth, efficient and stress free.



Flexible, scalable connectivity options

Whether landlords need foundational network upgrades or advanced, digitally enabled services, the framework offers the flexibility to scale. From cloud-based telephony and unified communications to IoT deployments and high-speed mobile connectivity, members can choose the solutions that best align with their operational needs and digital strategy.



Smarter contract and supplier management through Quantum

Quantum gives landlords a clearer, more confident way to manage their contract and supplier activity. The platform brings contract data, performance information, spend insight and compliance indicators into one place, reducing administrative effort and improving decision making. With tools for price validation, performance tracking, analysis and oversight, Quantum helps ensure value for money and frees teams from time consuming manual tasks.

The framework tender and evaluation process

A total of 22 organisations submitted bids for the framework, with 20 meeting the requirements of the initial selection stage and progressing to full evaluation. These suppliers were assessed on their technical capability, service quality, pricing and overall suitability, with moderated scoring used to ensure consistency. At the end of the process, 14 suppliers were awarded places on the framework, representing a strong and diverse pool of providers able to meet the full range of telecoms needs.

The lot structure

The framework is built around a clearly defined five-lot structure, ensuring that organisations can access both specialist telecoms services and broader end-to-end connectivity solutions through a single, streamlined route. Each lot is designed to cover a distinct area of capability while still offering flexibility in how services are delivered.



Lot 1**Network infrastructure, services, hardware & cybersecurity**

This lot brings together suppliers who can deliver the core components of modern network environments. It includes wide-area and local network services, managed network solutions, hardware supply, and a range of cybersecurity measures designed to protect organisational infrastructure. Buyers can use this lot to strengthen resilience, upgrade legacy systems and ensure secure, high-performance connectivity across their estates.

Lot 2a**Unified communications & collaboration (licence-based)**

Lot 2a offers access to licence-based unified communications platforms, including cloud telephony, collaboration tools, video-conferencing solutions and integrated communication systems. This lot is suited to organisations adopting structured licences and platform-based service models, enabling predictable costs and long-term digital transformation.

Lot 2b**Unified communications & collaboration (pay-as-you-go)**

Lot 2b provides flexible, consumption-based unified communications services. It supports buyers who prefer to scale usage up or down without committing to long-term licences. This can include cloud calling, instant messaging, conferencing and other collaborative services purchased on a pay-as-you-go basis.

Lot 3**SmartConnect: Mobile, 5G & hardware solutions**

This lot provides organisations with comprehensive mobile connectivity options, including business mobile contracts, sim services, mobile devices and ongoing support. It also incorporates advanced 5g-enabled solutions for high-speed and low-latency applications.

Lot 4**Digital inclusion, Wi-Fi & IoT solutions**

Lot 4 brings together suppliers offering community-focused and technology-driven connectivity services. This includes digital inclusion initiatives, Wi-Fi deployments for estates or public spaces, and IoT-enabled solutions such as environmental sensors, asset monitoring and connected devices. The lot supports organisations aiming to modernise services, increase accessibility and adopt smart technologies.

Suppliers

Lot 1 Network infrastructure, services, hardware & cybersecurity

Rank	Supplier
1	Social Telecoms CIC
2	HybrIT Services
3	SCG Corporate
4	Britannic Technologies Ltd
5	Central Networks
6	Daisy Communications Limited
7	CloudClevr Ltd.
8	MLL Telecom Ltd

Lot 2a Unified communications & collaboration (licence-based)

Rank	Supplier
1	SCG Corporate
2	Social Telecoms CIC
3	HybrIT Services
4	Exchange Communications
5	Britannic Technologies Ltd
6	Daisy Communications Limited

Lot 2b Unified communications & collaboration (pay-as-you-go)

Rank	Supplier
1	Incline-IT
2	Social Telecoms CIC
3	Britannic Technologies Ltd
4	Daisy Communications Limited

Lot 3 SmartConnect: Mobile, 5G & hardware solutions

Rank	Supplier
1	Social Telecoms CIC
2	Daisy Communications Limited
3	Kestronics Limited
4	SCG Corporate
5	Abzorb Systems Ltd

Lot 4 Digital inclusion, Wi-Fi & IoT solutions

Rank	Supplier
1	Social Telecoms CIC
2	MLL Telecom Ltd
3	Daisy Communications Limited
4	Avoira Limited
5	Database for Business Ltd (dbfb)

How to access the framework



Step 1

Contact us to discuss the framework and your requirements.



Step 2

Establish whether the framework is suitable for your specific requirements.

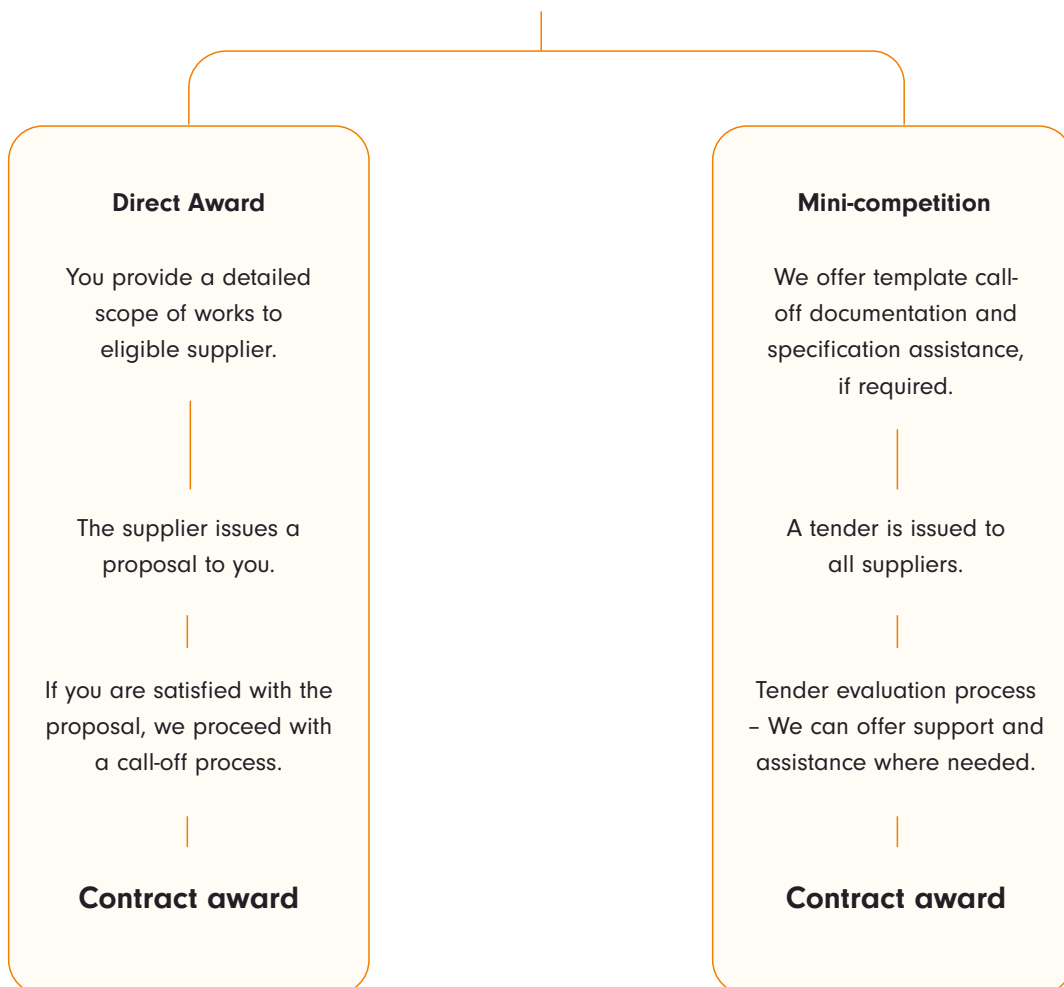


Step 3

If you're not one of our members, simply fill in your details [here](#).

Once you are a member

Once a member, we will work with you to establish the best procurement options for you, either direct award or mini-competition.



Unlocking even more value!



Technologies for Independent Living: Telecare and Telehealth (TIL) Framework

Our TIL Framework provides a fully compliant, streamlined route to procure the essential technology, infrastructure and logistics solutions that support modern housing organisations. Bringing together a wide range of digital hardware, IT equipment, infrastructure services and deployment support into one comprehensive agreement, it offers multiple specialist lots and access to rigorously pre-qualified suppliers. Available to our Members across the UK, it is designed around member insight and evolving digital requirements, delivering efficiency, value for money and simplified supplier management while covering everything from end user devices and networking equipment to installation, configuration and organisation wide technology rollouts.



Business Solutions Framework

Our Business Solutions Framework provides a fully compliant, streamlined route to procure essential business and operational services. Bringing together previous office, janitorial, workwear, and print frameworks into one comprehensive agreement, it offers ten specialist lots and access to rigorously pre-qualified suppliers. Designed around member insight and market needs, it delivers efficiency, value for money, and simplified supplier management while covering everything from office supplies and PPE to digital transformation and workplace solutions.



Social Housing Emerging Disruptors (SHED) 5 Framework

Our SHED 5 Framework provides a fully compliant, streamlined route to procure the latest disruptive technologies transforming the social housing sector. Designed to remove the barriers that often prevent landlords from accessing emerging solutions, SHED 5 brings supplier led innovation, cutting edge digital tools and next generation building technologies together in one comprehensive agreement. With a single lot covering advanced IoT diagnostics, digital compliance, energy and carbon reduction solutions, property safety innovations and more, the framework gives members access to rigorously evaluated suppliers leading the way in housing technology. Built around member insight and a rapidly evolving market, SHED 5 offers faster access to innovation, reduced procurement hurdles and a simpler path to adopting future focused solutions that support compliance, building safety and net zero ambitions.



Consultancy Services

Our comprehensive range of Consultancy Services is designed to transform your procurement processes and drive value for your organisation. Our services include everything from Tender Management, Spend and Cost Insights, and Supply Chain Optimisation to Procurement Maturity Assessment, Toolkits and Training, as well as Procurement Reform Readiness Assessment. We tailor our approach to meet the unique needs of each customer, ensuring alignment with organisational objectives, improved operational efficiency, and enhanced value creation.

Who we are

20
+

Years supporting social housing sector organisations

30
+

Framework and DPS solutions at your fingertips for quick reliable, compliant, and cost-efficient procurement

1100
+

Brilliant members



A team of talented, experienced and qualified category-specific, procurement professionals, here for all your procurement needs; including expert advice and analysis



Access to a compliant pool of quality suppliers, ranging from national suppliers to local SMEs and social enterprises



Unmatched procurement technology platform, Quantum – your gateway to greater control, visibility, and insight



Quantum: The smarter way to manage your contracts

Maximise value with full visibility of your supply chain.

When you're juggling dozens of suppliers and contracts, it's easy for costs, compliance, and performance to slip through the cracks. Quantum brings everything together, giving you instant insights across your entire supply chain.

Our cloud-based platform provides a **single interface** for all your framework spend, providing **spend and contract management tools** to deliver **sustainable value** from your supply chain across the **lifecycle of your contract**.

Quantum offers **control, transparency and insight** that enable you to make informed business decisions, drive and maintain **value for money** across your third party spend.

With Quantum, you'll see how suppliers contribute to spend, social value, and performance all in one place.

Used alongside our compliant procurement solutions, Quantum helps you make fast, data-driven decisions that deliver better outcomes for your organisation and your customers.

With Quantum, you can:



Get an overview of your supply chain, including contracts and spend.



Drive compliance and prevent maverick buying behaviour.



Track and optimise spend and performance.



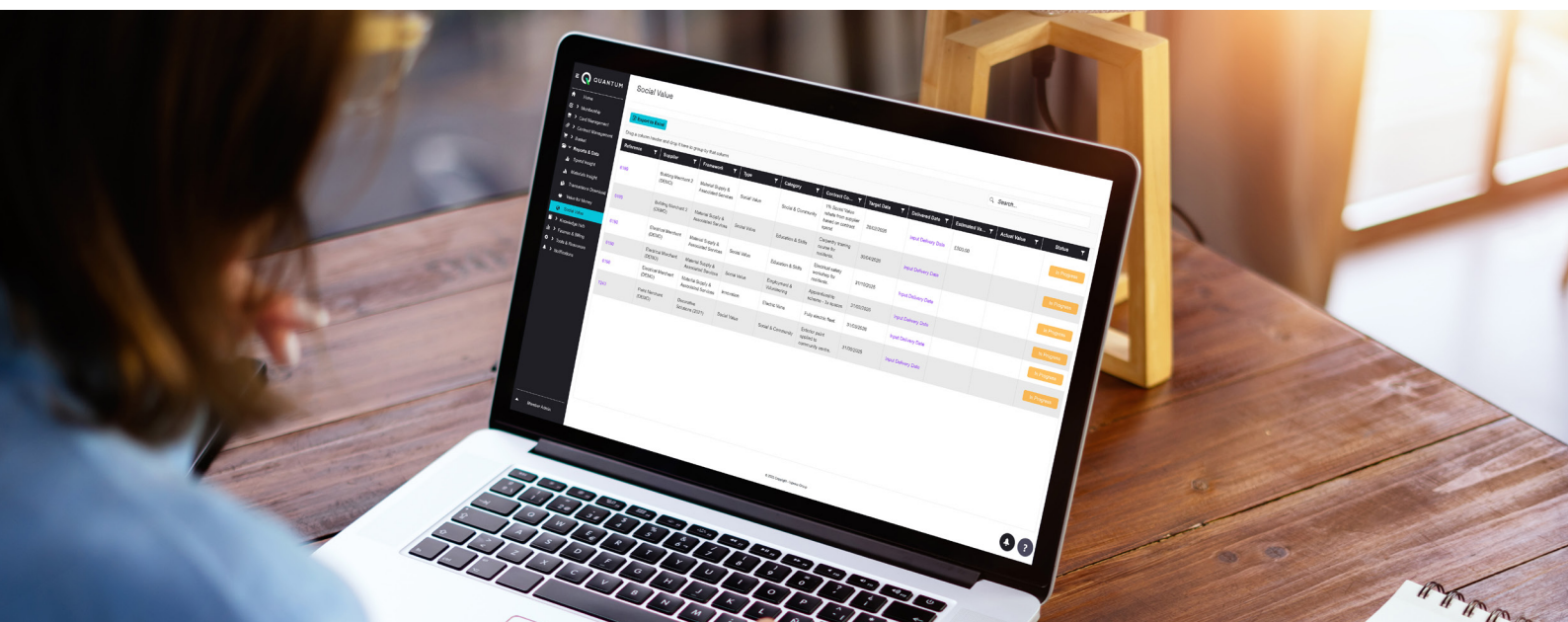
Save time, reduce errors, and focus on the work that matters.



Identify trends, spot risks, and make data driven decisions.

Ready for clarity, control, and confidence across your contracts?

Reach us at quantum@pfh.co.uk to discover how Quantum could work for you.



Why work with us

Working with PfH Scotland on your next project gives you access to the following benefits:

£44m Cost savings

Keep the cost of completing your project within your budget with our procurement consultancy services and compliance solutions that give access to a ready pool of suppliers, manufacturers and contractors. We've made over £44m direct savings for our members in 2025.

Great value

Get the most from your budget with our advanced contract and spend management technology and rigorous and collaborative approach to finding suitable suppliers for your needs.

Improved efficiency

No matter how complex your projects are, you can outsource your procurement and purchasing management needs to us, and we will ensure efficiency and quality of service.

Give back: £2m+ social value

Support your mission to give back to the community through our compliance solutions that track social value. We have created £2.17m of tangible value that has positively impacted people's lives in 2025 alone.

Saved time and cost

Simplify your invoicing process and free up valuable time for more critical tasks. We have saved 20,000+ working days and £1.7m+ in administration costs by providing consolidated billing to our clients since 2019.

Rapid results

Start work on your project without the long wait with our vetted network of suppliers, manufacturers and contractors, who are ready to meet your programme goals and are easily accessible via direct awards or mini competitions.

Peace of mind

Skip the stress by staying compliant and maintaining industry safety standards with our expertise and pre-vetted suppliers.

What our members say

“

Bespoke procurement advice for your business

Their services extend beyond the ability to get quick and easy access to contractors. They offer procurement advice, peer review and many other benefits whilst meeting all procurement guidelines. I would recommend joining the framework, they will provide your business with bespoke procurement advice around your business needs.

Graham McDowall,

Project Manager,
Ng Homes

“

The Quantum platform has been essential

in helping us understand our purchasing patterns better. Quantum has provided us with clear reports and insight into our spending patterns and potential opportunities for consolidation and standardisation, informing and improving our decision-making process. It's allowed us to run a series of more effective tender processes for material purchasing and continually push for savings with suppliers. The team at Quantum are also continually developing new features to assist us with better understanding and interpreting our data.

Aaron Lewis,

Senior Contracts Manager for Repairs & Maintenance, Housing and Landlord Services, Bristol City Council

“

Excellent industry wide knowledge

The staff are incredibly responsive to requests and provide excellent industry wide over-sight and knowledge to enable us to make the right decisions, ensuring we are always providing a high quality, value for money service.

Steve Preston,

Head of Operations APS,
Leeds Federated Housing

“

Hands-on support and relevant frameworks

We always find them to be very helpful and knowledgeable and have lots of relevant frameworks for us to access. They are a very helpful resource; we find them to be very hands on and nothing is too much trouble.

Carmen Young,

Procurement Officer,
Bromsgrove District Council

Our ESG commitments

At PfH, everything we do is rooted in a single purpose: to positively impact people's lives. We use procurement as a force for good - driving social value, environmental progress and responsible growth, and creating meaningful change through our solutions and services.

Our ESG achievements in 2025

 <p>1</p> <p>Generating social value through empowered employees and meaningful community engagement</p> <p>£2.17m generated in social value contributions - up 8.5% year-on-year</p> <p>£23,116 raised at PfH event, co-hosted with suppliers, to support 1,000 local children</p> <p>£1,500 raised by PfH staff and suppliers to buy Christmas toys</p>	 <p>2</p> <p>Creating opportunities for local SMEs, community enterprises and high tech suppliers</p> <p>£193.5m spend with SME suppliers</p> <p>£3.2m spend with high and medium tech organisations (target was £3m) - up 52.3% year-on-year</p> <p>£2.1m with high and medium tech suppliers</p>	 <p>3</p> <p>Looking after our people, members and suppliers with respect, fairness, and transparency</p> <p>100% of suppliers paid within 30 days</p> <p>73 Net Promoter score, up 23.7% year-on-year (a score over 50 demonstrates great customer experience)</p>	 <p>4</p> <p>Becoming a net zero business and supporting members and suppliers to do the same</p> <p>£50.8m spend on net zero carbon</p> <p>5 people in the business are now driving EV cars, a 150% rise year-on-year</p> <p>9 staff took part in a Green Away Day with City of Trees to restore local biodiversity and enjoy nature</p>
---	--	---	---

By applying what we've learned from measuring our own ESG impact, we're enabling members to track theirs - through a social value dashboard in our spend and contract management platform, Quantum.



"Over the past year, Clarion Futures has been able to achieve transformational impact for our residents and communities, thanks to the incredible support of our social value partners...I want to express my sincere thanks to Travis Perkins, City Electrical Factors, and Procurement for Housing (PfH) for their continued commitment to improving lives and building thriving communities."

Siarah Meah, Social Value Manager,
Clarion Futures (part of Clarion Housing Group)



How we can help

We are Procurement for Housing, a technology-enabled procurement partner. We work with leading organisations in the social housing sector to help manage spend better, drive sustainable value, and improve operational efficiency. At the heart of everything we do is our commitment to positively impact people's lives.

We provide procurement consultancy, compliant solutions such as frameworks and Dynamic Purchasing Systems (DPS), and procurement technology and analytics through our Quantum platform across the social housing sectors.

Get in touch to discuss your challenges or to find out more about how we can add value to your organisation.

Get in touch!



[01925 282 398](tel:01925282398)



info@pfh.co.uk



www.pfh.co.uk