



# Office of Government Procurement (OGP) Mobile Voice & Data Framework LOT 1

## Frequently asked questions

### **What is the OGP Mobile Voice & Data Framework Lot 1?**

The OGP Lot 1 Mobile Voice & Data Framework contract is a framework contract designed to make it easier for smaller public sector bodies with an annual mobile spend of €25,000 or less to get better commercial rates and service by streamlining procurement. The OGP have already run a competition on behalf of these agencies, providing the procurement cover needed for mobile voice and data services.

### **What agencies can take advantage of the OGP Mobile Voice & Data Framework Lot 1?**

Any public sector funded agency with an annual mobile voice and data spend of €25,000 or less qualifies. If you're unsure if your agency qualifies, please contact Three at [framework@three.ie](mailto:framework@three.ie) and a member of the public sector team will be in touch to help.

### **How does an agency take advantage of the framework?**

The OGP has taken every step to make it easy for agencies to sign up to the benefits of this framework. There is a **simple one-page document** [NAGSF URL] with the agency details needed to sign up to the terms of the framework. Please contact [framework@three.ie](mailto:framework@three.ie) and a member of the public sector team will make be in touch to help.

### **What is the contract period of the framework?**

The framework provides a standard 24 month contract period in line with standard mobile contract timeframes.

### **How can an agency be sure they're getting the best commercial rates available?**

The OGP runs an annual competition with all qualifying mobile operators. This is strongly contested, and

commercial rates feature strongly in scoring. Customer service and network performance are also considered. The OGP offers oversight of all contracts signed up to under the framework, ensuring the agreed commercial rates are applied.

### **What services are available under the framework?**

The framework provides for a range of voice and data services, including:

- Data only services – mobile broadband with a range of data devices and data bundles
  - Voice and text services – for users that require a voice only service without data or smart device
  - Voice, text, and data services – agencies may have a variety of voice and data requirements.
- There is large a range of devices and tariffs available to meet all types of user needs.

### **How does an agency move from their current operator to Three on the framework?**

Questions about moving operators to Three should be directed to [framework@three.ie](mailto:framework@three.ie) where a member of our team will be happy to help. There is an agreed standard process among mobile operators and ComReg (the regulator) ensures movement between operators is seamless.

### **Who should I contact for more help understanding the framework?**

Please get in touch with us at [framework@three.ie](mailto:framework@three.ie) with any questions. We look forward to working with you and welcome the opportunity to answer your questions. Three is committed to delivering the best possible experience and we have invested in a dedicated team to support your agency.