

INSTALLATION
TECHNOLOGY



INSTALLATION
TECHNOLOGY

IAAS - 4G, 5G & PRIVATE NETWORKS -
SERVICE DEFINITION



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1 Introduction

This service definition for 4G, 5G mobile & Private Networks services provides the information highlighted in the contents table along with contact details to engage with us.

1.1 How to use this document

This service definition document is an active document which means you can click on the links provided to navigate the document, viewing only those specific sections you are interested in during the different phases of your buying process. There are also links to enable you to return to this section to speed up the reviewing process.

1.2 Accessibility Compliance

All our documentation is compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 and has passed WCAG Level AA without warnings.

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3 The Service

Introduction

We work with the world's leading manufacturers to design and deploy high performance and cost-effective radio networks in a wide range of operational environments. We are currently deploying the largest DAS neutral host 4G and 5G network in the UK within the underground sections of the London Underground, having previously installed their first public 4G service on the Jubilee Line in 2020.

We continue to implement the enabling infrastructure within the London Underground for the UK Emergency Service Network (ESN), one of the world's largest private networks, a project we started in 2016. This mission critical network will provide the UK emergency services with voice and data services to improve front line operations.

From Neutral Host & Private Networks to Professional Mobile Radio (PMR) solutions (known in the UK as private mobile radio), we provide advice and guidance on the most appropriate radio solution to meet your requirements.

To understand how we can tailor our services to meet your requirements, please contact us at enquiries@Installationtechnology.com, or call us on +44 1189 699 777.

3.1 Service overview

Installation Technology engages with our customers following our consult, design, deliver and manage process. We are vendor agnostic, choosing the right solution based on your requirements. We supply, install and maintain solutions across the following areas;

- 4G & 5G Private Networks
- Neutral Host solutions
- O-RAN solutions
- Small Cell
- Repeaters
- Mobile radio and two-way transceiver
- Point to Point and/or point to multipoint

- Secure radio and support equipment
- PMR
- Compliance with all prevailing radio standards, including TETRA (Terrestrial Trunked Radio)
- Closed user groups
- Wireless intra-site connectivity

We are trained and accredited to design, install and maintain equipment from all major manufacturers and comply with all current regulations.

Our services are implemented through a disciplined project management method (refer to section 4.1) with the capability to work in challenging operational environments.

Installation Technology holds both Cyber Essentials and ISO 270001 accreditations.



3.2 Service pricing

Our solutions are competitively priced and provide good value for money. Refer to our service offer price card for our framework rates.

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4 Outline Implementation Plan

Installation Technology's services, where applicable, support the Government ICT Strategy.

4.1 Planning your project

When planning your project, the follow needs to be taken into consideration:

- Working day: 8 hours exclusive of travel
- Working week: Monday to Friday excluding bank holidays
- Office hours: 09:00 - 17:00 Monday to Friday
- Service Centre: 24/7/365
- Minimum charging period: Consultancy - one day
- Travel, Subsistence and Mileage: Payable at rates to be agreed at point of sale

The solution implementation method our Project Managers (PMs) follow is:

Pre-Project planning

- Installation Technology will assign a PM who will facilitate meetings between our Solution Architects & the designated customer contact. At the meetings, we will review all aspects of the customer's business need and our proposed solution to ensure all parties have a detailed understanding of the solution to be implemented and their obligations to the project.
- The PM will facilitate implementation workshops with all appropriate customer stakeholders to co-create the Scope of Works, Project Plan, governance process & define roles & responsibilities.

Project Kick-off

- The PM will chair and facilitate workshops that include introductions, onboard project teams, and define clear objectives & success criteria.
- PM will produce a Project Initiation Document (PID) that highlights risks, assumptions, dependencies, timelines, controls, tolerances & project scope, boundaries & exclusions.

Detailed Technical Scoping

- The PM will facilitate; workshops, onsite surveys & system audits to further analyse existing systems/infrastructure & validate the optimum implementation sequence.

- Communicate technical variations to stakeholders.

4. Procurement & Prerequisites

- Procure hardware & software, pre-stage & deliver to site in advance of implementation.

5. Full Service Implementation & Configuration

The PM will manage the project team of Implementation engineers and testers who will:

- Conduct (FAT) Factory Acceptance Testing on the hardware to ensure it operates to specification.
- Configure & deploy systems & conduct (SAT) Site Acceptance Tests to ensure systems function as designed, inc availability, management & performance functions.
- Conduct System Integration Testing (SIT) to assure interoperability.

- Migrate & commission systems as planned, inc a period of adds, removes & changes.
- Conduct optimisation & security audits to ensure deployed systems are hardened & compliant with customer's compliance policies/standards.
- System handover into service following intensive onsite monitoring period.
- Complete Project Closure, Handover & Post Project Review

The PM will:

- Facilitate a project closure meeting with the customer to confirm the project scope has been delivered.
- Hand over all documentation.
- Conduct a lessons learnt review to apply to future projects.

4.2 Accreditation, Standards and Memberships

Installation Technology are accredited to the following standards:

Standard Body	Identifier/standard	Standard Description
ANSI / TIA	TIA-569-E	Telecommunications Pathways and Spaces
ANSI / TIA	TIA-568 SET	Commercial Building Telecommunications Cabling Standard (SET) C.2, C.2-1, C.2-2,4.D,0.D,0.D-1,1.D,3.D
ANSI / TIA	TIA-568 SET	Commercial Building Telecommunications Cabling Standard (SET) 3-D-1,1-D-1,4-D,0-D,0-D-1,1-D,3-D,2-D
ANSI / TIA	TIA /1005	Telecommunications infrastructure standard for industrial premises, addendum 1, Industrial pathways and spaces
Standard Body	Identifier	Standard Description
British Standard	BS 9991:2024	Fire Safety in the Design Management and use of Residential Buildings. Code of Practice
British Standard	BS EN ISO 9001:2015	Quality Management Systems
British Standard	BS ISO 14001:2015	Environmental Management Systems
British Standard	BS ISO 45001:2018	Occupational health and safety (OH&S) management systems

British Standard	BS 5839-8:2023 - TC	Fire Detection & Fire Alarm Systems for Buildings - Design, Installation, Commissioning & Maintenance of Voice Alarm Systems. Code of Practice
British Standard	BS EN ISO/IEC 27002:2022 Ex Comm	Expert Commentary for (BS EN ISO/IEC 27002:2022) Information Security, Cybersecurity and Privacy Protection. Information Security Controls
British Standard	PAS 8672:2022	Built Environment Framework for competence of Individual Principal Contractors Framework for Contractors. Specification
British Standard	PAS 8671:2022	Built Environment Framework for competence of Individual Principal Designers. Specification
British Standard	BS EN ISO 9999:2022	Assistive Products. Classification and Terminology
British Standard	BS ISO/IEC 14763-3:2014+A1:2018	Information Technology. Implementation and Operation of Customer Premises Cabling - Testing of Optical Fibre Cabling
British Standard	BS 5839-1:2017	Fire Detection and Fire Alarm Systems for Buildings - Code of Practice for Design, Installation, Commissioning and Maintenance of Systems in Non Domestic Buildings.
British Standard	BS849:2016+A1:2017	Telecommunications Equipment and Telecommunications Cabling. Code of Practice for Fire Performance and Protection.

British Standard	BS 6701:2016+A1:2017	Telecommunications Equipment and Telecommunications Cabling. Specification for Installation, Operation and Maintenance.
British Standard	BS 9999:2017 Ex Comm (Fire)	Expert Commentary on BS9999:2017 Fire Safety in the Design, Management and use of Buildings. Code of Practice
British Standard	BS 9991:2017	Fire Safety in Design, Management and use of Buildings. Code of Practice.
British Standard	BS EN ISO/IEC 27002:2017	Information Technology. Security Techniques. Code of Practice for Information Security Controls.
British Standard	BS EN ISO/IEC 27001:2017	Information Technology. Security Techniques. Information Management Security Systems. Requirements.
British Standard	BS EN 54-16:2008	Fire Detection and Fire Alarm Systems - Voice Alarm Control and Indicating Systems
National Cyber Security Centre (NCSC)	Cyber Essentials	Government backed Cyber security scheme
NICEIC	BS 7671	Approved Contractor
RISQS	89 RCCL CODES	Railway Industry Supplier Qualification Scheme (RISQS) Audited member – 2673

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Maintain the following memberships and certificates:

- HSG 65 - Occupational health and safety management systems
- The Construction (Design and Management) (CDM) 2015, compliant
- Fibreoptic Industry Association (FIA) member
- Institute of Environmental Management Assessment (IEMA) affiliate member
- CIRAS Membership
- CHAS Accreditation Certificate
- Avetta-Supplier Chain Risk Management
- FIRAS 3rd Party installer
- Member of the Fire Protection Association
- The Institute of Occupational Safety & Health (CMIOSH) Chartered Member
- Environment Agency - Upper Tier Waste Carrier & Broker - CBDU62406
- Occupational Health Support – Express Medicals Work Health Services
- FORS Silver Registered
- The Diversity Trust
- City & Guilds
- The London Partnership

5 Environmental responsibility

Installation Technology is an environmentally conscious organisation and as such acknowledges the potential impact our organisation may have on the environment. Our continuing priority is a commitment to improving overall corporate environmental performance. We comply with all legislation, regulations and industry codes associated with the impact on the environment. We have published our carbon reduction plan, making a public commitment to achieving Net Zero emissions by 2035, fifteen years ahead of the government target of 2050.

We are committed to preventing pollution and are continually improving our environmental performance. Our corporate environmental objectives are fully documented along with associated targets, which are regularly monitored, reviewed and audited.

The critical components of our environment policy are to:

- Comply with all environmental legislation, codes of practice and guidance produced by regulatory bodies, wherever they are applicable
- Give all our employees the necessary resources, equipment, information, instruction and training to fulfil the requirements of our policy
- Maintain an environmental management system in accordance with the provisions of BS ISO 14001:2015, as defined within the scope of our environmental management systems
- Prevent pollution to the environment by ensuring that we manage the disposal of waste materials responsibly
- Minimise our contribution to landfill through re-use and recycling

- Work closely with local businesses, communities and suppliers to encourage a commitment to the continued improvement of the environment.

6 Social Value

Social Value is a broader understanding of value. It moves beyond using money as the main indicator of value, instead putting the emphasis on engaging people to understand the impact of decisions on their lives.

At Installation Technology, we believe our people are our primary asset, which is why we make the safety and wellbeing of everyone our upmost priority. We invest a great deal not only in developing our people's skills and knowledge in technology, but also their well-being and the welfare of those around us.

We operate a thriving apprenticeship and work placement programme to provide opportunities for young people from diverse backgrounds. We offer students the opportunity to broaden their professional and social network, whilst gaining invaluable skills in our industry.

Our mission is to create meaningful work experience/placement programmes for students and recent graduates, enabling them to develop marketable, transferable skills and stand out as future applicants in a competitive global job market.

We encourage our people to uphold our core values, be agile, trustworthy and approachable.

'Our policies state our ambitions and provide guidance, but it is our people that we empower to make decisions and drive social value every day.'

Ian Parris, CEO Installation Technology

7 Health and Safety

The health, safety and wellbeing of all our staff, contractors and customers is, and always will be our first priority. We pride ourselves on our zero-harm track record and for our double 'Beacon Award' status for safety excellence on Transport for London for maintaining a record of over 10 million shift hours without lost time injury. Our positive safety culture is led by senior management at board level and is part of our make up in all sectors of the company.



We encourage strong leadership at all levels, continually championing the importance of workplace safety. We train all our staff to a high level of competency and encourage continued personal development. We have employed specialists in all areas of safety from qualified HSE professionals CMIOSH, DipNEBOSH, 45001 auditors, mental health first aiders, managers and qualified fire risk assessors. All our site engineers are ECS & Sentinel card holders and are competent and qualified to operate from confined spaces to roof top working across a wide range of industries including Construction, Transport, Health and Education. Our message on health, safety & wellbeing is simple;

"Everyone home safe and healthy everyday"

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8 Service Level Agreement

Table of standard Service levels based on incident priority.

Priority Levels	Target Resolution Time
Priority 1	Within 4 hours of Incident Start Time
Priority 2	Within 8 hours of Incident Start Time
Priority 3	Within 48 hours of Incident Start Time
Priority 4	Within 168 hours of Incident Start Time

Network availability - to be agreed with the customer based on resilience of solution designed and implemented.

Fault rectification and quality – To be agreed with customer based on solution implemented, customers processes and unique site conditions.

Service credits – to be agreed with customer based on various downtime scenarios.

All of the above will be documented within the contract terms and conditions.

9 Conditions

Assumptions

All of our proposals are normally prepared on the basis of the following assumptions unless otherwise agreed with the customer:

- Installation Technology engineers will require authorised access to all required locations and in-scope networks to deliver the required solution.
- All work is based upon a normal working 8-hour day shift. Out of hours work is available and can be discussed at any time.
- All existing cabling routes are free of asbestos.
- Installation Technology engineers will install new network cables on existing containment unless specified.
- Network hardware will be installed within customer provided racks unless otherwise stated.
- Power will be provided by the customer unless otherwise stated.

In the event that any of these assumptions are incorrect, Installation Technology will discuss and agree the impact upon scope, charges and timescales.

Dependencies

All of our proposals are normally prepared on the basis of the following dependencies unless otherwise agreed with the customer:

- Access will be authorised as required.
- The customer is to promptly provide any required DWG floor plans, Network addressing, system architecture information, policies etc which the solution is based upon.
- Existing containment is sufficient and accessible for this deployment, and should any other works be provided by third parties; the customer will ensure these are delivered promptly to meet the agreed timeline.
- Sufficient power, connectivity and ports are available.
- A Purchase Order is received prior work commencement.

In the event that any of these dependencies cannot be met by the customer, Installation Technology will discuss and agree the impact upon scope, timescales and associated charges.

10 About Installation Technology

With over four decades of experience, Installation Technology has been at the forefront of delivering and supporting operationally critical networks in some of the most highly regulated environments.

We prioritise close collaboration with our customers to create the optimum fixed and wireless networks to support the demands of their business. Our meticulous approach to solution delivery is sequenced to minimise disruption, underpinned with an industry leading reputation for delivering on time and to budget.

Our managed services harness big data to provide invaluable insights, which we use to provide preventative maintenance programmes to maximise network uptime and reduce cost.

10.1 Why choose us?

We deliver efficiently, effectively and intelligently to our extensive client base.

We are:

Trusted: our customers recognise us in healthcare, travel, academia, media, advertising, retail, facilities and hospitality for the leadership, values, behaviours and commitment we display.

Proven: don't take our word for it. We actively encourage potential customers to talk to our existing customers during any assessment of our capability, quality and performance.

Agile: we pride ourselves on our agility. Our size affords us the ability to be flexible and proactive. We retain customer confidence by succeeding no matter what the challenge.

Committed: our primary asset is our people; their skills, knowledge and determination. We have the expertise to understand organisations, as well as outcomes, but more importantly, the ability to listen and act with our customer's best interests at heart.

Our goal is always to maximise our contribution to our customers continued success.

10.2 Why choose our services?

For over forty years Installation Technology has specialised in delivering technical solutions UK wide. We are a leading solutions company, providing the highest standards of service, quality and advanced problem solving to private and public organisations across a range of sectors.

We pride ourselves on our understanding and experience of sophisticated technologies and efficient solutions that allow your organisation to grow and provide you the assurance that your investment will deliver your required outcomes.

For this reason, we keep abreast of innovation and invest in research and development to bring you the latest technology and to use existing technology in new and improved ways.

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10.3 Managed Services

Installation Technology offers design, installation, testing and on-going management services in a wide range of areas from Fixed and Wireless Networks to Security and Access Control, designed to support all your technical solution needs.

Installation Technology maintains mission critical networks across the Private, Transport, Health and Education sectors. Our field and site-based engineering teams are close at hand 24/7 to provide preventative and reactive maintenance to keep people and devices connected when incidents occur.

Our managed service centre operates 24x7 to coordinate incidents through to resolution and manage customer engagement until closure following ITIL (Information Technology Infrastructure Library) best practices. We have implemented Argus, our machine learning platform, that processes data from multiple sources, such as network monitoring tools, environmental sensors and site inspection reports.

Combining data sets provides invaluable insight into the entire ecosystem to assist with proactive interventions to reduce overall incident volumes, preserving network uptime and reducing cost.

We provide;

- 24 x 7 x 365 support
- Remote fix
- Field services
- Data analytics
- Network optimisation.

10.4 Other Services from Installation

Installation Technology offers design, installation, testing and on-going management services in a wide range of areas from Fixed and Wireless Networks to Access Control solutions, designed to support the specific needs of your business.

Click on the technology areas below to explore our propositions and capabilities in these areas.

- [Fixed Networks](#)
- [Wireless Networks](#)
- [4G & 5G Networks](#)
- [CCTV & Access Control](#)
- [Cyber Security](#)
- [Electrical](#)
- [Managed Services](#)
- [Digital Engineering](#)

1980

Installing confidence for over
40 years

+400

Engineers and managers
working on projects across
the UK

+12

Globally recognised
industry accreditations.

10.5 How to buy our services?

Once you have run your procurement and chosen your supplier, make any changes you wish to see in the contract. If we are comfortable with the changes we will sign the contract and return for your countersignature.

Email the signed contract to us when you wish to proceed and we'll come straight back to you outlining the next steps.

Alternatively, email us at enquiries@installationtechnology.com or call us on +44 1189 699 777.

10.5.1 The award process

We recommend that you adopt the Most Economically Advantageous Tender (MEAT) criterion when considering buying our services. This will enable you to take account of criteria that reflect qualitative, technical and sustainable aspects of our tender submission as well as price.

Some key factors that you may want to consider are:

- We have specialised in technical solutions for more than forty years and are a financially stable company. Throughout our history we have remained vendor agnostic, independent and dedicated to providing outstanding customer service and business outcomes
- We are flexible, enabling you to stay in control by giving you the option to start with a small pilot and then grow as you are ready, or move straight into a larger project

- We take the time to understand your organisation's people, culture, and customers to determine the desired business outcomes. We collaborate with you to create the optimum solutions to meet your requirements, within your allocated budget.
- We build lasting relationships; some of our customers have been with us for over 30 years.

10.5.2 Pricing our services

We recommend that an initial engagement process is completed to enable us to provide a detailed quotation.

We carry appropriate liability insurance that is required of contractors to public bodies, including:

- Employers Liability: £10,000,000.00
- Products Insurance: £20,000,000.00
- Public Liability Insurance: £10,000,000.00
- Professional Indemnity Insurance: £10,000,000.00 .

10.6 How to find our services?

Below is a list of search strings you can use to find our services on G-Cloud 15.

- Installation Technology - Fixed and Wi-Fi Networking
- Installation Technology – 4G, 5G and Private Networks
- Installation Technology – Passive Fire Protection
- Installation Technology – Electrical Services
- Installation Technology – Intra-site Connectivity
- Installation Technology – LAN
- Installation Technology – CCTV, Security & Access Control
- Installation Technology – Structured Cabling

10.7 Order of Precedence

In the event of a conflict between the terms and conditions included within this Service Offer and the RM1557.15 Framework or Call-Off terms, then the Framework or Call-Off terms will take precedence.

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