Department for Communities and Local Government

Telephony and Video Project Requirements Specification

Contents

1 Background Information

The existing VoIP telephony service of the Department for Communities and Local Government (DCLG) and the Planning Inspectorate (PINS) is provided by **REDACTED**[1] (DCLG and PINS, where possible, will be referred to collectively as DCLG throughout this document) and the contract is due to cease during June 2016. DCLG have produced a Baseline Information Pack which will be issued with the ITT and will provide additional information on their business.

DCLG and PINS have approximately 1,700 and 850 users respectively. These users are based over 17 sites across England and one in Wales. Two of these sites are campus sites which accommodate more than 500 users each. Suppliers should note that a quarter of PINS workers are based at home. A full list of sites is included within the Baseline Information Pack

DCLG currently utilise a Mitel telephony solution and own the handsets (the majority of which are Mitel 5330) and Mitel software licences. Users across DCLG and PINS typically hot desk and can log into their telephone from any site. In addition users can divert their inbound calls to any U.K. fixed line or mobile phone number

DCLG provide services for a number of different user types details of these are provided within the Baseline Information Pack. It is worth noting that DCLG users work in a combination of ways and it is imperative that both the flexibility and services they have become accustomed to is maintained.

DCLG conducted an IT Satisfaction Survey in December 2014 and the responses to that survey illustrated that over 90% of users rated the telephony service as good or very good. DCLG are extremely keen to build on this level of user satisfaction and feel that this will be possible by introducing additional functionality such as desktop video through this project.

The existing LAN estate, desktop and Model Office test environment are provided by **REDACTED**. **REDACTED** are the suppliers for our new PSN wide area network which is in the final stages of being implemented and replaces a legacy **REDACTED** WAN. The successful supplier will be required to work with our WAN and LAN providers and this is detailed further in later sections.

[1] **REDACTED**.

2 Requirement Matrix Completion Instructions

Requirement Identification and Requirement Matrix

Suppliers are to respond specifically to each requirement contained in this document by completing the Requirements Matrix (Annex C of the ITT). Each subsection of the Requirements Matrix offers suppliers the opportunity to include additional information.

Mandatory, Highly Desirable and Desirable Requirements

The Requirements are broken down into three categories which are as follows:

- **Mandatory** requirements are those that DCLG Must Have**.** Should a supplier be unable to meet one or more Mandatory requirements, their response **may be rejected without further evaluation, at the absolute discretion of DCLG acting reasonably and proportionately.**

- **Highly Desirable** requirements are those that DCLG Should Have but are not Mandatory

- **Desirable** requirements are those that DCLG Could Have.

Suppliers should note the guidance within section 16 of the ITT letter which set out how Mandatory requirements will be evaluated.

3 Project Milestones, Phasing, Priorities and Timescales

Milestones and Priorities

DCLG does not wish to mandate how the supplier will deploy and deliver their solution, but for the purposes of this requirement, we will define a number of key priorities and dates and the implications around those dates. We will expect that responses will include implementation plans for deployment that take those dates and priorities into account. DCLG require tenderers to include a SM (Service Migration) Milestone and an ATP Milestone within their transition plans. The SM Milestone is expected to act as DCLG's guide as to when the potential provider and DCLG agree that notice to terminate the existing telephony service may be served, the aim of which is to ensure DCLG does not incur any duel running costs while ensuring users experience no loss of service.

Transition Timeline

The new service must be in place before July 2016 and therefore it is essential that transition to a new supplier takes place before the end of June 2016. DCLG believe that the transition may be possible earlier than this and would expect that live service is transitioned well before the end of June 2016.

Please note the following points when planning transition:

1. **Site Surveys** – we would expect that the preferred supplier will carry out site surveys at an early stage. This will allow us to assess whether there are any unforeseen issues with the current LAN network, and time to make any changes required.
2. **DCLG Priority** – the priority for DCLG is that work continues as normal during the transition phase of the project. Therefore the supplier should bear the following points in mind:
    a. Where users currently have access to desk phones, this must continue uninterrupted.
    b. Users current 0303 numbers must continue to be useable throughout the transition and beyond.
3. **SharePoint** – DCLG intend to roll out SharePoint to staff at the end of 2015. The Unified Comms solution that the supplier intends to use should not affect the functionality of SharePoint and, if it does affect the functionality of SharePoint, DCLG must be informed to what extent within the supplier proposal.
4. **End of Financial Year (March to April)** – DCLG are keen to avoid change to the business at such an important time for financial colleagues.
5. **PINS Homeworkers** – Although DCLG also uses Mitel 5330 phones at home this is a small proportion of DCLG. A third of the PINS 800 staff are inspectors who work from home. Handsets provided to these PINS inspectors are currently pre-configured and posted to home addresses with a guide.
6. **Network Convergence** – DCLG require that the data and voice MPLS networks are converged as this will lead to substantial annual savings. The successful supplier must clarify the pre-requisites and associated timescales for network convergence in order to ensure completion in good time.
7. **Model Office for testing** – DCLG and PINS each have a model office environment which is used for testing prior to deployment into live. Suppliers will need to use this environment for testing, and will need to work with **REDACTED** to ensure time is reserved in the test environment for the testing needed.

Phasing

DCLG anticipates a relatively fast rollout to the new service following the design, build and testing stages. Further information is set out within the Implementation and Transition section.

4 Scope of Services we wish to procure

User Numbers, Locations and Security

DCLG require a replacement VoIP telephony service which will initially cater for its 2,550 users and 18 sites (the full list of sites, handsets and user numbers is available in the Baseline Information Pack) and be capable of increasing and decreasing in sites and users by up to 50%. This service will run at the Official level from a security perspective.

Mitel Solution

DCLG currently have a Mitel VoIP telephony system using Mitel 5330 handsets on the desks. The majority of equipment such as Mitel equipment, Mitel licences and Servers/Switches/Firewalls are owned by the Department and all can be made available at no cost for use by the supplier in delivering the solution if DCLG remains the asset owner (DCLG is also open to alternative suggestions regarding its Mitel and other assets). A full list of Customer Furnished Assets including physical equipment and licences will be provided in the Baseline Information Pack. It will be up to suppliers to decide whether they want to re-use this equipment as part of their solution. DCLG is content to re-use the Mitel 5330 handsets and Mitel 5310 / UC360 conference units. Suppliers should consider whether to continue using these or suggest a replacement handset for our use. DCLG currently has a handset on every desk and intends to continue to offer this option to all users.

Voice and Data Network Convergence

Currently the voice and data networks are not converged under a single LAN and WAN. DCLG recognise the financial and functional benefits of converging the voice and data MPLS networks and this will be within the scope of the project. The successful supplier will be required to work with our WAN and LAN providers (**REDACTED** and **REDACTED** respective) to converge voice onto the DCLG data LAN and WAN networks.

0300 Number Range and Extension Numbers

It is the strong preference of DCLG that it keeps its existing 0303 number range (currently provided by Gamma) and that users keep their existing extension numbers.

Future Services

DCLG is looking for a replacement of the existing phone service, but is also keen to exploit advances in the features and services that the latest phone systems provide. To do this it envisages a core service being provided, along with the option to include other services as and when DCLG desires. To this end the requirements are structured into core and optional services.

Guidance

DCLG would like to ensure that guidance provided to users detailing the functionality of the telephony system is easy to understand. Suggestions from the DCLG user group, which suppliers will want to consider, have included the use of video guides and illustrations within the text to help users understand the functionality that the system provides.

Service Catalogue

DCLG staff are already using a service catalogue for incidents and service requests. We require a services catalogue moving forwards and any solutions offered must have a simple, easy to use interface for DCLG users and be supported by high quality reference information, training services and materials.

Solution Scalability

As DCLG sponsors a number of Non Departmental Public Bodies, Executive Agencies and Agencies, the telephone service and supporting contract need to be scalable such that it can accommodate their inclusion onto the telephone service at a later date, along with Other Government Departments who may be co-located with DCLG. Similarly, there must also be scope for the removal of users from a site, or removal of sites entirely.

Reporting

DCLG is keen to ensure that its Service Management team is provided with the tools and access to monitor the service elements, track progress of incidents and Moves & Changes (MACs) / Service Requests and have suitable automated reporting in place such that it is made aware of problems in a pro-active manner and can advise users and senior managers appropriately.

Integration with Desktop

DCLG would like to make soft phone technology available to all staff. To this end, our Telephony supplier will be expected to work with our IT supplier to ensure that integration takes place in an effective and efficient manner. Staff will be given a choice as to whether they want to move to a headset but a handset will remain on every office desk to continue to provide flexible working for those that choose not to adopt soft phones.

Working Remotely

DCLG operate a flexible desking policy across all sites and require that users can continue to log in to phones at any of our offices.

A number of users have the Mitel mobile Extension service allowing users to ‘twin’ their desk phone with an external phone. Both the users mobile and desk phone will ring if logged in and, if logged off, only the users mobile phone will ring. Whilst Mobile Extension does provide some functionality it is not an integrated service and users find it difficult to fully utilise. DCLG would like something that would provide equivalent or greater functionality to be available to users under the new contract. DCLG believes that this may be provided under new functionality such as softphone and / or other services which the supplier is able to provide.

Both DCLG and PINS have utilised teleworker and Mobile Extension to support mobile workers, going forward we see a greater need to support staff working both frequently and infrequently at home, when travelling and in the office. The traditional model of either being an office worker or a mobile worker does not fit with our working model. An example of our user types is included in the Baseline Information Pack.

DCLG would like to utilise softphone on smartphones, but recognising that security constraints may make this difficult we will request suppliers to consider if there is a limited featureset application which can be installed on smartphones and will be part of the core service, and an

optional service which will be a fuller featured softphone. If the solution proposed will allow secure use of the fuller featured softphone then it would be DCLG's intention to utilise this.

Training

DCLG expects its supplier to make training available to users of the service (scope and number will be determined by DCLG after assessment of the solutions offered) and to make guidance available to new users of the service that join following transition. One to one training will need to be made available to VIP users, assistive technology users and any other users that DCLG identify. Suppliers are encouraged to make different methods of training available as one size does not fit all. Suppliers should also recognise that new users will continue to come onto the service over the life of the contract and need to be supported.

Conference in meeting rooms

DCLG makes extensive use of audio conferencing in meeting rooms of various sizes. Our current Mitel 5310 conference saucers do not always provide a good audio experience. Whilst we are content to continue using a 5310 for some conference rooms, DCLG is looking for solutions that will provide flexibility to meet the demands of medium and large rooms for audio conferencing.

Telephony Service Desk

DCLG has a telephony service desk that is a single point of contact for all telephony supplier related interactions by phone and email. Users can report faults, issues or make requests for information on any aspects of the service provided by the supplier, or log tickets with the supplier via the online service catalogue. We would like to continue with this approach moving forward. DCLG has no interest in our IT supplier taking telephony related service calls, or our telephony helpdesk taking IT service calls, though suppliers should recognise the need to interface with other DCLG suppliers in the investigation and resolution of incidents.

The Telephony Service Desk service is currently available from 8am to 6pm, 5 days per week to action incidents and requests. Users also have the ability to log calls by phone with the service desk 24 / 7, though no action is taken outside of the above hours. Under the new service DCLG would also like Priority 1 calls to be accepted 24 / 7 and subject to SLA 24 / 7.

An option to provide a more extended servicedesk to staff is also requested below (optional services section).

Unified Comms

DCLG would like to implement a Unified Comms product as part of the future solution which will enhance the capabilities of users on the new system. DCLG users currently have Lync for instant messaging, presence and collaboration that has proved to be popular though it is only available to internal users. We would like to introduce audio and video as functions within the unified comms solution and will leave it to suppliers to identify the best solution given the requirements detailed in this document. Suppliers are to note that their proposed unified comms solution has to integrate with MS Office 2010, Outlook and SharePoint 2010. Due to the nature of softphone clients and the need to integrate for IM, Presence and collaboration, suppliers may opt to suggest their own IM, Presence and collaboration features rather than utilise Lync.

Audio Conferencing

Staff have the ability to use their desk phones for conference calls involving up to 8 parties. Larger conference calls of up to 96 staff can be set up and web controls are available (i.e. to mute). DCLG wish to retain this level of functionality as a minimum and to use a unified comms solution to set up and control audio conference calls from the desktop. On an infrequent basis DCLG looks to host larger audio conferences, for example an all staff conference call to hear important keynote speeches from senior managers.

Video conferencing

DCLG have fixed video conference units and 20 x Tandberg portable units across the estate and it is our intention to continue to use these with the new system. DCLG would like to introduce desktop video to staff on the six user devices currently deployed across the estate (2 x executive laptop, 2 x standard laptop, thick desktop and thin client). Desktop video is to be used for internal and external calls for both one to one and multi-party calls. Where using desktop video, we would prefer to integrate the video conference with collaboration features available within Lync (or equivalent) such as the ability to instant message, desktop share, & whiteboard. We would also like to allow a mix of desktop video, VC units, external VC callers and also telephone users to be on the same call. DCLG would like suppliers to specify which of the user devices currently deployed across the estate are capable of running video on the solution proposed. DCLG does not currently utilise Video Conferencing to any great extent and is aware that this can make it difficult for suppliers to respond appropriately, DCLG seeks a VC solution that is flexible and scalable to cope with what may be a small, medium or large demand.

Ease of using services

DCLG staff are familiar with using a number of advanced services (such as Mobile Extension, Nupoint Voicemail and Audio Conferencing) via web services. However, all these services require their own logins and have different user name and password standards. There is a need to incorporate the different telephony services above into a single experience for the users for example through a central portal to access the services, use of Active Directory to achieve Single Sign On, commonality of login names and passwords across services and reducing the number of password resets required when a user forgets a password.

OPTIONAL SERVICES

The following services may be requested of the supplier either to start at the beginning of the contract or later in the contract period. Suppliers are therefore asked to confirm that they are able to provide the services as follows; costs for each service should also be provided where possible. Full requirements for the Public Enquiry Service (PES), Call Recording, and Softphone on smartphone are provided further in the document.

Extended Servicedesk Operating Hours and Support

As DCLG staff are responsible for national management of certain emergency services, staff at some locations or remote locations sometimes have to operate 24 / 7 for the duration of an emergency or crisis. The supplier is asked to provide costs and details on how it can provide Servicedesk and support activities (i.e. incident and / or service requests) outside of the agreed core operating hours on an ad-hoc basis (see pricing model for options that we are looking to price for). The extended service would be initiated at DCLG's request and we would like to understand any limitations or dependencies on the service proposed (for example any

minimum notice period required or area of service which could not be supported). Additionally, the supplier should confirm what SLAs would be in place during the extended hours.

Public Enquiry Service

DCLG has a currently outsourced PES which we would like suppliers to provide a costed option for. The PES acts as a front line telephone answering service for calls to DCLG's main contact number, and as a switchboard for DCLG internally. The new Service Provider will provide this facility for DCLG. For the avoidance of doubt the supplier may use its own staff and site or outsource the service to a third party provider.

The PES is based off site and answers calls to DCLG's main telephone number between the hours of 8:30am and 5:30pm Monday to Friday. It handles around 2,750 calls per month which consist of calls to named officials, calls on policy subjects which are transferred to the relevant policy area, and calls on policy that the PES agents (who need to be cleared to **REDACTED** Security Standard before taking PES calls) will be expected to answer using a Customer Relationship Management (CRM) tool. Further detail on PES such as required service levels, call volumes and call handling guidance is available within later sections and the Baseline Information Pack.

Call Recording – PES and DCLG

DCLG have a preference for calls to the PES to be recorded and for these recordings to be stored for thirty days. The recordings are used for training staff and also to investigate complaints.

Recognising that the PES call recording / telephony may not be part of the DCLG telephone solution, DCLG would also like to have the option to request the facility to have DCLG calls recorded at a future date, though it is expected that the retention period will be the same as that for the PES.

Teleworker Service

DCLG have in excess of 250 staff utilising the Mitel 5330 phone at home or in small remote offices, which are connecting to the DCLG phone service via the internet. Whilst DCLG recognise that softphone may replace many of these teleworker phones, the supplier is requested to provide details and costs for an equivalent service whereby a DCLG handset can be used in remote locations which have an internet service such as DSL. As user numbers may be impacted by the use of softphone and other remote ways of working, costs for the teleworker service need to be presented such that DCLG can understand the cost for variable numbers of users.

Regional WiFi

To facilitate guests and act as an alternative connection method for laptop users who have the Remote Access Service (RAS), DCLG has installed a small WiFi service in each of its regional offices. DCLG may request the current service (PSTN, DSL and Meraki APs) is novated and / or require a new service. Suppliers are asked to confirm whether the current service can be novated, and provide details and costs for an equivalent service going forward. A list of sites with equipment etc is listed in the Baseline Information Pack.

Fuller featured Softphone on Smartphone

DCLG recognises that many of its staff work on the move. It has recently provided a Citrix BYOD solution for email and believes that staff may find an equivalent voice solution on their

smartphone very useful. Suppliers are asked to confirm details of the service they can provide for Android and Apple smartphones (see Section 6.3).

Electronic Fax

Electronic Fax, such that users can send and receive faxes from their desktop (e.g. from / to Outlook).

GTN

Connection to Government Telecommunications Network (GTN) and provision of new GTN code for DCLG.

Alternative ACD contact methods

Introduction of the ability to accept additional ACD inbound contacts such as email, web and instant messaging.

SMS

SMS from the desktop

Remote Diversion Feature

Currently some staff utilise Mitel Mobile Extension to make changes to the forwarding number of specific extensions. This ensures that calls can be re-routed to alternative staff out of hours simply by staff dialling in to the mobile extension service and making the appropriate changes. Therefore DCLG require the ability for a select number of users to be able to remotely activate/deactivate/change the delivery number for an extension that is on divert. This facility needs to be controllable via an inbound telephone call from the user to the phone system.

Video Conferencing

DCLG is keen to utilise Video Conferencing at the desktop, and this is covered in further detail within section 6 of the requirements. Currently video usage is limited to a small number of fixed/mobile endpoints across the estate. As the demand for desktop Video is uncertain, and the scope of end user devices to support is also unknown DCLG believes it will require a video service this is flexible and scalable to cope with with what may be a low, medium or high volume. Due to these uncertainties Video Conferencing will be classified as an optional service with separate pricing to the core charges.

Large Audio Conferencing

On an infrequent basis DCLG looks to host larger audio conferences which may scale between 100 and 1000 attendees. It is expected that no more than 250 of the participants would be based within DCLG sites, the rest would be external using 3rd party phone systems such as BT landlines and Mobiles. It would be desirable if the conference system allowed the use of IM and Document Sharing to those parties within the call, along with a mechanism for conference control (eg to mute attendees).

OUT OF SCOPE

Mobile Telephony – DCLG has a separate mobile telephony contract with **REDACTED**.

Wide Area Network – The **REDACTED** data networks will be re-used.

Local Area Network – The **REDACTED** data networks will be re-used.

5 Detailed Requirements

6.1 Handsets and devices

It is DCLG's intention that there will continue to be a handset on each desk and those users will have the option to use a physical handset, softphone or both in the office. Users may also work outside of the office and therefore require to still be able to make and take calls. DCLG considers that all staff are flexible and therefore may need to access the telephony service in and out of the office, receive appropriate support, and that the service supports a one number approach for all inbound calls.

Note that DCLG's preference is that all desks would utilise the same handset regardless of job function. This is because the Department operates in a hot-desking capacity and it simplifies ongoing service management. All staff currently utilise a Mitel 5330, which provides self-labelling keys, loudspeaker, headset and other normal call management features.

Supplier should identify in the pricing model their suggested handset(s) to meet the requirements for use as Standard Office, ACD and Manager/Secretary working, and DCLG will use these suggestions for evaluation. Whilst DCLG is looking for a single phone for all the above types it recognises that some suppliers may wish/need to suggest several different handsets. Suppliers should be cognizant that suggesting multiple handset types will lead to DCLG adding additional MACs within the evaluation model to cater for the increased service management costs of reprogramming/moving handsets around the estate.

Regardless of suggested handset, DCLG will determine which handset(s) it would like to use for any initial order and during the contract period, so suppliers should ensure that they confirm for each requirement in section 6.1 and 6.2 which handsets will meet that particular requirement.

DCLG is looking for the following types of handsets to be available:

- Analogue specials – modems, big button, lift phones, lightweight phones etc. **[6.1.1 HD]**
- Provision of specialist handsets and communications equipment for users who have Reasonable Adjustments e.g. big buttons and amplifiers. **[6.1.2 M]**
- Basic IP phone (for occasional / public area use). **[6.1.3 D]**
- Standard office IP phone (main handset in use in DCLG, must have speaker phone facility, CLI display and Phone Directory). **[6.1.4 M]**
- If it is the supplier's intention to re-use the existing Mitel 5330 handsets, they must confirm these handsets will be supportable by Mitel for the next 5 years, and identify any potential support issues that may be caused, for example that in year 5 the handset firmware will not be upgradable to support the latest version of Mitel Communications Director (MCD). **[6.1.5 M]**
- IP Phone that can be used at home (an optional service). This would be a physical handset that would work independently of a PC / softphone. DCLG have at least 250 users currently using a home-based IP phone connected via their home broadband. **[6.1.6 HD]**
- Conference Phones, with and without additional remote microphones, such that small and large meeting rooms can be supported. The preference is that users can hotdesk onto these conference phones. **[6.1.7 M]**
- ACD type phone which allows login/logout by agent/queue group and make busy/free. **[6.1.8 M]**

- Manager / secretary phone (or facility if standard office phone will provide). **[6.1.9 M]**
- Cordless handsets (a DECT network is not required in the building). **[6.1.10 M]**
- Video Conference End Points. DCLG have a need for a small number of fixed and mobile video conference systems for use in offices and large meeting rooms. These are likely to be purchased in small numbers throughout the life of the contract and are expected to be fully supported by the supplier. **[6.1.11 M]**

Suppliers should assume that Power over Ethernet (PoE) and LAN connectivity will be available at all sites and desks where a phone is required.

Physical IP phones used at home will not have PoE available; therefore the supplier should confirm how an IP phone could be powered. **[6.1.12 HD]**

Suppliers should discuss an approach to specific locations that have a small number of users and PoE is not available, and should include costs for this in their optional cost model, for example by using PoE injectors. **[6.1.13 M]**

Supplier shall include within the service catalogue a selection of wired and wireless headsets (DECT only), these will support connection to phone handsets, connection to PCs via USB and standard 3.5mm audio jacks and also a single headset that can be used for connection to both phone handset and MAC / PC (e.g. via use of a manual switch to select between phone and PC). **[6.1.14 HD]**

Handsets / solution must be hearing aid compatible. **[6.1.15M]**

Standard Office, ACD and Manager/secretary phone(s) will have a backlit display, visual voicemail indicator and 2 soft keys or more. **[6.1.16 M]**

Standard Office, ACD and Manager/Secretary phone(s) will have an integral switch port for connection of PC and/or other networked devices. **[6.1.17 M]**

Standard Office, ACD and Manager/Secretary phone(s) will support 2 lines, have 2 or more soft keys and 8 self-labelling programmable feature keys. **[6.1.18 M]**

Standard Office, ACD and Manager/Secretary phone(s) will support connection of a headset. **[6.1.19 M]**

Standard Office and Manager/Secretary phone(s) will support call history of 5 calls or more. **[6.1.20 M]**

6.2 Featureset

The following should be available as part of the system featureset. Please specify for each whether the feature is available to physical handsets (and which), softphone or both.

Must be able to work with external amplification devices. **[6.2.1 M]**

Ad-hoc Audio Conferencing, as part of the basic functionality within the telephone system, capable of supporting at least 6 parties. **[6.2.2 M]**

Hold. Mute. Access to phone directory. Transfer either internally or to PSTN. **[6.2.3 M]**

Ability to listen in to a call without this being apparent to the caller – silent monitor and intrusion, which is capable of being used alongside Manager / Secretary features. **[6.2.4 M]**

Ringing volume and conversation volume must be easily adjustable. **[6.2.5 HD]**

The ability to display inbound CLI (and name if known). **[6.2.6 M]**

Class of service settings (e.g. barring / enabling of certain phones' features). **[6.2.7 M]**

Call Forward / Diversion: Allows users to redirect calls to designated destinations, such as voice mailbox, another internal extension, PSTN or a mobile number, on 'busy' or 'no-reply'. **[6.2.8 M]**

Calling Party Identification (outbound): The option to present an agreed telephone number to the person called. This number when called by DCLG customers will be capable of delivery to a DCLG answer point or a recorded message. Different CPIs will be needed as DCLG provides services to other bodies which will need to present a different CPI and different answer point / recorded messages for inbound calls. **[6.2.9 HD]**

Call Restriction (barring): A facility to exclude access for each individual to: mobile telephone numbers, premium rate services, PSTN, international PSTN and other DCLG sites. It must also provide the facility to exclude access to such destination groups by time of day restrictions. **[6.2.10 M]**

Ceased Number Intercept: The ability for calls to a ceased number to be intercepted and re-directed to another number. **[6.2.11 HD]**

Flexible-desking / Hot-desking: Enables a user to login to any DCLG telephone or device connected to the voice service and obtain their extension number and user profile at that instrument. The supplier should confirm which of the range of physical handsets available do not allow hot-desking. **[6.2.12 M]**

Fixed Desk Phone Functionality. A minority of users (primarily for reasonable adjustments, first aid phones etc) may require a fixed desk phone which has a DDI capable extension which does not require a login to activate. **[6.2.13 M]**

Hunt Groups and Ring Groups: The ability to have a defined group of telephone extensions to handle multiple calls simultaneously to a single group number which can be answered by anyone in the group. Answer options may include delivery of the call to all members simultaneously, round robin, or other. Choice of initial delivery of the call may include options such as pre-defined order, equal distribution of calls or other. Whether the call can go automatically to voicemail as a last point must be confirmed. DCLG currently utilises both Mitel hunt and ring groups. The supplier should outline capabilities available and options within each. **[6.2.14 M]**

Where a phone has no logged in user, the phone must still be capable of making 999 calls **[6.2.15 M]**

Where hotdesking is used and a phone has no logged in user, our preference is that the phone can still make internal calls without the phone requiring additional user / handset licences. Supplier to confirm if this is possible. **[6.2.16 HD]**

Multiple Appearance Directory Number. The ability for users who are managers to have their calls automatically routed to a secretary for filtering, for example.

> On answering a call, the secretary must have visual indication that the call is for the relevant manager so that the caller may be greeted appropriately. **[6.2.17 M]**

Secretaries must also be able to monitor the manager extension from their handset to identify when the manager is on a call, when ringing and when free. **[6.2.18 M]**

Silent Monitoring. Multiple secretaries may require the ability to join a manager's call without manager input to listen to the content of the call. **[6.2.19 M]**

Music on Hold: A facility to automatically provide music or tone to a caller. DCLG does not have a Performing Rights Licence or equivalent, therefore any music provided must be paid for by the supplier or not subject to a charge to DCLG. DCLG can provide its current music on hold recording for use in the new service, the recording is not copyrighted. **[6.2.20 HD]**

Speed Dialling – System List: The ability for a user to activate a call, without lifting the telephone handset, using a three digit code, from a system list of up to 1,000 numbers. **[6.2.21 HD]**

6.3 Softphones

DCLG require a softphone application which can be installed onto corporate devices such as laptops and desktops. **[6.3.1 M]**

As DCLG may have a desktop refresh within the lifetime of this contract, supplier should ensure its softphone solution is capable of deployment onto future operating system versions which will be current within the next 3 years. **[6.3.2 HD]**

More information and requirements for softphone on corporate devices are listed within section 6.9 – Integration, Presence and Collaboration.

Confirm whether additional licences are required for the softphone solution you intend to provide to DCLG for corporate devices as above. **[6.3.3 M]**

DCLG would also like to deploy a softphone onto smartphones. Recognising that security can make this difficult to deliver DCLG has split the requirement to ask suppliers to consider an application which has a limited featureset and as such will be easier to implement / manage from a security perspective, and an optional service which provides a more feature rich softphone solution, as follows:

Limited Featureset Softphone

Confirm if you can provide an application for Android and Apple devices with limited featureset which allows users to make calls without incurring phone charges on the mobile device and which does not rely on full connectivity to DCLG's network, for example it does not require Active Directory etc. **[6.3.4 M]**

Provide information on the solution proposed and how it connects to the telephony service securely. **[6.3.5 HD]**

Supplier should confirm whether making or taking calls via mobile phone softphone is seamless from the native dialler or requires accessing of a menu from an application on the mobile phone. **[6.3.6 HD]**

Supplier should confirm how corporate voicemails can be retrieved via the mobile phone softphone application and whether there is a cost to the user. **[6.3.7 HD]**

The supplier should confirm what mobile phones / operating systems are compatible with the softphone(s) proposed. **[6.3.8 M]**

Optional Service (as per Section 5): Fuller featured Softphone on Smartphone

DCLG require a softphone application which can be installed onto smart phones and which can be used by staff without incurring phone charges on the mobile device. **[6.3.9M]**

Supplier should confirm whether making or taking calls via mobile phone softphone is seamless from the native dialler or requires accessing of a menu from an application on the mobile phone. **[6.3.10 HD]**

The supplier should confirm what features the mobile phone softphone provides to make and take calls and whether calls are carried over the data connection, via PBX calling or both. If both, confirm the method used by the user to move from one to another. **[6.3.11 HD]**

If using the data connection to make / take calls via the mobile phone softphone, confirm these calls would be on net and therefore incur no call charges either to make or take calls. **[6.3.12 HD]**

The smart phone softphone should also provide collaboration and presence tools. **[6.3.13 HD]**

The supplier should confirm what mobile phones / operating systems are compatible with the softphone(s) proposed. **[6.3.14 HD]**

Confirm whether additional licences are required for users of the fuller featured softphone users. **[6.3.15 HD]**

6.4 Assistive Technology

DCLG and their suppliers have a legal obligation to ensure that assistive technology requirements are met. Users can have a range of visual, auditory and mobility impairments which together we must serve.

Therefore when providing a replacement telephony service, suppliers must demonstrate how these impairments can be supported with both appropriate hardware and software. **[6.4.1 M]**

Hardware

- Single Ear headsets
- Double Ear headsets
- Handsets that are hearing aid compatible
- Amplifiers for phones

This is not an exhaustive list and suppliers will be required to support other assistive technology peripherals.

Suppliers will also be required to ensure that the software used by Assistive Technology users will work with their solution **[6.4.2 M]**. An example of the Assistive Technology software used by DCLG users is below:

Software

- Digimemo Handwriting Recognition v2.1
- Dolphin Supernova Access Suite v13
- Dragon Naturally Speaking v12
- JAWS v14
- Magic Screen Magnification v12
- TrackballWorks (just software associated with mouse so should not impact this requirement)
- OpenBook Scanning and Reading v9
- RSI Guard Stretch Edition v5.0.3
- TextHelp Read Write Gold v10 and v11
- Inspiration v9
- Mind Jet Mind Manager v15
- Zoom Text v10

This is by no means an exhaustive list and DCLG expects that the supplier will work with them to ensure that both the current and future versions of this software, as well as any other Assistive Technology software required by new starters, will work in conjunction with the solution that is implemented. **[6.4.3 M]**

Feedback provided at a recent user group session indicated that JAWS and Dragon users already use their software in conjunction with the Lync system. They are content with this type of functionality and would like to enhance it, where possible, through this project.

Detail how you will provide a service which can accommodate the needs of Assistive Technology users. **[6.4.4 M]**

Provide an example of where you are providing a service for Assistive Technology users using the hardware / software described above. **[6.4.5 HD]**

Confirm whether your services are already integrated with the software listed above and, if not, that you will work with third party suppliers to provide as integrated a solution as possible. **[6.4.6 M]**

Where the software listed above is upgraded, supplier to confirm that they will work with third party suppliers to support integration with the system. **[6.4.7 M]**

Supplier to confirm that they will work with third party suppliers to integrate Assistive Technology software, not listed above, should it be required, with the new system. **[6.4.8 M]**

Suppliers are to propose a service catalogue (see later sections for full details) of hardware to allow the range of requirements of Assistive Technology users to be met. **[6.4.9 M]**

Supplier to confirm that if there are issues with the assistive technology hardware / software in relation to the telephony solution, it will be their responsibility to arrange expertise to aid in resolution (either themselves or through a third party). **[6.4.10 M]**

Supplier to confirm that it is their responsibility to provide Assistive Technology training to users in using the new solution pre-rollout (either themselves or through a third party). **[6.4.11 M]**

6.5 Voicemail

DCLG requires a voicemail that is simple to operate for users and has comprehensive help / support information available. **[6.5.1 M]**

Voicemail must include a mechanism that prevents voicemail being used by a new user until appropriate greetings, names and PINs are recorded. **[6.5.2 HD]**

Voicemail must include a default greeting, recording of a personalised greeting, alternate messages (e.g. out of office) recorded in advance and the user's name. **[6.5.3 M]**

Voicemail must include notification of messages waiting by methods other than just by dialling the VM service or dial tone change, customisable by the user (e.g. visual, audible, email). The supplier should confirm how notification can work for handset only users, softphone only users and mobile workers. **[6.5.4 M]**

A method of accessing voicemail messages via a GUI is required for handset users who do not have access to a phone but do have access to their corporate PC. **[6.5.5 HD]**

Users must be able to retrieve voicemail messages from an external phone such as personal mobile or home landline. The supplier should confirm how unauthorised access to voicemail messages would be prevented. **[6.5.6 M]**

Voicemail system prompts should not use phrases or words unfamiliar to UK users of the system, for example there should be no use of the "pound" symbol. If such words are used an alternative word should be also be provided, e.g. "pound or hash". **[6.5.7 HD]**

Where the solution proposed may be overly complex for DCLG, supplier should explain how else it will still be able to provide a simple voicemail service, for example by pre-configuring for users, providing two levels of menus (simple and advanced). **[6.5.8 HD]**

6.6 System featureset

The following should be available via the telephony service

Ensure that calls between DCLG sites where specified are carried across the network on-net such that no call charges are incurred by DCLG. **[6.6.1 M]**

Ensure that calls made external to DCLG internal network are carried by the most competitive tariff route available (least cost routing). **[6.6.2 M]**

Supplier to provide a call rate tariff which identifies the costs for the various types of calls (e.g. landlines, mobiles, premium, international). **[6.6.3 M]**

Where a DCLG handset is being used at home as a teleworker phone (optional service), ensure that internal calls to and from the handset incur no PSTN call charges. **[6.6.4 M]**

Auto Attendant. DCLG utilise a lead internal number which presents options when called (e.g. 1 for HR, 2 for finance). This facility is required in the replacement telephone service, with up to 8 options. **[6.6.5 M]**

Voice controlled dialling of internal extensions / users (e.g. lift handset and say "Call John Smith, Call 8568"). The supplier should confirm what options would be available to make this facility available for inbound external calls to DCLG (for example if a member of staff needs to

call in from home to speak to their manager) and what options there are to prevent unauthorised usage. **[6.6.6 HD]**

Emergency Calls – Supplier must ensure that emergency calls meet Ofcom standards in respect of call location. Supplier must also identify how mobile workers and home workers who may be utilising the telephony service (e.g. via FMC, softphone or flexible-desking at home) will be treated and any limitations that are present (e.g. scenarios where 999 calls would not provide correct location information to the emergency services). **[6.6.7 M]**

DCLG currently utilise an 0303 range for delivery of calls to all staff. A range of 20,000 0303 numbers has been allocated for DCLG use. Users will keep their existing 0303 numbers and therefore the supplier will need to arrange for these numbers to be placed within its control to maintain existing and new extensions. **[6.6.8 M]**

Connection of existing Video Conference Units. DCLG have a number of Tandberg and Cisco end points which are located across the estate and are predominantly small mobile devices (these are detailed in the Baseline Information Pack). Where possible these will be retained and used in any new telephone solution. The units are not currently under support and DCLG does not require these units to be placed under support at this time. **[6.6.9 HD]**

Scalability

DCLG may require additional users and telephone services at existing and other sites, the solution must be scalable such that it is capable of providing telephone services to additional sites and to more users in the UK, and as DCLG may decide to close sites or lower the number of users at an existing site, the solution must be capable of catering for these reductions also. **[6.6.10 M]**

As DCLG has a number of organisations that it sponsors or supports, the supplier shall ensure that it can accommodate the inclusion of Non Departmental Public Bodies, Executive Agencies and Agencies which are sponsored by DCLG and Other Government Departments (“OGD”). **[6.6.11 M]**

Future Releases

The supplier should provide information on core solution and end user client application upgrades and compatibility as per the product supplier’s published roadmap (for example planned major version release dates, planned improvements, support for newer versions of OS, Microsoft Office, Citrix, Android, Apple iOS etc). **[6.6.12 HD]**

It is the responsibility of the supplier, at their cost, to maintain software at no more than 1 major version behind the latest release (N-1). **[6.6.13 M]**

6.7 Non IP Telephony

Alongside a core IP telephony service we also require:

Direct Exchange Lines and SDSL / ADSL that shall be provided independent of the hosted telephony solution. **[6.7.1 HD]**

ISDN2e lines that that should be provided independent of the hosted telephony solution. **[6.7.2 HD]**

As DCLG has a number of the above already in place, the supplier should confirm it will novate appropriate DEL, DSL and ISDN lines as requested by DCLG. The number of each type of the above is listed in the Baseline Information Pack. **[6.7.3 HD]**

6.8 ACD

DCLG operate a number of small internal and external facing helpdesks with no more than 100 ACD group agents across the estate. In some cases limited ACD functionality is required e.g. ACD queuing but no in-queue messaging or MI, in others a full ACD service including:

Queuing. **[6.8.1 M]**

In queue recorded announcements (minimum of two per queue) such that an initial welcome message and a repeating comfort message can be played. **[6.8.2 M]**

Customisable maximum calls in queue so that busy tone may be sent. **[6.8.3 M]**

Agents able to answer calls from multiple queues simultaneously. **[6.8.4 M]**

The ability to offer callers the option of voicemail whilst waiting. **[6.8.5 HD]**

The ability to advise callers of their position in queue. **[6.8.6 HD]**

Resilience in the event of a loss of service at a hosted location, such that ACD calls can still be queued and delivered to agents though some advanced features may not be available (for example voicemail). **[6.8.7 M]**

The ACD service must also include Real time and Historical ACD management information available to selected users / DCLG PCs. **[6.8.8 M]**

Access to MI must be configurable such that ACD agents and ACD team leaders can only see information relevant to their queues / groups. **[6.8.9 HD]**

Supplier to confirm whether the service can support IP wallboards to display ACD information. Currently DCLG utilise 2 tricolour IP based wallboards. **[6.8.10 HD]**

The supplier should explain the ACD service it will deliver and the features it will provide. If some advanced elements of the ACD solution are optional, the supplier should clearly explain what is provided within the costs and what are optional elements at additional cost. **[6.8.11 M]**

The supplier will need to migrate all existing DCLG ACD helpdesks to the new service. Migration of ACD is detailed in the Implementation & Transition section. **[6.8.12 M]**

Regardless of the technology solution proposed, suppliers should assume that DCLG will take the opportunity to review and revise the current ACD helpdesk designs to improve customer service and this may lead to some changes in the designs. **[6.8.13 M]**

Details of ACD helpdesks are contained in the Baseline Information Pack.

As an optional service the supplier is also asked to provide information and indicative costs on what additional features the ACD system could support during the life of the contract as below. **[6.8.14 M]**

The ability to receive, queue and distribute to appropriate agents inbound emails, IMs and SMS.

The ability to provide inbound callers the option to be called back when an agent is free.

6.9 Integration, presence and collaboration

Integration and presence

The DCLG Connect service includes **REDACTED** managed end user devices including desktop, laptop, thin client and homeworker token devices. Some desktop PCs are provided with specialised software and hardware for assistive technology users. DCLG expect the new VoIP service to integrate with the existing Connect desktop, which currently features the Microsoft Office 2010 suite of applications and Lync 2010, with Active Directory.

DCLG desires to make use of presence and other features available from clients such as Microsoft Lync. This should include presence information from the phone system, end user device (e.g. desktop activity) and from Outlook calendars such that a single view of the user's presence can be provided from Softphone and Microsoft Office.

The VoIP service must integrate with the existing DCLG desktop environment, which is based on Windows 7 for laptops / desktops and Citrix for thin clients and mobile smartphones. **[6.9.1 M]**

Please note that DCLG have 860 x Lync Server Plus 2010 user CALs and the remainder of users have Lync Standard CALs.

If your solution relies on any element of Lync then please ensure that all costs for additional licenses are included or state the requirement for DCLG to apply uplift for upgrading their license agreement. **[6.9.2 M]**

DCLG require the VoIP service to read, interpret and update the Presence Awareness information contained within the **REDACTED** desktop service or replace it entirely. The service must also integrate with other MS Office applications, primarily Outlook and SharePoint. It must provide the ability to make and receive calls, using the selected and authenticated telephony device as the speakers and microphone for the call. For example, click to dial in an email voicemail to return the call to the CLI presented, or Outlook contact. **[6.9.3 M]**

Define how your service will provide presence information to presence aware applications. Define which applications will have presence information available and whether any limitations apply. **[6.9.4 M]**

Describe any known negative impact that your proposed softphone will have on the use of SharePoint. **[6.9.5 HD]**

Confirm that your service will work with the OS and product versions specified above and in the Baseline Information Pack and highlight any areas where a device may not support specific applications and detail any recommended work around. **[6.9.6 M]**

Confirm that your service will continue to work should DCLG choose to move to a later version of Office such as Office 2013 and highlight any areas where specific functionality may not be available or new features would become available. **[6.9.7 M]**

Confirm that Click-to-Dial from a supporting application will launch a user selectable device (hard or soft phone). **[6.9.8 HD]**

The supplier should confirm if the mobile phone softphone provides access to the corporate directory, presence and IM. The supplier should confirm whether these are features which can be turned on and off by the user. **[6.9.9 M]**

Define the level of presence awareness information that will be available when the user is engaged on a call on a mobile device. Include any requirement for additional software to be loaded and upon signal coverage type required. Limitations in the ability of the client presence information to be updated such as when on an EDGE connection or when making a call using the native dial pad should be highlighted. **[6.9.10 M]**

Confirm all licenses required for your solution, whether from an existing licence held by DCLG or the supplier, new or free. Indicate also whether any new licences are included in your costs such as MS CAL Plus. Highlight any assumptions you have made. **[6.9.11 M]**

Confirm the desktop software application(s) which DCLG will be required to use for phone / presence / IM and collaboration. This may be Lync, another client or a combination. **[6.9.12 M]**

The supplier should detail how its solution will provide a Phone Directory capable of holding First Name, Preferred Name, Last Name, Directorate, Location, Extension Number, Mobile Number and Email Address. **[6.9.13 HD]**

If Microsoft Lync will not be used in the delivery of services, the supplier should explain how services previously provided by Lync will be delivered and / or confirm any services that will no longer be delivered under your proposed solution and which DCLG must consider other options for via other suppliers / products outside of this contract. **[6.9.14M]**

Conferencing and Collaboration

DCLG currently utilises audio conferencing, Lync internal collaboration and a limited video conference service. DCLG wishes to introduce peer-to-peer and multi-way conferencing capability for voice, video and web conferencing for internal DCLG users, but also users from other departments and external partners. Whilst DCLG has a small number of fixed and mobile video conference units as detailed earlier, our requirement is also for desktop video, and this video solution needs to be flexible and scalable to deal with what is an unknown demand at present.

Audio conferences are no larger than 96 in a call and typically no larger than 20. The number of simultaneous audio conferences has never exceeded the current capacity of the Mitel Audio and Web Conference (AWC) system.

There is a need for occasional very large conferences (such as an all staff briefing) though the requirement is infrequent and therefore DCLG would be prepared to have this service provided separately of any main audio conferencing solution. Suppliers can assume these very large conferences would not breach the normal external trunk provision provided for day to day service. The call would require a simple to use interface to manage the session.

DCLG require the following conferencing services for both On Net and Off Net users, note that it is for the supplier to propose which elements would be provided by their solution and what elements (if any) would continue to be provided via DCLG's existing Lync solution:

Instant Messaging **[6.9.15 M]**

Voice Conferencing **[6.9.16 M]**

Video Conferencing **[6.9.17 M]**

Web Conferencing **[6.9.18 M]**

Presentation Mode for Off Net participants **[6.9.19 HD]**

Feature Rich Mode for On Net participants **[6.9.20 HD]**

Ability for existing DCLG video units to be included within the above video conferencing solution. **[6.9.21 HD]**

DCLG wish to understand whether video and voice conferencing is an integral part of the system, or whether it may be seen as specific add-on, or both, as video conferencing will be considered an optional service within the pricing model. **[6.9.22 M]**

Video calling either point to point or point to multipoint needs to be easy to arrange and user led. **[6.9.23 M]**

DCLG require each user have the ability to host a conference via a conference bridge and to control their conference. Control functions should include presentation mode, caller control (mute etc.) and roll call. **[6.9.24 M]**

DCLG need to understand how the level of access and functionality available to users can be controlled - for example, disabling screen sharing for Off Net participants, in order to maintain an appropriate level of security of the desktop and the information assets. The new protective marking schema passes this responsibility on to the user. **[6.9.25 M]**

Define what conferencing features your service offers, including whether the conferencing services are dedicated or shared services. Define any limitations with either approach, such as a limit on participants or features. **[6.9.26 M]**

Although DCLG desires desktop video for all users, the supplier should confirm the number of simultaneous video conference parties (in total and within a single conference) in the solution that the supplier intends to offer. **[6.9.27 M]**

Define how the conference features can be controlled and restricted and confirm that this can be controlled by DCLG users and whether default policies of ‘block’ can be applied, where the user makes an informed decision to ‘enable’ a specific function. **[6.9.28 HD]**

Confirm whether any controls of configuration can be implemented to enforce dynamic or static restrictions on bandwidth utilisation of video conferences within the estate. For example can a maximum bandwidth per site be allocated to video services to ensure all conferences operate within the defined boundaries collectively? **[6.9.29 HD]**

Suppliers are to confirm that user functionality can be enabled or disabled, depending on the circumstances. They are to describe how the proposed solution can be configured to enable or disable specific features depending on whether the 3rd party is on net or off net, or for any other reason. **[6.9.30 HD]**

Confirm which devices utilised by DCLG can support the conferencing features above, outlining any limitations. **[6.9.31 M]**

If limitations are apparent, confirm whether these limitations are currently expected to be resolved via planned supplier product development roadmaps or other methods, and how the

supplier will be able to introduce this increased functionality and in what estimated timescale. **[6.9.32 M]**

Supplier to confirm the optional solution it is offering for dealing with large volume conference calls (eg between 200 and 1000 participants), assuming this is not already included in the core audio conferencing service. Supplier should confirm any minimum or maximum of users/calls, what features are available to participants/leaders during the call and how those might be accessed. **[6.9.33 M]**

6.10 Internal and External Network Connectivity

Whilst DCLG has an existing WAN and LAN which will be utilised for this solution, DCLG expect the supplier to provide the additional gateway(s) and appropriate connectivity and bandwidth to facilitate services both internally and externally to DCLG. The supplier should confirm how this will be met, any sizing assumptions made and how any change to sizing would be affected (for example as a need to increase bandwidth to cater for additional external participants in web conferences). **[6.10.1 M]**

The supplier should confirm the number and type of trunks (if different from the above) that will be made available to DCLG for provision of service, including the number assumed to be spare for future expansion. **[6.10.2 M]**

DCLG currently operate a PSN WAN provided by **REDACTED** and a data LAN provided by **REDACTED**, and seeks to use this to deliver calls across its estate - a separate telephony WAN / LAN is not required. If the supplier requires direct connection to the PSN WAN, DCLG's intention would be to extend the PSN WAN to supplier nominated sites to provide appropriate access to DCLG's network. As standard DCLG would seek to provide 2 diverse circuits at DCLG's cost into each location to ensure continuity of service, up to a maximum of 4 circuits.

The supplier will be responsible for any non-**REDACTED** implementation costs in relation to delivery of WAN circuits at the sites the supplier has nominated, to include arranging access, providing engineer resource to escort WAN provider personnel and any internal building cabling / racking / power / cooling required. **[6.10.3 M]**

As WAN connectivity can be a long lead time item, the supplier will need to specify how it intends to connect to DCLG's network. Where WAN connectivity is required as above, the supplier will need to state the number and full location of sites it requires WAN connectivity at as part of the proposal response. **[6.10.4 M]**

Supplier should state the bandwidth required for any PSN WAN circuits it requires DCLG to install. It should be clearly stated what bandwidth is required for delivery of service, what is for expansion / capacity management, and what is required for resilience. A statement on QOS requirements is also required. **[6.10.5 M]**

Bandwidth calculations for the WAN circuits at both DCLG and Supplier sites should identify the amount of bandwidth allocated per type of service and the amount of indicative reserve bandwidth that should be allocated for possible future demand. **[6.10.6 M]**

The supplier will be responsible for providing trunks and other circuits which provide external connectivity for off-net voice, video and other services provided as part of the telephony service. External Connectivity eg trunks and circuits is expected to be resilient and diversely routed where possible/appropriate. **[6.10.7 M]**

The supplier should confirm how external connectivity will be provided for voice and video calls, any assumptions made and the number / size of trunks specified including spare capacity. **[6.10.8 M]**

As we have a large volume of remote workers working via DSL, confirm the indicative minimum bandwidth necessary at a remote end user's device that would be required to have a voice call, video call, voice call with collaboration and a video call with collaboration. **[6.10.9 M]**

Suppliers are to recommend any enhancements or list any assumptions made relating to DCLG's WAN resilience or architecture that they believe would be required to ensure the service is highly available. **[6.10.10 HD]**

The supplier will be required to work with existing LAN and WAN suppliers to move supplier services into a converged network environment which supports all the services the supplier wishes to deliver over the converged network. **[6.10.11 M]**

The supplier will work with the existing DCLG suppliers of the LAN and WAN to ensure QOS is appropriately implemented on the converged network to support delivery of the supplier provided services. **[6.10.12 M]**

Due to the use of other suppliers for LAN and WAN provision, the supplier should define how it can monitor the quality of calls, services and bandwidth utilisation, and any requirements it has on DCLG suppliers to provide information that is key to the supplier managing the telephony service. **[6.10.13 M]**

As DCLG may have a desktop refresh within the lifetime of this contract, supplier should ensure its solution can cater for changes to operating system and infrastructure changes which may occur upon change of IT supplier. **[6.10.14 HD]**

6.11 Delivering service seamlessly

DCLG staff currently login to their handset by extension number and PIN. Access to Mitel TUIs such as voicemail and audio conferences, and websites that allow users to view / control voicemail, audio conferencing and handset features are all controlled by other individual unique logins. This approach is confusing to users and causes a high level of password resets. DCLG considers the seamless provision of all services to be important, the supplier should confirm what services or set of services will be provided under a single sign on approach, any limitations and any dependencies the supplier has on other DCLG suppliers to provide a seamless service. For example, all TUIs using the same login details, all GUIs using single sign on, use of an AD trust with DCLG's IT Connect service to provide single sign on to services from the desktop. **[6.11.1 M]**

Define the approach to enabling single sign on authentication, where a user's log in to their laptop automatically authenticates them on their telephony softphone. **[6.11.2 M]**

Define how your service will integrate with the other supplier services from a technical perspective, detailing dependencies and any assumptions you are making. **[6.11.3 M]**

6.12 Public Enquiry Service

DCLG has a PES which we would like suppliers to provide a costed option for. Further details about the PES and our requirement are set out below and, whilst there are certain criteria that suppliers are required to meet, DCLG does not intend to prescribe a solution. The PES SLAs can be found at Section 11.

The PES is based off site and answers calls to DCLG's main telephone number, with all calls being recorded. It handles around 2,750 calls per month which consist of calls to named officials, calls on policy subjects which are transferred to the relevant policy area, and calls on policy that the PES agents (who need to be cleared to **REDACTED** Security Standard before taking PES calls) will be expected to answer using a Customer Relationship Management (CRM) tool[2].

DCLG ICT Service Management team listen to a percentage of recorded calls to assess them for quality and wish to continue to do this, however DCLG don't believe there is a requirement for DCLG staff to directly have access to the CRM tool.

At the present time PES staff refer escalation issues (for example calls where no FAQ exists) to DCLG for resolution, and DCLG is also responsible for updating the CRM tool with the FAQ information. DCLG now require that supplier staff carry out both of these functions also.

The PES must be based within the UK. **[6.12.1 M]**

There are currently four members of supplier staff working on the PES and future provision must include staff, software, licenses and equipment for all users. It will be a choice for suppliers to use DCLG's current Mitel phones or provide alternative equipment (their own or as part of the telephony solution), as long as they can provide the DCLG operator function. The PES must not be located on DCLG premises and DCLG will not provide a site to run the PES out of. **[6.12.2 M]**

The Service Provider must provide and manage PES staff, ensuring they are trained to levels appropriate to the service that must be provided. **[6.12.3 M]**

The Service Provider must ensure that all PES staff are suitably skilled and capable of providing the service. DCLG require the right to have sight of and agree the recruitment criteria and all proposed training. Staff dealing with the public must deal with persistent and abusive callers and those who want to discuss subjects that are not the business of DCLG, helpfully, quickly and if necessary assertively in accordance with the guidance provided by DCLG. **[6.12.4 HD]**

DCLG will support the Service Provider in dealing with these difficult callers although this will remain the Service Provider's responsibility.

All calls must be dealt with as per DCLG's call handling procedures (the current guidance is set out in the Baseline information pack but will need amendment to cater for escalations and CRM updates of the FAQs). Where the caller asks for a named individual or knows the extension they wish to be put through to, PES staff will put the call through to the correct extension using the tools provided. If the PES staff cannot find the appropriate information or contact point, the supplier is responsible for creating an "escalated issue", investigating it and resolving the call by liaising with DCLG policy areas to find a resolution. This may require the supplier to update the CRM tool and / or for callers to be rung back by the PES once the appropriate answer has been found. **[6.12.5 M]**

Along with all information in the Phone Directory, PES staff must also be provided with additional data from the DCLG staff directory e.g. preferred name Line Manager and Job Title.

[2] Only Supplier staff that have been specifically authorised by DCLG must be able to add, change or delete the FAQs.

The Service Provider must ensure that an up to date version of DCLG / Phone Directory information is available to PES staff. This might be paper based, electronic or via AD trust. **[6.12.6 M]**

A record of every call must be made by PES staff, including the result of the call, e.g. Advice given, transferred etc. **[6.12.7 M]** The Service Provider must backup all DCLG data daily and must ensure that all DCLG data is recoverable. **[6.12.8 M]** Copies of backup data will be made available electronically to DCLG upon request. **[6.12.9 HD]**

The PES database information and all backup data should be stored securely within the EU, and will remain the property of DCLG, though any database / application used to store it will not. **[6.12.10 M]**This information should be exportable in csv format **[6.12.11 HD]**. Backup data should not be stored in the same site as the PES. **[6.12.12 HD]**

PES escalations and PES call records must be deleted securely from the system after six months without impact to the live system. **[6.12.13 HD]** The existing PES data must be migrated into the new PES database. DCLG do not wish to re-input existing information by hand. **[6.12.14 HD]** The existing data will be provided by DCLG electronically in csv form

The PES must be capable of playing a pre-recorded ‘out of hours’ message when closed, a pre-recorded ‘emergency’ message at any time and ad hoc messages e.g. for bank holidays. During regular operation, there must be the facility for a front end welcome message, a repeating comfort message and Music on Hold (though this may not be utilised). The relevant message content will be provided by DCLG and recorded by the Service Provider or DCLG if DCLG wishes. **[6.12.15 HD]** Callers must not have the option of leaving a voicemail whilst queuing for the PES. **[6.12.16 D]**

DCLG require proposals from the Service Provider detailing how service continuity will be achieved in the event of a disaster or emergency affecting the service. The Service Provider must document how the PES will be recovered in the event of a loss of service (either full or partial) and the impact this will have on restoration times. **[6.12.17 M]**

The DCLG ICT service management team must be able to see information that will at a minimum show historic data on calls answered by PES staff, top 10 FAQs accessed, number of subject calls, number of comment calls, number of calls escalated. This information is to be included in the monthly service review reports. **[6.12.18 HD]**

In addition to other telephony reports DCLG require monthly reports showing PES performance against contracted SLAs. DCLG also require monthly reports which illustrate daily data and allow trends to be analysed (Example reports are located within the Baseline Information Pack). **[6.12.19 HD]**

The DCLG ICT Service Management team will require the ability to listen at random to all live and recorded calls over a period of the last 30 days, to provide scoring against 10 calls per month using call quality criteria, to ensure Quality Assurance of PES. **[6.12.20 M]**

Supplier must ensure integration with DCLG systems to ensure a common automatic update of DCLG / Phone Directory information – the supplier will be required to work with DCLG suppliers to ensure that this update is correctly designed, developed, tested and implemented. **[6.12.21 M]**

6.13 Call Recording – PES and DCLG

DCLG utilise call recording for monitoring the quality of calls to the PES but at the current time DCLG does not use call recording in any other way. DCLG's position is that the PES is the key reason for having a call recording service. If the supplier intends to deliver a PES where call recording would be independent of the DCLG phone service, then call recording would become an optional service for DCLG.

Regardless of whether call recording is being used in the PES or within DCLG:

DCLG require one DCLG member of staff to be able to access the PES call recordings for quality monitoring purposes. **[6.13.1 M]**

Call Recordings will be retained for 30 days or less, after which it is the responsibility of the supplier to ensure they are deleted. **[6.13.2 M]**

Call Recordings will be searchable by date, time, user / extension. **[6.13.3 HD]**

Selected recordings should be capable of being saved outside of the Call Recording system (e.g. downloaded to PC). **[6.13.4 HD]**

Recordings that are saved outside of the Call Recording system should be playable using a common codec that is already installed in common media players such as Windows Media Player, or that can be obtained and installed automatically without the user requiring administrator privileges on their desktop. **[6.13.5 HD]**

The Call Recording system must be secure such that unauthorised users cannot search, listen to or download call recordings. **[6.13.6 M]**

And specifically for any call recording in DCLG:

DCLG would prefer an extension / user based recording service. **[6.13.7 HD]**

The solution must be capable of recording DCLG ACD agents. **[6.13.8 M]**

Call recording for DCLG extensions would be for a small number of less than 50, primarily based on ACD agents but potentially for some standard users. **[6.13.9 HD]**

For retrieval of call recordings it is envisaged that up to 5 DCLG staff would have access to the search and retrieval system. **[6.13.10 HD]**

6.14 Service Reporting

DCLG consider that there are 3 elements to reporting – regular agreed reporting to DCLG Service Management team, ad-hoc reporting to DCLG Service Management team and reporting available to a DCLG user.

Regular and ad-hoc reporting

DCLG is keen to ensure that the manual effort required to setup, maintain and publish regular agreed reporting be minimised and automated systems used as much as possible. The supplier should explain how service metric information will be gathered at SLA level and below, how its accuracy will be confirmed and how such reports will be made available to DCLG. The supplier should detail any automated systems used in the gathering or creation of regular reports to DCLG and clarify the flexibility of the reporting systems to cope with changes occurring within the contract. **[6.14.1 M]**

Ideally, DCLG's ICT Service Management team will also have direct access to the service monitoring / reporting system(s). Supplier should confirm specifically what access DCLG will have. **[6.14.2 HD]**

Supplier must monitor, manage and provide up to date information on performance in conducting root cause analyses and providing fixes for incidents and known problems. **[6.14.3 M]**

Supplier must supply capacity monitoring and management; the supplier should articulate what will be monitored and how this will be achieved. Capacity monitoring reports will be provided as part of regular monthly service reporting. Any aspect of the solution which the supplier will rely upon but cannot provide capacity monitoring for should be stated. **[6.14.4 M]**

Telephone Service Management Information that supplier must provide:

> Tools that provide historical and real-time or near real time (within 5 minutes) views to DCLG Service Management of the service status, current and cleared incidents and Service Requests. **[6.14.5 M]**
>
> The ability for DCLG's ICT service management team to view the latest progress / status of incidents and service requests via an online tool. **[6.14.6 HD]**
>
> Information on Assets / CMDB information, available to DCLG on a real time or regularly updated basis (monthly or more often). **[6.14.7 M]**

Supplier must also provide:

Monitoring of the quality of calls between answerpoints such as MoS (Mean Opinion Score). Supplier must demonstrate how quality will be monitored and what tools will be available to Supplier and DCLG for monitoring. Where end to end monitoring of devices is not possible (either at any time or in certain scenarios) this should be clearly defined. **[6.14.8 M]**

Telephone system availability, Video service availability, Softphone availability, Other services availability. **[6.14.9 M]**

Average MOS for inbound calls, Average MOS for outbound calls, Jitter (msecs). Preferably at site level. **[6.14.10 M]**

The supplier should also detail how it will monitor elements of the service in real time to identify service issues and outages. The explanation should include information on what service elements will be monitored automatically and how, and which will be monitored manually. **[6.14.11 M]**

For Service Review, on a monthly basis provide a report that contains:

> A management summary of key issues, problems and performance against the Service Levels and agreed key performance indicators, with a month on month review. **[6.14.12 M]**
>
> Update on Continuous Service Improvement (e.g. progress against current projects, agreed actions etc). **[6.14.13 M]**
>
> Capacity (used / unused). **[6.14.14 M]**

Number of active users and / or phones by site. **[6.14.15 M]**

Number of features in use by licence e.g. ACD, voicemail. **[6.14.16 HD]**

New users this month. **[6.14.17 M]**

Deleted users this month. **[6.14.18 M]**

Service Credit / Achievement against the Service Levels summary. **[6.14.19 M]**

Number of incidents raised and category. **[6.14.20 M]**

Number of incidents resolved. **[6.14.21 M]**

Average incident resolution times in each month (by SLA Priority if appropriate). **[6.14.22 HD]**

Number of outstanding incidents and category. **[6.14.23 M]**

Number of Service Requests raised, resolved and category. **[6.14.24 M]**

Average Service Request resolution times in each month (by SLA Priority if appropriate). **[6.14.25 HD]**

Number of Service Requests outstanding and category. **[6.14.26 M]**

Number of calls / requests to service desk. **[6.14.27 M]**

Service Desk Calls answered within contracted SLA. **[6.14.28 M]**

Service Desk Average time to answer. **[6.14.29 HD]**

Service Desk % of calls abandoned. **[6.14.30 M]**

Service Desk Longest Time to Wait. **[6.14.31 HD]**

Top 2 categories Incident Analysis (e.g. Severity 1 and 2 issues). **[6.14.32 HD]**

Incidents referred to 3rd parties and status. **[6.14.33 M]**

Telephone system availability, Video service availability, Softphone availability, Other services availability. **[6.14.34 HD]**

Average MOS for inbound calls, Average MOS for outbound calls, Lowest MOS for inbound calls, Lowest MOS for outbound calls, Jitter (msecs). **[6.14.35 M]**

Self Service requests / changes. **[6.14.36 HD]**

Availability of telephony websites / portals provided by the supplier for use by staff (e.g. Audio Conference site, voicemail site). **[6.14.37 HD]**

Supplier provided circuit utilisation (for example internet circuit(s). **[6.14.38 M]**

Supplier provided circuit availability. **[6.14.39 M]**

Customer Satisfaction Levels (derived from customer satisfaction survey responses solicited). **[6.14.40 HD]**

Summary and details of the CMDB and / or Asset list (e.g. Licences, hardware spare stocks, number of servers in use etc). **[6.14.41 M]**

Total energy used by supplier hosted devices (e.g. devices in data centres or other sites), where the device is used only in the provision of service to DCLG. This is to allow DCLG to provide energy consumption figures as part of the 'green agenda'. **[6.14.42 HD]**

A record of the invoices raised that month. **[6.14.43 HD]**

Details of the number and nature of any complaints from the CUSTOMER. **[6.14.44 HD]**

The supplier may suggest additional metrics or reports which it will provide as part of ad-hoc or regular reporting to DCLG. **[6.14.45D]**

Call Logging Reporting of:

Calls Made externally by type. **[6.14.46 M]**

Calls Received. **[6.14.47 M]**

Internal calls. **[6.14.48 M]**

Calls diverted to external numbers. **[6.14.49 HD]**

Cost of calls. **[6.14.50 M]**

The supplier should confirm what Call Logging reporting is available via the supplier, what is available to DCLG directly (e.g. ad-hoc reporting tool) and any limitations on the number and / or types of reports that can be provided per month. **[6.14.51 M]**

If the supplier is providing a solution with multiple gateways and controllers which could mean calls take multiple routes to go off net, the supplier should confirm it can provide a call logging solution which can accurately monitor calls end to end to provide reporting of the correct cost, duration and answer points for every call. **[6.14.52 HD]**

Security Reporting and Metrics

Provide a report each month to DCLG detailing compliance against each area of the Security Services obligations. **[6.14.53 M]**

Promptly provide DCLG with any further information on security reporting and metrics as may be requested from time to time, and in the format required by DCLG. **[6.14.54 HD]**

Each month, provide to DCLG a report detailing all devices where the Anti-Virus software is out of date. **[6.14.55 M]**

User reporting

DCLG staff are used to placing and viewing the status of their incidents and service requests via an online tool. It is also common for person A to log an incident or service request on behalf of Person B. Person A is often deemed the person responsible for ensuring the incident /

service request is progressed / resolved, though Person B correctly remains the recipient of updates and / or requests for information / closure.

The supplier should provide:

An online tool which gives users the ability to view overall / component service status quickly, such as a traffic light on a service portal. DCLG believe this will help reduce calls to the Servicedesk and let users understand what services are not currently available. **[6.14.56 HD]**

The ability for DCLG staff to view via an online tool the latest progress / status of incidents and service requests registered against their name. **[6.14.57 M]** Ideally, the online tool will allow both the requestor and the person the incident / service request is for to view information for that incident / service request. **[6.14.58 D]**

The ability for DCLG staff to view historical information on incidents and service requests. **[6.14.59 M]**

The supplier may suggest additional metrics or reports which it will provide as part of user reporting to DCLG. **[6.14.60 D]**

6.15 Service Reviews

Service Review Reports will be submitted 5 working days prior to the monthly service review. **[6.15.1 HD]**

Reports will include information as outlined in previous sections.

A monthly service review will be held between DCLG and supplier nominated account team members. Supplier will be responsible for producing minutes and actions from this meeting. **[6.15.2 M]**

At each service review meeting, the supplier will provide a service improvement plan to address any services which fail to meet the Service Levels set or which do not fall under an explicit service level. The service improvement plan shall be subject to reasonable agreement by DCLG and the supplier. If any of the measures set out in the service improvement plan have not been achieved by the supplier by the date(s) set out in such service improvement, service credits will apply as defined. **[6.15.3 M]**

DCLG reserve the right to initiate in conjunction with the supplier, service improvement plan initiatives, which will include the supplier's senior management and the supplier shall cooperate in good faith with DCLG towards achieving this. **[6.15.4 HD]**

A quarterly strategic / governance meeting will be held between DCLG and Supplier nominated staff. Supplier will be responsible for producing minutes and actions from this meeting. **[6.15.5 M]**

An annual joint DCLG / supplier review will be required of the service, to include consideration of the then current financial profile with a view to securing annualised downward cost improvements **[6.15.6 HD]**

6.16 Service Management

All services must include the provisioning, integration and support of the various service components. **[6.16.1 M]**

Supplier should provide all services in a manner that is compliant with ITIL, and provide information on its service management model. **[6.16.2 M]**

Supplier should explain how its Servicedesk and support model will function to ensure that it can meet the appropriate service to users. For example, it should confirm the model used for incident resolution, problem management and service improvement, the use of expert teams or capability units and working with other DCLG suppliers. **[6.16.3 M]**

In particular, the supplier should confirm how its support model ensures end to end resolution of incidents and service requests for users, and how it supports resolution of major incidents. **[6.16.4 M]**

Supplier should confirm how user escalations and complaints will be managed. **[6.16.5 M]**

Supplier should confirm who (at a role level) within its organisation it expects to have day to day contact with the DCLG ICT service management team **[6.16.6 HD]**

The supplier has service management responsibilities which shall include incident, problem, configuration, capacity, change control, release management, logistics, financial management and spares management. **[6.16.7 M]**

The supplier will provide a continuous service improvement process to identify and improve the Ordered Services provided to DCLG. **[6.16.8 M]**

Continuous Service Improvement activity will include but is not limited to **[6.16.9 HD]**:

- Recommendations for reducing Incident volumes and severity.
- Recommendations for reducing Problem volumes and severity.
- Identify any changes arising as a result of Problem resolution which resulted in subsequent Incidents.
- Analysis of trends in Alerts, Problems and Incidents.
- Component Failure Incident Analysis reports.
- Root Cause Analysis and trend analysis of Problems affecting availability.
- Opportunities for capacity optimisation.
- Any capacity constraints restricting, or likely to restrict, service availability.
- Historical trends in achievement of Service Levels and a rolling 12-month forward view of achievement of Service Levels.

Create and maintain documentation which DCLG shall be required to approve, that provides an:

Architecture overview **[6.16.10 M]**

- Key Design Criteria
- Assumptions
- Functional View
- Technical Architecture
  - Solution Building Blocks
  - Interfaces
  - Resiliency
  - Capacity

- Security View

WAN and LAN integration **[6.16.11 M]**

- Network Topology
  - Design Criteria
  - Solution Building Blocks
  - Resiliency
  - Capacity
- System Management and Operation
- Security

IP Telephony architecture **[6.16.12 M]**

- Network Topology
  - Design Criteria
  - Solution Building Blocks
  - Gateway Interconnectivity
  - Resiliency
  - Capacity & Expandability
- System Management and Operation
- Billing and MIS
- Security
- Development Timeline (3, 5 and 10 year)

Security architecture **[6.16.13 M]**

- Security and Risk Strategy
- Threats and Risks
- Policies and Procedures
- Security Architecture
- Identification / Authentication
- Auditing

Details the number plan, dial plan and number translation plan. **[6.16.14 M]**

DCLG expect that the service components will be fully documented by the supplier, in terms of High Level Designs and Detailed Designs (or the equivalent), architectural diagrams, test plans and their results, and so on as detailed above. DCLG expect to have full and complete access to this documentation at any time in the life of the service, and have the ability to use that documentation at the time of exit. **[6.16.15 M]**

Confirm the resource type and resource profile that will be in place during business as usual operations to ensure the solution is sufficiently supported. **[6.16.16 HD]**

Provide and maintain a Configuration Management Database (CMDB), which must include asset management and tracking of hardware and software, configuration, warranty information, owner and location. **[6.16.17 M]**

Shall be responsible for asset and configuration management and must demonstrate how asset and configuration management will be achieved and maintained. **[6.16.18 M]**

Must ensure that all software provided has the requisite licence and that this information is recorded and retained by the supplier. This must be auditable by DCLG or DCLG nominated agents. **[6.16.19 M]**

Must maintain a record of all visits where DCLG approved site work is undertaken by supplier (and / or its Sub-contractors) staff and the work they carried out. Supplier must make these records available to DCLG upon request. **[6.16.20 HD]**

Requests / Incidents raised to supplier by DCLG users must be assessed for customer satisfaction by the supplier once closed. Customer satisfaction criteria will be agreed between DCLG and the Supplier. **[6.16.21 HD]**

Where a new user is setup, the supplier must provide a single communication to the user providing all necessary information such that the user can begin to use services. The template for this communication will be agreed with DCLG. **[6.16.22 M]**

Must provide and manage sufficient PSTN gateway, trunk capacity and internet gateway capacity to ensure that DCLG is able to control, make and receive telephone calls, video calls and utilise the other services provided under the contract to the service levels agreed. **[6.16.23 M]**

When requested, supplier must investigate potential or actual service abuse, providing conclusions and recommendations to prevent further such abuse. For example unauthorised telephone login or calls to premium rate telephone numbers which are meant to be restricted. **[6.16.24 M]**

Supplier must implement and maintain comprehensive risk management procedures and processes to ensure that all risks are identified and actions taken to mitigate or remove them before they occur. **[6.16.25 M]**

Supplier must develop, document and agree with DCLG procedures for account and security administration. **[6.16.26 M]**

The supplier will provide a Servicedesk for DCLG staff, contactable by phone, web and email. **[6.16.27 M]**

The Servicedesk will be available as per the agreed service levels. An extended Servicedesk will be provided as an optional service that can be called on if necessary to support DCLG out of hours working at critical times: Option 1 – A weekday 18:00-8am, Option 2 – A weekday 18:00-22:00, Option 3 – A weekday 18:00-02:00, Option 4 – Saturday hourly rate, Option 5 – Sunday hourly rate. **[6.16.28 HD]**

When incidents are logged, the supplier will provide email confirmation to the user of the incident, and provide updates by email including progress updates, status and closure. **[6.16.29 M]**

Incidents that are deemed resolved by the supplier will be confirmed for closure by the user before closure. **[6.16.30 HD]**

To confirm resolution and closure, 3 attempts will be made by the supplier to contact the user including 1 email and 1 phone contact. If no response is received the incident may be closed 5 days after resolution. **[6.16.31 HD]**

The 3 contact attempts to confirm closure will be made over a number of days during the 5 day period before closure. **[6.16.32 HD]**

As voice services will be delivered over DCLG's LAN and WAN which are provided by **REDACTED** and **REDACTED**, the supplier and **REDACTED** Servicedesks may receive calls from users which are more appropriate to the other provider. The supplier will work with DCLG and DCLG's suppliers to agree how incident and problem calls will be managed and transferred to the appropriate Servicedesk. **[6.16.33 M]**

Supplier will be responsible for creating and maintaining an Operating Level Agreement with DCLG suppliers (currently **REDACTED** and **REDACTED**) to ensure all parties are aware of their agreed roles and responsibilities in delivering service. **[6.16.34 M]**

On-site support

DCLG operates an IT focal point at each site. Suppliers should assume that either users or the IT focal point would be available to provide on-site support for the telephony service, such as replacing cables and replacing broken phones.

The supplier will need to provide appropriate remote support to the users and focal points to resolve an incident or service request. **[6.16.35 M]**

Recognising that in some cases it is preferable for the supplier to resolve an issue (for example when dealing with VIPs or complex issues), DCLG requires that upon request a suitable engineer be sent to site who has appropriate security clearance to gain access. It is envisaged that this request would normally be made via the online service catalogue by DCLG service management. **[6.16.36 HD]**

Where replacement handsets / equipment are needed, the supplier should confirm the timescales to deliver a replacement to site. The supplier may wish to place a small amount of spare stock on sites in advance, in which case it should confirm this as part of the response. **[6.16.37 HD]**

If DCLG's Mitel 5330 customer furnished assets are to be used for handset replacement then DCLG is content to continue to hold the majority of spare Mitel 5330 handsets if required.

Administration

It is DCLG's preference that the DCLG service management team have administrative access to the telephony solution where possible, such that it may carry out changes itself should it be deemed necessary (for example where an urgent change to a user's class of service was required), and can also audit the solution. The Supplier should confirm what elements of the solution DCLG staff will be able to administer. **[6.16.38 D]**

If the solution provided is solely provided for DCLG and not a shared service, the supplier must provide system / administrator training for nominated DCLG users on the VOIP service, ACD MI system etc. **[6.16.39 HD]**

Change Management

DCLG's view is that in general there are day to day changes such as service requests / MACs which are generated by the user, and technical / contract / project changes generated by DCLG ICT Service Management.

After joint development and agreement with DCLG of the change process, Supplier must only accept certain specific requests (e.g. additional handsets) from DCLG authorised demanders. **[6.16.40 M]**

Service Requests / MACs will be subject to SLA.

For the purposes of managing the contract, and as a Government department, there are times when DCLG will require information from the supplier in respect of the services provided, for example to comply with the Freedom of Information Act. Supplier to confirm these requests would be treated as a service request for Information and Guidance. **[6.16.41 HD]**

DCLG understands that pricing for individual service requests can be cumbersome to track and monitor. Therefore suppliers are asked to consider other options they may wish to propose for the management of service request costs. For example they may wish to suggest a fixed cost per month which includes unlimited or x number of service requests. **[6.16.42 HD]**

Supplier must maintain a record of all software changes made and must make it available to DCLG upon request or as part of the toolset provided to DCLG telecoms staff. **[6.16.43 HD]**

A service catalogue must be agreed with DCLG and supplied to DCLG in electronic format. The service catalogue must be available to general DCLG users. The catalogue must be capable of separation such that standard users can view certain items, and DCLG ICT service management team can view all items. For example, standard users will not be able to see the option to request engineering resource. **[6.16.44 M]**

The service catalogue will be capable of providing up to two levels of authorisation for orders placed by standard users. **[6.16.45 HD]**

Users should be able to select who the authoriser will be from a list (it is not necessary to maintain a list that identifies which user must be authorised by whom). **[6.16.46 HD]**

Most authorisation is carried out by senior staff and so must be simple and quick to use with minimal time spent logging in. Currently DCLG utilise an email response system (an email is issued to the authoriser who replies with a statement confirming the order is authorised), and this would be our preference. **[6.16.47 HD]**

Once approved, users should be able to track progress of the order placed via the service catalogue. **[6.16.48 D]**

The catalogue / reporting solution should be able to identify to a user and DCLG ICT Service management those catalogue orders that have been approved, and those which have yet to be approved. **[6.16.49 HD]**

All services in the catalogue will be costed or free, items where the price is not agreed in advance will not be placed into the catalogue and will need to be requested under a separate process (e.g. quote request). **[6.16.50 M]**

DCLG may require to know the costs incurred by catalogue orders, the catalogue should be able to record a cost centre and / or purchase order for items ordered, which can also be broken down by organisation (e.g. DCLG, PINS, Tenant A). **[6.16.51 M]**

The supplier should provide information on a monthly basis on the total cost of catalogue items ordered, which is capable of being broken down by at least organisation / tenant, the top 10 of cost centre, type of catalogue order and users. **[6.16.52 HD]**

The service catalogue will be maintained by the supplier to ensure it remains current and correct, it will also be updated by the supplier as and when changes to services are agreed with DCLG. **[6.16.53 M]**

It is expected there will be no cost to DCLG to add, change or remove items within the catalogue **[6.16.54 HD]**

The service catalogue is one the main avenues of interaction with DCLG staff and therefore needs to be easy to access, intuitive to use and capable of customisation to DCLG's needs. The supplier should confirm how it will deliver this. **[6.16.55 M]**

Supplier to confirm that to ensure conformance for assistive technology users, the service catalogue will be WCAG 2.0 Level2 'compliant'. **[6.16.56 HD]**

Technical Change Management

DCLG requires a service where changes are able to be managed quickly whilst also ensuring change is delivered accurately and continuity of service is maintained appropriately.

DCLG require that:

An ITIL compliant change process is agreed between DCLG and the supplier. **[6.16.57 M]**

The supplier will be responsible for change management **[6.16.58 M]**

All changes are subject to DCLG approval in advance (to be known as the Telephony CAB), or carried out via an agreed emergency change process. Service affecting downtime will be carried out out of hours. **[6.16.59 M]**

All changes will be documented by the supplier with appropriate pre and post testing, post implementation review, change notification and asset / CMDB management. **[6.16.60 M]**

The supplier will support other DCLG suppliers in delivery of the end to end telephony service, for example providing impact assessments on other supplier changes which are part of or may impact upon the telephony services being provided. **[6.16.61 M]**

As changes made to the telephony solution may impact or be impacted by other services, where deemed necessary by DCLG or the supplier, the supplier will also submit changes to the larger DCLG Connect Change Advisory Board (CAB) which includes **REDACTED**, for approval in the format requested by DCLG. **[6.16.62 M]**

The supplier will attend DCLG'S Change Advisory Board (CAB) at the request of DCLG or DCLG suppliers, to ensure the integrity of the service being provided. Attendance may be in person or by phone. **[6.16.63 M]**

6.17 Security

Security accreditation will be required of the solution such that it may operate at the "Official" tier **on internal calls**. **[6.17.1 M]**

The solution provided will be linked to DCLG's existing corporate services provided by **REDACTED** and **REDACTED** which operate at up to "Official Sensitive".

The supplier must;

- Provide a solution which maintains and safeguards this level of security for both the interconnection with DCLG's existing WAN and LAN and the telephone service itself. **[6.17.2 M]**
- Define how your service will integrate with the other supplier services from a security perspective, detailing dependencies and any assumptions you are making. **[6.17.3 M]**
- Ensure the security patches to software and hardware are tested, applied and updated regularly and as necessary. **[6.17.4 M]**
- Be responsible for a Security Management Plan, security processes and security standards and fully complying with them. **[6.17.5 M]**.
- Continuously and proactively monitor, review and investigate the Services for non-compliance against the Security Management Plan, the Security Standards and the Security Processes. **[6.17.6 M]**
- Ensure that Security Standards and Security Processes are reflected in any instructions and guidance produced by the supplier for any supplier Personnel or Users. **[6.17.7 M]**
- The Services shall contain all the necessary functions, technologies, processes and capabilities to enable full compliance with the Security Standards and the Security Processes. **[6.17.8 M]**
- All supplier Personnel involved in the provision of Security Services must have the appropriate level of qualifications, training and security clearance to enable them to successfully discharge the requirements of the Security Services. **[6.17.9 M]**
- Supplier personnel that have administrative access to DCLG's **REDACTED** are required to have **REDACTED** clearance or higher. Some sites will require field engineers to hold **REDACTED** clearance to gain unescorted access to **REDACTED**. **[6.17.10 M]**
- Provide input and attend workshops as requested by DCLG and its agents to review the Security Management Plan and the Security Processes and Security Standards. **[6.17.11 HD]**
- Within the time period notified by DCLG, provide a Security Impact Assessment Report to DCLG and its agents regarding any amendments to the Security Standards affecting the Services. **[6.17.12 M]**
- Immediately provide details of all security non-compliances identified to DCLG. **[6.17.13 M]**
- All non-compliances of security identified shall be rectified in accordance with the time periods as defined by DCLG, with due regard to the severity or potential severity of the non-compliance. **[6.17.14 HD]**
- If, as a result of security compliance monitoring any amendments needed are required to meet the Security Standards, Security Management Plan or Security Processes, provide a Security Impact Report to DCLG. **[6.17.15 M]**
- Regularly perform a formal review of all processes, procedures, guidance and instructions to confirm compliance with the Security Management Plan, the Security

Standards and the Security Processes at a minimum of **REDACTED** intervals. **[6.17.16 M]**

- Where an improvement to the Security Services has been identified, provide reports of all findings and recommendations to DCLG, which shall include activities and timescales for any improvements identified. **[6.17.17 M]**
- Once the activities and timescales identified above have been agreed with DCLG, create, maintain and update a consolidated plan detailing such agreed activities, and the timescales for completing such activities, covering each Security Service ("Security Services Improvement Plan"). Improvements that are deemed to be part of the standard service will incur no additional cost to DCLG. **[6.17.18 M]**

Information Security Events

When aware of an Information Security Event (such as public notification of a system vulnerability or critical exploit with the potential to impact the service), the supplier must;

- As soon as possible, having due regard to the potential severity of the Information Security Event), inform DCLG of that Security Event. **[6.17.19 M]**
- Investigate and contain any Information Security Event and take steps to implement the appropriate resolution of the Information Security Event in question, as required by DCLG. Provide progress reports to DCLG in accordance with the timescales requested by DCLG. **[6.17.20 M]**
- Following the categorisation of any Information Security Event as an Information Security Incident, inform DCLG of that Incident as below. **[6.17.21 M]**
- Provide any information DCLG may request in connection with any Audit following any Information Security Incident. **[6.17.22 HD]**

Information Security Incident Management

When aware of an Information Security Incident (having due regard to the severity or potential severity of the Incident) the supplier must;

- Inform DCLG of that Incident as soon as reasonable. **[6.17.23 HD]**
- Following the identification of any Information Security Incident, support the investigation and containment of that Incident and take such steps to implement resolution as required by DCLG. Provide progress reports to DCLG in accordance with agreed timescales. **[6.17.24 M]**
- Where an Information Security Incident is identified and the supplier is able to take action to contain and / or remedy the Incident, take such action immediately. Where the supplier is of the reasonable opinion that taking any such proposed action could cause a serious adverse impact upon the ability of DCLG to conduct its business, it will first seek the consent of DCLG before taking such action. **[6.17.25 M]**
- Where an Information Security Incident has been contained and / or remedied, inform DCLG of the action that has been taken as soon as possible. **[6.17.26 D]**

Security Accreditation

The supplier In accordance with agreed plans must;

- Submit to DCLG such documentation relating to the attainment of Security Accreditation, including but not limited to the relevant RMADS, Privacy Impact Assessment and Accreditation Management Plan. **[6.17.27 M]**

- Ensure that any such documentation meets all applicable Security Accreditation standards prior to submission. **[6.17.28 M]**
- If the Accreditor requires re-submission of any documentation relating to the attainment of Security Accreditation, ensure that, prior to re-submission: (i) any inaccuracies or incompleteness identified in the documentation by the Accreditor are rectified; and (ii) any security issues identified by the Accreditor are resolved. **[6.17.29 M]**
- Provide DCLG with such information and guidance as may be reasonably required by DCLG in complying with its obligations to provide information and assistance concerning Security Accreditation. **[6.17.30 M]**
- Following the attainment of Security Accreditation in respect of any of the Services, take such steps as are necessary to review and maintain that Security Accreditation. For the avoidance of doubt, these steps should include any actions necessary to resolve any emerging or outstanding risks as detailed in risk treatment plans. **[6.17.31 M]**
- With the agreement of DCLG, arrange any necessary Accreditation Panels or Security Working Groups as defined by the Accreditation plan. **[6.17.32 M]**

Health Check and Penetration Check Test Services

Where DCLG appoints any third party to undertake Health Check and / or Penetration Check testing the supplier must;

- Provide that third party with such access to people, systems and data as may be reasonably required to enable that third party to undertake the tests which it has been appointed to carry out. **[6.17.33 M]**
- Pay for the first Health Check / Penetration test and remediation actions as part of the implementation of the new service. **[6.17.34 HD]**

Following a Health Check or Penetration Test any supplier Risks identified should be addressed in a mitigation plan, timescales to be agreed with DCLG and at no additional cost to DCLG. **[6.17.35 M]**

Security Alerts and Notices

The supplier must;

- Continually review the relevance and impact of all Security Alerts and Notices applicable to the Services and alert DCLG of any alerts which may constitute a risk to the service. **[6.17.36 M]**
- Define and agree with DCLG a mitigation plan to address said vulnerabilities and implement accordingly. **[6.17.37 M]**

Security Audits

The supplier must;

- Participate in such number (up to a maximum of **REDACTED** per calendar year) of security audits as DCLG may reasonably require. **[6.17.38 HD]**
- Agree and implement SMART activities to address all recommendations made by DCLG. **[6.17.39 HD]**
- Recommendations arising out of any such security audit shall be processed in accordance with the Change Management Policies and Change Control Procedures, provided that, where any security audit identifies a failure by the supplier to comply with

the Security Management Plan, Security Standards and / or the Security Processes for an accredited system or service, then the supplier shall be solely responsible for remedying such non-compliance at no additional cost to DCLG. **[6.17.40 HD]**

- If appropriate raise an Information Security Incident where non-compliance falls within the definition of an Information Security Incident. **[6.17.41 M]**

Security Requirements

The supplier must;

- Provide DCLG with such information and guidance concerning the Services as may be reasonably requested by DCLG on the security of the Services or how new equipment, software and / or applications will interact and operate in connection with the Services. **[6.17.42 HD]**

Security Risk Management

The supplier must;

- Provide to DCLG, details of all current or potential security risks identified that impact the provision of the Services and provide DCLG with such information and assistance as DCLG may reasonably request to assist it in investigating the security risk in question. **[6.17.43 HD]**
- Following the identification of any security risk, investigate and make recommendations for remedial action to DCLG within the time period as agreed with DCLG. **[6.17.44 M]**
- Implement appropriate remedial actions as required to mitigate each security risk after consultation with and as directed by DCLG. **[6.17.45 M]**

Firewalls and border gateways:

- Operate the Firewalls and border gateways in accordance with the Security Processes, Security Standards and Security Management Plan. **[6.17.46 M]**
- Notify DCLG of any failure to operate the Firewalls and border gateways in accordance with the Security Processes, Security Standards and Security Management Plan. **[6.17.47 M]** Take such action to rectify any such failure as DCLG requires and submit a report detailing actions taken. **[6.17.48 M]**

Audit Trails

The supplier must;

- Identify, document and review each audit trail produced in accordance with the Security Processes, Security Standards and Security Management Plan and notify DCLG of any unusual or anomalous activity identified in such audit trails. **[6.17.49 M]**
- Following notification to DCLG of any unusual or anomalous activity, report on how the incident was handled and the steps taken to prevent future unusual or anomalous activity. **[6.17.50 M]**

Covert Access and Prohibited System Usage:

- Provide DCLG with such information and assistance as DCLG may reasonably require in complying with its obligation to continuously monitor the use of services by supplier Personnel and DCLG Personnel and to provide DCLG with details of any supplier Personnel or DCLG Personnel who have or have attempted to contravene the

requirements in the Security Processes, Security Standards and the Security Management Plan. **[6.17.51 M]**

- If requested by DCLG, conduct Covert Access on behalf of DCLG and provide the findings to DCLG in accordance with Good Industry Practice. **[6.17.52 HD]**

Security Releases

The supplier must;

Install all Security Releases the supplier or supplier sub-contractor advises are necessary in respect of all Access Devices and other hardware connected to the Network and in accordance with the Release Management Policies, Processes and Procedures, and Standards as agreed with DCLG or as listed in Section 14 (Standards). **[6.17.53 M]**

Compile and maintain; forward looks for 6 months ahead, schedules / release plans and implementation plans for the installation of Security Releases, in accordance with the Release Management Policies, Processes and Procedures. **[6.17.54 HD]**

Anti-Virus Software Releases

The supplier must;

- Monitor the availability of Anti-Virus Software Updates (including all system components) and Anti-Virus Signature Updates relevant to the Services and inform DCLG (within time periods as defined by DCLG and with due regard to the severity or potential severity of release) of any such updates which the supplier considers to have specific relevance to DCLG due to the potential impact of such update or release upon DCLG. **[6.17.55 M]**
- Perform any reasonable activities to avoid virus infections and other Malicious Software in accordance with the Anti-Virus Software Policy. **[6.17.56 M]**
- Install all Anti-Virus Software Releases and Anti-Virus Signature Updates applicable to the Services in accordance with the schedule for implementation and timescales agreed with DCLG. **[6.17.57 M]**
- Investigate the cause and remediate all instances of out of date Anti-Virus software within the timescales agreed with DCLG. **[6.17.58 M]**

Security Controls – Monitoring and Protection

The supplier must;

- Implement, maintain and monitor appropriate security controls to protect DCLG against security threats. These controls will follow (and adhere to) Good Industry Practice and be implemented with due regard to controls that have already been implemented by other suppliers or Third Party Service Providers, to ensure that unnecessary duplication is avoided and collaboration is effective where possible. **[6.17.59 M]**

Staff and contractors:

DCLG strictly adheres to Cabinet Office's guide to the pre-appointment screening of Government staff and contractors.

It shall be the Contractor's responsibility to ensure that, where access to the DCLG premises or confidential information is necessary, personnel engaged in the performance of this contract shall have undergone **REDACTED REDACTED REDACTED**, the last **REDACTED REDACTED REDACTED**, **REDACTED REDACTED REDACTED** and criminal record for **REDACTED REDACTED** . **[6.17.60 M]**

DCLG reserves the right, at its sole discretion, to carry out audits and spot checks at any time during the contract period to satisfy itself that the checks have been carried out. **[6.17.61 M]**

Supplier staff / contractors acting as **REDACTED** of the service will require **REDACTED** clearance. **[6.17.62 M]**

Supplier staff / contractors that require **REDACTED** access generally to DCLG sites will require **REDACTED** clearance **[6.17.63 M]**

Supplier staff / contractors that require **REDACTED** access to **REDACTED** will require **REDACTED** clearance. **[6.17.64 M]**

Supplier staff / contractors that require access to **REDACTED** and **REDACTED REDACTED REDACTED** rooms will require **REDACTED** clearance **[6.17.65 M]**

Supplier staff / contractors that access the service at levels other than **REDACTED** will require **REDACTED** clearance **[6.17.66 M]**

The supplier is responsible for providing pre-cleared staff. **[6.17.67 M]**

6.18 Resilience and Disaster Recovery

Part of DCLG's responsibilities within Government is the co-ordination of response in emergency scenarios such as flooding. Recognising this, DCLG's current telephone service is resilient in terms of a core service that allows staff to make and take calls. Service is provided from two hosted data centres, each of which has resilient user and trunk controllers, with SIP trunks in both locations. Non-core services such as audio conferencing, voicemail and remote working are not resilient. DCLG believes this strikes the balance between availability of service and cost to provide that service.

Supplier must host the VOIP service off-site from DCLG. It is assumed resilience will be provided through service provision from two physically diverse sites at least one of which will not be in London.

DCLG does not require the ability to have local site resilience built into the solution, for example in the form of local breakout gateways at each site.

The supplier must ensure that resilience mechanisms are wherever possible fully automatic and require no intervention, such that loss of service must result in the automatic use of an alternative connection / service if provided as part of the service. The supplier must confirm any areas where the solution or services will not be resilient and where solutions or services have manually invoked resilience. **[6.18 1 M]**

The supplier should confirm the expected service restoration time for any service element that fails and is resilient (for example if a core controller fails the supplier confirm that no outage would occur and therefore service restoration is instant, compared to where a server fails and

service must be manually re-configured such that it is expected it will take 60 minutes to restore that service element). **[6.18.2 M]**

The supplier must provide a solution that protects against external attacks such as viruses, Trojans and denial of service (DoS) **[6.18.3 M]**

The supplier must produce and maintain a supplier disaster recovery plan during the life of the contract that describes THE SUPPLIER'S contingency plans and how it will resume services such as the Servicedesk. Supplier must provide DCLG with a copy of supplier business continuity plans which must demonstrate how it will continue to provide the service following staff shortage and / or loss of its buildings and / or loss of services. **[6.18.4 M]**

The supplier will produce, maintain and manage a Business Continuity and Disaster Recovery plan (BCDR) for the service. An example service BCDR plan is contained in the Baseline Information Pack **[6.18.5 M]**

The supplier should identify within the BCDR plan what would be categorised as a trigger for implementation of the plan. **[6.18.6 M]**

The supplier will advise DCLG immediately when the BCDR plan or any element is put into effect. **[6.18.7 M]**

The Supplier will test the BCDR Plan (including the Disaster Recovery System) on a regular basis, upon request by DCLG (with reasonable notice) or where material changes to the Services and / or the Contract reasonably require such testing. **[6.18.8 M]**

The Supplier shall, unless agreed otherwise by DCLG, also perform a test of the BCDR Plan as part of the commissioning of any new project which materially impacts the BCDR plan. **[6.18.9 M]**

The supplier will be responsible for the costs of the first BCDR test carried out as part of the implementation of the solution prior to go-live. **[6.18.10 M]**

The Supplier's costs of subsequent BCDR tests shall be borne by DCLG unless the BCDR Plan fails the test in which case the Supplier's costs of that failed test shall be borne by the Supplier. **[6.18.11 HD]**

The supplier, following each test, shall issue to DCLG a written report summarising the results of the test, applicable action plan and shall promptly implement any actions or remedial measures which DCLG considers to be necessary. Where changes constitute requirements over and above agreed service requirements, the charges for those changes will be met by DCLG. Otherwise the charges will be met by the supplier. **[6.18.12 HD]**

If any call recordings are used in testing of the BCDR plan, then this data must be destroyed / erased according to security guidelines. **[6.18.13 M]**

The supplier shall, within twenty (20) Working Days of the conclusion of each BCDR test, provide to DCLG a report setting out the outcome, any failures in the BCDR Plan (including the BCDR Plan's procedures) and the Supplier's proposals for remedying any such failures. **[6.18.14 M]**

The supplier, following each test, shall take all reasonable measures requested by DCLG (including requests for the re-testing of the failed component of the BCDR Plan) to remedy any

failures in the BCDR Plan and such remedial activity and re-testing shall be completed by the Supplier, at no additional cost to DCLG, by the date reasonably required by DCLG. **[6.18.15 M]**

6.19 Innovation

DCLG recognise the benefits of innovative solutions in meeting its objectives and suppliers must demonstrate their commitment to deliver innovation within their solutions. **[6.19.1 HD]**

Supplier should design its solution to utilise open standards where possible. **[6.19.2 HD]**

As UK Government central ICT initiatives have the capacity to generate more reliance on shared technology and delivery of services via more than one supplier, the supplier should design services to make as much use as possible of standards, methodologies and components that will allow interaction with other services, solutions and supplier systems. This may be from the perspective of the supplier providing services to others at DCLG's request and also of receiving services from other providers. **[6.19.3 HD]**

Supplier should confirm how its solution supports SIP for delivery of services and where it intends to use this protocol as standard within the solution. **[6.19.3 M]**

The supplier should summarise how, working collaboratively, it might generate ideas and projects to support cost reduction and innovation activities throughout the contract whilst also highlighting any potential incidental benefits within their current proposal. Where the technology offered may provide functionality that was not part of the Statement of Requirements, the supplier should provide any relevant details on how that functionality may benefit DCLG. **[6.19.4 HD]**

The Supplier shall have an ongoing obligation throughout the Term to identify and report quarterly as part of the strategic / governance meeting, on ideas for innovation and improvements in technology in relation to DCLG's systems, infrastructure and network including:

> The emergence of new and evolving relevant technologies which could improve the Environment, services or costs, and those technological advances potentially available to the Supplier and DCLG which the Parties may wish to adopt; **[6.19.5 HD]**
>
> new or potential improvements to the interfaces or integration of the Services with other services provided by third parties or the DCLG which might result in efficiency or productivity gains or in reduction of operational risk;**[6.19.6 HD]**
>
> changes in business processes and ways of working that would enable the Services to be delivered at lower costs and / or at greater benefits to DCLG; and **[6.19.7 HD]**
>
> changes to the ICT environment, business processes and ways of working that would enable reductions in the total energy consumed annually in the delivery of Services. **[6.19.8 HD]**

DCLG shall at all times be responsible for determining its own strategy but may notify the Supplier of any changes to their strategy and request the Supplier to consider, review and respond to that strategy and be entitled to require specific improvements to the Services to be made by the Supplier. **[6.19.9 HD]**

If, in the Supplier's opinion, any notified change to the DCLG strategy would impact upon the provision of the Services, the Supplier shall refer the matter through the appropriate governance structure. Any Changes considered necessary as a result of such referral shall be dealt with in accordance with the Change Control Procedures. **[6.19.10 HD]**

DCLG may, from time to time and acting reasonably, direct the Supplier to attend meetings with them, and / or other Providers to discuss improvements to DCLG's IT environment **[6.19.11 HD]**

The supplier will also report on:

- Technologies used elsewhere by the Supplier and Sub-contractors that constitute New Advances **[6.19.12 HD]**
- Reviews all relevant UK and EU legislation, and emerging policies from OGC and the Government CIO Council **[6.19.13 HD]**
- New product announcements from major hardware and software suppliers **[6.19.14 HD]**
- Long-term technology roadmaps which DCLG may wish to adopt or which the Supplier proposes in order to meet its obligations on hardware and software support **[6.19.15 HD]**

6.20 Green Government

Principles

DCLG is committed to the UK Government's 'Greening Government' agenda and vision which will embed sustainable development in its procurement and operation.

DCLG aims to

- Make more efficient use of ICT. Any proposals should include options for out of hours energy saving and standby options for e.g. handsets
- reduce travel through the use of web-conferencing / desktop video and smarter working
- commit to innovative green ideas, which reduce waste, maximise energy efficiency, productivity and improve performance.
- reduce consumable consumption through e.g. electronic billing and reporting
- promote smarter ways of working through adoption of mobile technologies, flexible and remote working

Tenders should make clear how the proposed service will support these aims **[6.20.1 HD]**

Procurement

In keeping with the above commitments, DCLG will:

- Consider both financial and green "total costs of ownership" when comparing tenders, including energy, disposal and service delivery approaches.
- Embed Government Buying Standards (GBS) in all government ICT procurements and seek a minimum set of standards for accounting for environmental impact costs throughout the life of a product or service (including energy use) and ensuring assessment of opportunities to extend the life of current and future ICT investments.

Tenders must make clear any proposals for re-use of existing customer furnished assets, supplier equipment and sharing of services, data-centres etc. **[6.20.2 M]**

Requirements

The Service Provider must provide an overall telephony solution that supports DCLG's objective of reducing carbon emissions and tackling climate change. **[6.20.3 M]**

Suppliers must identify how they intend to provide a solution that meets the above objectives, including both use of the services provided and the inherent 'green' properties of the solution. **[6.20.4 M]**

Suppliers must demonstrate how the proposed service will minimise energy consumption and any assumptions made to achieve stated consumption levels. **[6.20.5 HD]**

Suppliers must specify power ratings and typical energy consumption of all proposed equipment (client or backend infrastructure) and any assumptions used to calculate these figures. **[6.20.6 M]**

Suppliers must provide anticipated energy consumption for operation of the service and any assumptions used to calculate this. **[6.20.7 M]**

Suppliers must, where appropriate, specify any energy standards e.g. Energy Star with which proposed equipment is compliant. **[6.20.8 M]**

Suppliers must specify number of physical servers and other devices required to deliver the service. **[6.20.9 M]**

Suppliers must specify any energy saving that will be utilised, for example but not limited to: infrastructure virtualisation; out of hours standby mode for handsets **[6.20.10 M]**

Suppliers must specify any international energy standards with which its operation is compliant e.g. ISO 14001 **[6.20.11 M]**

Suppliers must specify whether 3rd party suppliers of services and equipment utilised in the delivery of the proposed service any international energy standards with which its 3rd party suppliers of services and equipment relevant to this tender are compliant e.g. ISO 14001 **[6.20.12 HD]**

The solution must be fully WEEE and RoHS compliant and the supplier should confirm its processes and procedures for decommissioning of unnecessary equipment including but not limited to handsets, patch leads, switches, servers etc. **[6.20.13 M]**

Product design must demonstrate minimum resource materials in construction and where possible use recycled material. **[6.20.14 HD]**

All materials must be responsibly sourced and disposed of with full audit trail availability. **[6.20.15 M]**

Suppliers must demonstrate in its response a commitment to environmental and social sustainability throughout its supply chain and business operations. **[6.20.16 M]**

On an annual basis, unless notified otherwise by DCLG, provide details of the supplier's approach to driving down its carbon footprint, ensuring continual improvement by identifying ways to reduce energy use, waste generation and resource consumption. **[6.20.17 HD]**

6.21 Regional WiFi

As per section 5, Scope, this is an optional service.

Currently DCLG provides a limited guest and staff Wi-Fi service in its regional offices. This solution is a value for money solution which is not designed to provide full coverage and / or large bandwidth to users. Each site currently has a dedicated **REDACTED** delivered on a **REDACTED** router which has **REDACTED**, of which **REDACTED** are POE capable. **REDACTED** are then **REDACTED** into this solution using **REDACTED**. The **REDACTED** provide a **REDACTED** throughout the estate utilising a **REDACTED REDACTED** for all users, though are capable of providing further **REDACTED** if necessary. Where more than **REDACTED** have been used **REDACTED** provide the appropriate power. The Baseline Information Pack provides the sites and number of **REDACTED** at each site.

Management of the **REDACTED** is provided via a cloud service which is accessible from any **REDACTED** device.

The current supplier (**REDACTED**) monitors the solution for **REDACTED** and **REDACTED** such that it can alert DCLG where there is sustained over usage of the bandwidth available.

The **REDACTED**, **REDACTED** and **REDACTED** service are all elements that are subject to ongoing line / service charges, whilst the hardware (**REDACTED** and **REDACTED**) have been purchased outright.

Service Levels for the current service fall within existing incident fix SLAs and are not subject to any specific reporting measures by the supplier (ie there are no SLAs or metrics regarding regional Wi-Fi in the regular service review reports).

Alongside the current wifi service (the supplier is asked to cost to take on the service), there is a new standard emerging within Government which DCLG may need to adopt for new wifi services. Therefore the supplier will also be asked for costings to install new wifi at sites using the proposed new standard.

Any new Wi-Fi solution under the proposed Government standard would provide a multi-SSID wireless solution with Quality of Service allowing the management of bandwidth availability between SSIDs.

SSIDs would consist of:

1. **REDACTED** Wifi. This would be logically segregated from other enterprise network components. Users would need to acknowledge T&Cs and Acceptable user via a captive portal.

2. **REDACTED** Wifi. Ensuring a guaranteed bandwidth for business purposes. Access control would require **REDACTED** to enrol via **REDACTED** which creates a **REDACTED** and **REDACTED** on a **REDACTED** and allows a sponsor request to be sent to a **REDACTED** for approval. Users would need to acknowledge T&Cs and Acceptable user via a captive portal. Devices must be isolated from one another.
3. **REDACTED** Wi-Fi. To provide access to government users **REDACTED**, which utilise **REDACTED** authentication on **REDACTED** only. No **REDACTED** access should be provided except to the **REDACTED** (updates would be provided to the supplier on a regular basis). Devices must be isolated from one another. **[6.21.1 M]**

Provide automatic notification of a loss of service in a site **[6.21.2 M]**

Be capable of expansion up to **REDACTED** per site without additional router **[6.21.3 M]**

Be capable of expansion past **REDACTED** per site subject to appropriate increases in hardware / circuits / software etc **[6.21.4 M]**

Be centrally managed by the supplier **[6.21.5 M]**

Be capable of having the **REDACTED** and **REDACTED** changed by the provider across all sites within a relatively short time frame (ie within 24 hours). **[6.21.6 HD]**

Be capable of providing an additional **REDACTED** routed to a centrally controlled **REDACTED** authentication service such as **REDACTED** technology. Note that suppliers are not asked to provide a central solution but to confirm their solution will have the capability to this further **REDACTED** and route to a central service. **[6.21.7 M]**

6 Testing

DCLG expects that the successful Supplier will be directly responsible for managing testing of the chosen solution **[7.1 M]**. Given the high regard DCLG users have for the current telephony service, it is very important that thorough testing of the solution is carried out, as this will provide confidence that DCLG are implementing a solution that meets its requirements.

DCLG expects that the successful supplier, during the Acceptance Test Period, will make available the ordered services to allow for the service acceptance procedures to be performed. **[7.2 M]** DCLG will test whether the ordered services meet the requirement specified in the order and meet the appropriate service levels.

DCLG will perform the service acceptance procedures in respect of each ordered service and inform the supplier whether the acceptance criteria are met or not. In the event that a test has not been passed, it will be the responsibility of the supplier to resolve the issue and make it available for re-test in a timescale to be agreed between DCLG and the supplier **[7.3 M]**. Once it is available for re-test, DCLG will perform the necessary test again.

Any tests that are not passed will be assigned a severity level between one and four. A level one issue is a major issue that will need to be resolved in order to proceed whereas DCLG will allow a certain number of other severity level issues prior to insisting that they must be resolved in order to continue. DCLG expects there to be only a few low level incidents in order to move from Testing to Pilot. **[7.4 HD]**

Prior to the start of testing DCLG and the supplier will agree the number and category of incidents / defects / problems which will prevent moving out of testing into Pilot. **[7.5 M]**

The "Model Office"

To maintain the integrity of Connect standard desktops, DCLG has a dedicated IT infrastructure test environment which is managed by **REDACTED**. The test environment includes desktop, thin client and notebook PCs of all models currently in use within Connect, in addition to file and application servers to simulate the production environment. This test environment is referred to as the Model Office.

All changes or additions to DCLG's IT services are infrastructure tested within the Model Office to assure compliance with standard architecture and provide assurance that the solution is fit for purpose from a technical, functional and migration perspective prior to deployment. If the application fails during Model Office testing (depending on the criticality of the failure) approval will not be given for rollout to production.

Suppliers must incorporate use of DCLG's model office in their implementation approach **[7.6 M]**

The Model office infrastructure is managed by **REDACTED** and new work within this environment will need to be scheduled against existing committed work including the suppliers solution. **[7.7 HD]** Therefore the supplier should not expect the model office environment to be available continuously and / or solely for the supplier's use.

Pilot

DCLG expect the supplier to include a pilot phase in the production environment within their implementation plans. The Pilot should be used to assure the integrity and functionality of the

solution and test the effectiveness of the deployment process. The number and location of users is subject to agreement between the supplier and DCLG, although the expectation is that it will include staff based at Marsham Street, Temple Quay House and remote users. **[7.8 M]**

Transition to new service

This stage of the project should cover all activities required to fully transition from the current supplier to the replacement service. The supplier will design, test and implement all changes necessary to ensure that all services operate effectively on the proposed infrastructure solution. **[7.9 M]** This phase may include though not be limited to:

- Providing service over DCLG's converged voice and data network
- The new backend services
- The replacement service desk
- Replacement handsets if appropriate

Supplier will provide a draft Testing Strategy and Test Plan **[7.10 M]**, which will be finalised with DCLG post contract award, which will include but not be limited to:

a. A detailed timeline for all testing to facilitate scheduling use of the testing environment (the Model Office)
b. steps for the supplier to work with our IT provider to perform initial testing within our testing environment
c. Steps for a pilot deployment to a controlled set of users

Supplier to confirm how it will support DCLG testing during the test period prior to go-live. **[7.11 M]**
Supplier will agree that proceeding from the testing phase to a pilot will require a sign off by DCLG to acknowledge the success of the testing. **[7.12 HD]**

Supplier will agree that proceeding from the pilot program to full roll out will require a sign off by DCLG to acknowledge the success of the pilot **[7.13 HD]**

Supplier will agree to the minimum Acceptance Test Criteria as stated below. **[7.14 M]**

Supplier to provide details of any additional testing that it requires DCLG to carry out. **[7.15 M]**

Minimum Acceptance Test Criteria

The following minimum Acceptance Test Criteria shall be followed by DCLG to ascertain whether each Ordered Service meets DCLG's requirements. Any additional Acceptance Test Criteria will be agreed by the parties.

PES Testing

Test Number	What will be tested	How will it be tested	What are the acceptance criteria
1	CRM system FAQs	FAQs and Staff Directory information uploaded into CRM -FAQs searched for and response checked.	All 100% uploaded, and can be seen by PES staff.
2	CRM system FAQs	Calls can be logged on FAQ system.	Calls successfully entered, saved and viewed in FAQ system by all PES staff.
3	CRM system FAQs	Escalations can be recorded.	Escalations successfully entered, saved and viewed in FAQ system by all PES staff.
4	CRM system FAQs	Backup of FAQ and Phone Directory information carried out automatically and restored.	Backup of data 100% successful as per automated schedule, all current data deleted and 100% of backup data successfully restored into live system.
5	CRM system FAQs	Staff details searched for and response checked. All data fields populated and complete.	All 100% uploaded, accurately populated and can be seen by PES staff.
6	CRM system FAQs	FAQs can be updated by users and update available to PES staff. Staff directory information is automatically retrieved from DCLG and available to PES staff.	Users can update FAQ information and save this. Update of FAQ to all users of the system takes place within 5 minutes and can be viewed by PES staff. Update of staff directory information takes place within agreed timescales and can be viewed by PES staff.
7	CRM system FAQ Reporting	Daily reporting checked and analytical tool can be accessed by users.	Report produced and statistics 100% accurate. Analytical tool provides the minimum required MI.
8	ACD functionality	Test calls made and messages heard.	Correct messages heard.
9	ACD functionality	Calls received and routed to PES staff.	Call treatment as per design and delivered to correct PES staff member.
10	Call handling	PES staff can receive, make and transfer both internally and externally (both UK and international) with announcement or leave voicemail message.	100% successful, including delivery of call to correct PES staff and DCLG's user, with announcement made as per DCLG's call handling procedures or call to voicemail if unanswered.

11	ACD MI	Production of ACD MI.	Report produced and statistics 100% accurate.
12	PES staff training and familiarisation undertaken	Sample questions asked of PES staff and answered.	90% of answers are correctly answered and according to DCLG's call handling procedures.
13	PES staff training and familiarisation undertaken	Sample transfer calls are delivered to DCLG's user.	90% of calls are correctly handled according to DCLG's call handling procedures and PES staff member correctly identifies the nominated DCLG's contact point to transfer the call to.

Proving Sites Testing

Test Number	What will be tested	How will it be tested	What are the acceptance criteria
1	At least one of each handset device type deployed	All functionality as listed in section 6.2.	100% of functionality is available.
2	Routing is in place	Calls to all other proving sites and calls to external PSTN numbers.	100% of calls are successfully received and answered at the correct location.
3	Network is capable of traffic prioritisation	Voice call placed at same time as system admin tool utilised.	Network monitoring tools indicate that voice call received priority over system admin tool.
4	Provision and routing of 03xx number range	Test calls to relevant 03xx numbers are delivered and answered.	Call is successfully delivered to the designated extension.
5	Inbound CLI presentation	Call to extension number via 03xx number.	Phone display correctly displays the CLI of the device used to make the inbound call.
6	Flexible desking	Users can activate their flexible desking profile, the extension number is allocated to the phone and user features are available.	Correct extension number activated on phone. User features correctly assigned including programmed keys.
7	Remote working – external diversion	Calls to user's extension or 03xx number are delivered to the external end point.	When either the extension number or 03xx number is dialled, the caller is delivered to the correct external end point.
8	Remote working – off site working	User located off site can make and take calls as if working in the office.	User can dial internal extensions and external PSTN numbers, receive internal calls and inbound and outbound CLI presentation is consistent with working in the office.
9	Remote working - twinning	Call placed to user's extension.	Call rings at user's extension and simultaneously rings the selected second number (e.g. a mobile). Call can be answered

			on either device.
10	Voicemail – operates correctly	All functionality as listed in section 6.5.	All functionality is 100% working and no foreign terminology is heard.
11	ACD	All functionality as listed in section6.8.	All functionality 100% working and can be accessed by DCLG's users.
12	Electronic fax solution	Inbound and outbound fax sent / received.	Faxes sent and received are delivered to the correct end points.
13	Auto Attendant	Calls placed to each option within the Auto Attendant.	Calls placed to each option are delivered to the correct end point.
14	Voice controlled dialling	Call initiated and a DCLG user verbally requested.	DCLG user request correctly interpreted and appropriate extension number dialled by the system.
15	Call logging	Test calls made and received. After relevant time period, call logging reports requested for relevant time / date.	Call logger information 100% matches actual calls made / received events.
16	Phone directory availability and integration with the CUSTOMER's systems	Phone directory accessed to look up user information. User information changed on DCLG's system and then rechecked on phone directory after relevant update time period has expired.	User information with phone directory matches with DCLG's systems. After updated to DCLG's systems, phone directory still matches with DCLG's systems.
17	Web / CBT training material available	Material accessed from a user desktop, any interactive features tested including demonstrations.	Material can be accessed successfully from the desktop, viewed and interactive features are selectable and displayed correctly.
18	Specialist training	Material accessed and viewed by appropriate reviewer.	Information clear and can be viewed by specialist user.
19	System admin access by CUSTOMER admins	DCLG admin staff access admin tool from their desk, login and view various screens within the tool.	Tool available from desktop. DCLG user can login successfully with appropriate length password. DCLG user is able to view system information both historic and near real time.
20	SERVICE PROVIDER's Service Desk available	Test incidents logged with the SERVICE PROVIDER's Service Desk by all agreed methods of contact (e.g. phone, fax, email) within service desk opening hours.	Test incidents made on all contact methods are received by the SERVICE PROVIDER's Service Desk. The SERVICE PROVIDER's Service Desk provides a response / acknowledgement within the timescale

			appropriate for the contact method.
21	Self service tool available	DCLG user accesses self service tool from desktop and performs 1 or more tasks. DCLG user attempts to perform a task that is not authorised for that DCLG user.	DCLG user can access tool with appropriate secure login. DCLG user can perform changes authorised for that user. When trying to make a request that the DCLG user does not have authority to do, DCLG user is prevented from doing so. Those tasks that DCLG user successfully requests result in the correct action taking place within the appropriate timescale.
22	Request / incident / MACs assessed for customer satisfaction	DCLG user raises an incident / MAC / request which upon resolution is closed. DCLG user receives customer satisfaction request and provides a suitable response.	DCLG user receives the request for customer feedback from the SERVICE PROVIDER. Upon completion, SERVICE PROVIDER successfully receives the feedback and inputs this into its records.
23	SERVICE PROVIDER update on open incidents / MACs / requests	DCLG user raises a test incident / MAC / request. SERVICE PROVIDER provides updates without DCLG user request to the agreed timescales until resolution is confirmed.	The updates will be provided by the SERVICE PROVIDER automatically without DCLG user involvement. Updates occur within the timescales agreed for the type of Incident / MAC / request that has been raised.
24	Soft MACs can be raised and appropriate response is provided	CUSTOMER user requests a reset of the flexible desking PIN number. DCLG user requests a reset of a flexible desk PIN number that is not their flexible desk number.	SERVICE PROVIDER accepts request and provides flexible desk PIN number directly to DCLG user. SERVICE PROVIDER ensures that it is satisfied the information provided is to the authorised and on the second attempt the request is refused.
25	OLA processes in place	Request placed for a new handset and user, voicemail also requested.	Request met by correct usage of appropriate processes as defined in OLA. Service delivered in line with OLA.
26	Provision of service management information in section 6.16 and / or 6.14	A number of MACs / incidents must exist that were raised previously. Report or real rime view provided by service and accessed by DCLG's user.	DCLG user can access MI. MI is provided within agreed timescales and the data contained therein is 100% accurate based on the MACs / Incidents previously raised.
27	Automatic switch of resilient links upon failure	One or more links will be manually taken out of service. Services provided over the link will then be accessed	Upon manual intervention, alternative links engaged without SERVICE PROVIDER

		and utilised (e.g. voice services, phone calls, voicemail).	intervention. Services in progress at time of intervention are unaffected. Services initiated post intervention receive normal service (e.g. call to PSTN made).
28	Seamless call delivery to staff in non- CUSTOMER offices	DCLG user moved to off-site location with PSTN access. DCLG user initiates and receives calls from / to internal and external telephone numbers.	Caller is able to receive calls made to user's internal extension and 03xx number. Caller is able to make calls to internal and external phone numbers and displayed CLI indicates calling from their internal extension. Voice quality on all calls is to acceptable quality.
29	Voice quality (MOS)	Test calls made both internally and to / from external telephone numbers. MOS to be measured by service monitoring tools for individual calls (if possible) or MOS for relevant period and by user perception of call quality.	Call quality meets Service Levels and user perception of call quality is sufficiently high.

Implementation / Rollout Testing

Test Number	What will be tested	How will it be tested	What are the acceptance criteria
1	Handset functionality	Functionality listed in section 6. Tests will be specific to that user e.g. hunt group test will be for the user's hunt group and not a generic one.	100% of functionality is available and user specific configuration is correct (e.g. in correct pickup group, hunt group, etc).
2	Provision and routing of 03xx number range	Test calls to user's specific 03xx number are delivered to the user's extension and can be answered.	Call is successfully delivered to the user's extension.
3	Flexible desking	User can activate their flexible desking profile. The extension number is allocated to the phone and correct user features are available.	Correct extension number activated on phone. User features correctly assigned including programmed keys.
4	Remote working – external diversion	If enabled, calls to user's extension or 03xx number are delivered to the external end point when external diversion is activated.	When either the user's extension number or 03xx number is dialled, the caller is delivered to the user's specified external end point.
5	Remote working - twinning	If enabled, call placed to user's extension when twinning functionality is activated.	Call rings at user's extension and simultaneously rings the user's selected second number (e.g. their mobile). Call can be

			answered on either device.
6	ACD – system and user	All functionality as listed in section 6.8 For user – user logged into ACD and made “Not ready” and “Ready”. For admin – admin can access ACD MI system and login. Test calls placed into ACD pilot number.	All functionality 100% working and can be accessed by DCLG ACD MI user and ACD user. Calls to ACD pilot number whilst user “ready” result in call being delivered to user. User can successfully change availability states, login and logout of ACD. ACD real time MI reflects changes in status of user and queue. When queuing, callers receive appropriate in-queue messages
7	Voice controlled dialling	Call initiated and team colleague verbally requested.	DCLG user request correctly interpreted and appropriate extension number dialled by the system. Call rings on correct extension.
8	Phone directory availability and integration with the CUSTOMER’s systems	Phone directory accessed to look up user information.	User information with phone directory matches with DCLG’s systems.
9	Web / CBT training material available	Material accessed from user desktop, any interactive features tested including demonstrations.	Material can be accessed successfully from the user’s desktop, viewed and interactive features are selectable and displayed correctly.
10	Direct Exchange Lines	Post install of line, inbound and outbound call made.	Call to appropriate DDI number results in correct delivery to handset. Handset receives dial tone when off-hook and outbound call to external PSTN number successfully delivered to correct device.
11	Centralised billing of telephone services	SERVICE PROVIDER provides output from billing system that contains the organisation structure / cost centre loaded into the billing system and the services that will be billed.	Billing output correctly shows 100% of the provided org structure / cost centre and 100% of the service types that DCLG will be billed for via the centralised billing system.

12	Historical and real time telephony service MI tools	Tool accessed by DCLG's users and user can login. Tool real time MI viewed. Tool historical MI viewed if available.	User can successfully access and login to the tool(s). Information in the tool contains all information as set out in section 6.14

Further Testing

Test Number	What will be tested	How will it be tested	What are the acceptance criteria	When will it be tested (Pilot and / or Implementation)
1	Managed audio conferencing facility	Audio conference arranged, Audio conference entered by all parties.	Conference call can be successfully booked, all parties can join conference and are audible to each other. Caller without PIN is denied entry to conference call.	P
2	Mobile video conferencing facility	Video conference unit plugged into floor port and electrical supply and phone directory available. Video conference call initiated.	Unit authenticates to network. Phone directory information correctly pre-populated. Call correctly initiated to right VC unit. Picture and sound quality to acceptable level.	P and I
3	Fixed video conferencing facility	Video conference unit working and phone directory available. Video conference call initiated.	Phone directory information correctly pre-populated. Call correctly initiated to right VC unit. Picture and sound quality to acceptable level.	P and I
4	PES voice recording	Calls to PES made whilst voice recording is operational. Individual voice recording searched for and listened to. Copy of recording placed on removable media or email.	Recording of correct call is successful. Call can be correctly identified within search system and replayed to an acceptable listening quality. Copy of recording successfully moved to removable media or email and can be played on external playing device.	P and I
5	Non-Geographic Numbers (NGN)	NGN delivery point defined along with any routing rules (e.g. out of hours messages). Test call made to phone number.	When the NGN is called, the call is correctly handled depending on the rules in force at time of calling. The call is successfully delivered to the appropriate answer point.	P and I

6	Unified Comms tool	This will be tested in the model office (script to be developed by DCLG). Once it passes the respective model office tests, it will be tested by a pilot group chosen by the DCLG.	Model office tests passed in full or issues of such a low level that DCLG can move to the pilot stage. Pilot group approval will mean that there are no issues prior to roll out.	P and I
7	Soft Phone	This will be tested in the model office (script to be developed by DCLG). Once it passes the respective model office tests, it will be tested by a pilot group chosen by DCLG.	Model office tests passed in full or issues of such a low level that DCLG can move to the pilot stage. Pilot group approval will mean that there are no issues prior to roll out.	P and I
8	Collaboration	This will be tested in the model office (script to be developed by DCLG). Once it passes the respective model office tests, it will be tested by a pilot group chosen by DCLG.	Model office tests passed in full or issues of such a low level that DCLG can move to the pilot stage. Pilot group approval will mean that there are no issues prior to roll out.	P and I
9	Network Convergence	That voice functionality in full is available to the same level as previous voice and data networks, over the data network.	DCLG to develop a script to ensure this is tested in full.	P and I
10	Bandwidth - That bandwidth availability over the data network is enough to facilitate the use of video within DCLG.	Bandwidth requirements provided by the supplier can be tested by the pilot group.	Should the supplier's calculations on bandwidth requirements prove to be accurate, DCLG will agree to move beyond the pilot stage.	P and I

7 Implementation and Transition

The supplier must avoid any significant impact on end users at a time of considerable change within the Department.

The current telephony contract expires at the end of June 2016, but can be terminated earlier. Suppliers should note that DCLG believe that it would require at least 3 months' notice for the existing service to be extended beyond the current end point in June 2016.

Suppliers are to provide a suggested project plan in response to Schedule 6.1 to meet or better these timescales including, but not limited to, activities, milestones and dependencies. The plan should include the critical path and provide assurance that delivery timescales are achievable. This should explicitly identify any activities for and dependencies on DCLG or its ICT suppliers, in particular **REDACTED**, **REDACTED** and **REDACTED** **[8.1 M]**

DCLG anticipate that the supplier will ensure that users and phones are moved onto the new service and provided with as large a scope of contracted services as possible at day one. Suppliers should aim for a relatively short duration rollout of physical handset connection on a site by site basis, with larger sites being done on a floor by floor basis if necessary. It is suggested that for remote workers based at home a site visit would not be expected as the current solution is to pre-configure handsets and post them to users.

As DCLG is not currently running a converged network, and is not making use of all the services being contracted for, the chosen supplier must work in tandem with **REDACTED** (Desktop and LAN ICT service provider), **REDACTED** (WAN provider) and DCLG to develop a plan for provision of those services. **[8.2 M]**

Define an overall migration approach, including but not limited to the retention of existing DDI numbers, published numbers and dial plan. Suppliers should include migration / novation of any existing service or 3rd party supplier service that is required. **[8.3 M]**

Depending on time and individual supplier approach, we may decide to separate delivery of some aspects of service into a later phase of delivery e.g. the delivery of advanced services such as collaboration, but this decision will be made post award in partnership with the supplier.

DCLG expect implementation / transition to be a supplier led activity, which will include management of DCLG and DCLG 3rd party supplier related implementation / transition and service management activities. **[8.4 M]**

The overall plan should identify what activities require the support / involvement of DCLG, **REDACTED** and **REDACTED** to ensure successful delivery. Supplier will provide as early as possible a High Level Design document for the proposed solution and an associated low level document which outlines the requirements that the supplier has for DCLG and DCLG 3rd party suppliers for implementation / transition. Provision of this documentation should be incorporated into the implementation plan and as a milestone. **[8.5 M]**

The implementation plans should include details of user and stakeholder communications delivered by the supplier. **[8.6 M]**

We will expect a supplier project team is established to manage the transition activities, including dedicated Project, Roll-Out, Technical / Service and Release Managers.

Provide details of the proposed project team (including technical support) and structure you will use to manage this project. **[8.7 M]**

Contract Mobilisation / Preparation

Post contract signature, all pre-transition activities defined in the supplier's implementation plan will be carried out and tested prior to any commencement of service. **[8.8 M]** This may include though not be limited to:

- Installation of WAN connectivity if appropriate
- Preparation for Model Office use
- Preparation for transitioning the service desk function from the current supplier
- Establishment of service management and monitoring processes

The supplier implementation plan should take account of options for running any of the pre-transition activities in parallel to reduce lead time and cost. However, any increased risk from doing so should be clearly stated by the supplier. DCLG may, with the agreement of the chosen supplier, decide to change the order of some activities to reduce our risk. **[8.9 HD]**

Additional detail on the Model Office and Pilot phase are provided in Section 7 – Testing.

Decommissioning obsolete equipment:

DCLG may require that the supplier provide resource to decommission the obsolete equipment arising out of this transition process either during transition or at a later date. Supplier to confirm that appropriate resource can be provided where necessary. **[8.10 M]**

Other

As DCLG has several small ACD helpdesks, transition planning must include the creation of these helpdesks and appropriate testing. **[8.11 M]**

Regardless of the technology solution proposed, suppliers should assume that DCLG will take the opportunity to review and revise the current ACD helpdesk designs to improve customer service and this may lead to some changes in the current designs. **[8.12 M]**

Suppliers are to confirm any services they will be providing that will not be available prior to the **REDACTED** service ceasing. **[8.13 M]**

Suppliers are to confirm any impact on existing or new functionality for users during transition and any planned mitigations. For example will communication limitations exist between migrated and non-migrated users such as the ability to call or instant message one another or the process for doing so whilst some users are on the current service and others have already been transitioned onto the new service. **[8.14 M]**

Suppliers should confirm the implementation process from a user perspective and highlight any impacts to them. Responses should also include details of how the new service will be deployed to remote workers such as the large number of Planning Inspectorate home workers. **[8.15 M]**

Suppliers should detail the timeline and processes used to migrate a user and ensure they have a working handset on their desk. In particular, user information gathering, user responsibilities, the processes used to migrate the user, physical handset, 0303 number migration and testing of the user setup **[8.16 M]**

Supplier should confirm that they will issue one user specific communication (also known as a “welcome pack”) to the user pre go-live which encompasses all pertinent login and service information to allow the user to begin working on the new phone service. **[8.17 M]**

DCLG anticipate that during the period around transition user calls to the supplier Help Desk will be higher than during Business As Usual. The supplier should advise how Servicedesk service levels will be maintained during this period **[8.18 M]**

DCLG will require that suppliers provide, in their experience, what the key risks are in the transition process and how they intend to mitigate them **[8.19 HD]**

Suppliers are invited to provide case studies and assurance to DCLG on how Unified Communications projects of a similar size of user base across a number of sites on a converged network have been delivered. **[8.20 HD]**

8 Training and Communication

DCLG require that training is available to staff prior to transition to the new environment. One to one training will need to be made available to VIP users, Assistive Technology (AT) users and any others that DCLG identify. Suppliers are encouraged to make different methods of training available as one size does not fit all. This training may be in the form of, but not limited to:

- classroom sessions
- one to one sessions
- guidance
- e-learning

There is a substantial difference in user knowledge and familiarity throughout DCLG when it comes to the functionality of the telephony solution. Whilst some users may require advanced telephony functionality, many of our users require more basic access.

Given that DCLG intend to integrate the telephony system with the desktop, and use a collaboration system (Lync or equivalent) which facilitates instant messaging, presence, audio and video conferencing, users will also require training in the use of those features.

DCLG expects its supplier to make training available to all users of the service and to make guidance available to new users of the service that join following transition.

Floor walker support will be required during transition to the new service. Users will need to feel supported and the exact number of floor walkers required and the days that they are required for, will need to be discussed post contract award.

All devices provided by the suppliers must be supported with guidance notes on how to use the device and highlighting key features of the system.

VIP and AT Users

DCLG will require some special, onsite training and handling for VIP and AT users of the new system as confidence and comfort with the new solution is paramount.

Given the above:

Suppliers are to confirm their preferred approach to deliver training to users, that it will be available in every DCLG location and, where relevant, detail the company they intend to use to provide the training. Suppliers should also provide references for any third party training company, or trainers, they intend to use. **[9.1 M]**

Suppliers to confirm any options for providing training sessions that are focused on certain activities (e.g. use of handset, audio conferencing, Lync or equivalent, video conferencing) and not covering all functionality. Some users may not require training in all areas. **[9.2 M]**

Supplier to confirm that they will provide a demo training session so that project staff can confirm whether it will meet the needs of staff. **[9.3 HD]**

Suppliers must produce customised guidance (to be approved by DCLG) which can be used by either existing users or new joiners to inform them of key functionality in the telephony / unified communications solution. This guidance is to be updated as and when necessary by the supplier. **[9.4 HD]**

Suppliers are to confirm that they can arrange suitable one to one training for VIP and AT users. **[9.5 M]**

Suppliers to detail the different training options they offer. **[9.6 M]**

Supplier to give an example of where they have provided similar training to that required by DCLG to another organisation and evidence that the training was successful (e.g. sample data from feedback forms). **[9.7 HD]**

Supplier to confirm that they can provide **REDACTED** up to and including **REDACTED** level. DCLG will work with the successful supplier to identify required security clearance for each site. **[9.8 HD]**

Supplier should provide web / CBT based guides (to be approved by DCLG) which can demonstrate the use of a number of the core features of the phone service and which will be updated throughout the life of the contract. **[9.9 M]**

Confirm that on-site training can be provided for home based staff (e.g. staff that cannot get to offices) **[9.10 HD]**

9 Service Levels and Credits

The Service Provider is required to replicate the tables below in the Order Form as part of their response. Columns 1 to 3 must not be changed by the Service Provider. The Service Provider is required to complete columns 4 and 5. **[10.1 M]**

When completing column 5, the Service Provider must clearly indicate whether it is proposing incorporating one or more of the SLA descriptions set out in column 2 into one encompassing SLA description. **[10.2 M]**

The Service Provider may, in addition to responding to DCLG's suggested SLA titles / descriptions (which is a minimum requirement), also suggest alternative SLA titles / descriptions, or even an alternative service level regime. When doing such, the Service Provider must clearly indicate where DCLG's proposed SLA titles / descriptions are not covered by the proposed alternative SLA titles / descriptions or SLA regime. **[10.3 M]**

For the purpose of clarity, the Service Provider is encouraged to use worked examples to demonstrate the application of an SLA.

For the purposes of the tables below, DCLG's normal working day is between 8am and 6pm Monday to Friday ("DCLG Working Day").

Note that within optional services DCLG has requested an option for extended operating hours, service providers should confirm what SLAs would apply during the extended hours and / or how SLAs would change during the extended hours period. **[10.4 M]**

Column 1	Column 2	Column 3	Column 4	Column 5
SLA Title	**SLA Description**	**DCLG suggested Service Levels (to be measured on a monthly basis)**	**Service Provider proposed Service Levels**	**Comments / Supporting Explanations from Service Providers justifying its alternative Service Levels**
1. Availability of Data Centre service	Availability of Data Centre service will include all components up to and including the data centre site router LAN port	99.999%		
6. Soft Moves, Adds & Changes (MACs) – Admin & VIP class	These can be remotely administered and include passwords, voicemail and PIN resets. For VIPs, this includes ALL Soft MACs	Resolution within 1 hour of MAC being reported to Service Provider. DCLG expect the VIP users to be no more than 5% of the entire user base		
7. Soft MACs – Other class	These can be remotely administered and include MACs that are not included within the scope of 6 above	Resolution within 4 hours of MAC being reported to Service Provider		
8. Hard MACs (1-29 devices)	MACs that require a physical presence on site to fulfil the order	Resolution within 2 DCLG Working Days of MAC being reported to Service Provider		
9. Projects (20 or more devices)	These are requests that require a physical presence on site and involve 20 or more devices	Impact assessment giving timescales, costs and dependencies within 10 DCLG Working Days of being reported to Service Provider		
10. Change Requests (CRs)	These are requests for additional services not included within the scope of 6, 7,8 or 9 above	Impact assessment giving timescales, costs and dependencies within 10 working days unless otherwise agreed between DCLG and the Service Provider.		
11. Service Requests (SRs)	These are requests of an ad-hoc nature that do not require	Response to be within 5 working days unless otherwise agreed between DCLG and the Service Provider		

	impact assessment or a Contract Change Notice (eg request for information on licence numbers, assets, reports)			
12. Grade of Service	This is the percentage of outbound calls that are successfully carried during the busiest traffic period each working day	99.9%		
13. Voice Service Quality	This is the measure of the MOS for all calls	*As there are a number of methods for measuring MOS, Service Providers are requested to detail the algorithms and supporting standards which will be used to measure these service levels.* DCLG expect a measure in the region of 90% of all calls to achieve a MOS rating of 3.9, with the average MOS rating for all calls being 4.0		
14. ACD availability	This measures the availability of ACD queues, routing, queue messages, MI, agents and supervisors	99.9%		
15. Auto Attendant availability	This measures the availability of the Auto Attendant to accept and route calls correctly as per caller input	99.99%		
16. Voicemail availability	This measures the availability of the voicemail service to users and callers	99.99%		
18. Service Desk availability	This measures the availability of Service Providers service desk	Available between 8am and 6 pm Monday to Friday. 90% of offered calls answered within 20 seconds and no more than 0.5% of offered calls abandoned. All other contacts (eg email and fax) to be automatically acknowledged within 5 minutes of receipt		
19. Self service and service	This measures the availability of self service tools (eg web	99.9%		

management monitoring / reporting tools availability	portal) and service management monitoring / reporting tools that allow DCLG users to automatically perform tasks or other functions without direct Service Provider involvement			
20. Voice service availability	This measures the overall availability of the voice service, ie the ability to make and receive calls internally and externally	24 hours a day, 365 days a year (366 days in a leap year) 99.995% of the time with the exception of planned outages, upgrades and maintenance agreed with DCLG		
21. Incident Desk availability	This measures the availability of Service Providers incident desk to accept logging of incidents.	24 hours a day, 365 days a year (366 days in a leap year)		
22. Incident Response Times	This is a measure of the frequency of updates by the Service Provider against the given priority of the incident	Priority 1 (Critical). First response within 15 minutes of reporting incident to Service Provider. Subsequent responses at 15 minute intervals. Priority 2 (Serious) First response within 15 minutes. Subsequent responses at 60 minute intervals. Priority 3 (Important) First response within 60 minutes. Subsequent responses at 4 hour intervals. Priority 4 (Moderate) First response within 4 hours. Subsequent responses at 24 hour intervals.		
23. Incident Fix times	This measures the time to fix incidents according to priorities. Priority 1 calls SLA to apply 24 / 7 365 days a year (366 on a leap year). Other SLAs to apply within	Priority 1 (Critical) 95% within 2 hours Priority 2 (Serious) 95% within 4 hours Priority 3 (Important) 95% within 1 DCLG Working Day Priority 4 (Moderate) 95% within 3 DCLG Working Days		

	8am to 6pm Monday to Friday.			
24. Problem Management	This measures the service levels in relation to Problem Management, which is defined as the investigation of a failure which has either caused a major incident or is likely to cause an incident in the future.	Service Providers are invited to suggest appropriate service levels.		
25. Operational Change Management	This measures the number of changes that are implemented correctly by the Service Provider according to the agreed OLA and the number of occasions where the Service Provider does not provide sufficient advance notice of the change to DCLG.	Service Providers are invited to suggest appropriate service levels.		
26. Capacity Management	This measures the near optimum utilisation of infrastructure assets to service current requirements and future demand.	Service Providers are invited to suggest how this could be measured and supported with appropriate service levels.		
27. Service Management Reporting and Reviews	This measures the production of Management Information reporting (as set out in section 6.14, 6.16) and the attendance of monthly service review meetings with DCLG appointed representatives	Reports produced are 99.99% accurate, 95% on time and there is a 95% attendance rate by the Service Provider at the monthly service review meetings.		
28. Handset spares / replacement / faulting	This measures the agreed metrics surrounding the processes to be agreed by the parties and included within the agreed OLA to ensure that the	Service Providers are invited to suggest how this could be measured and supported with appropriate service levels.		

	supplier manages the process and ensures resolution.			
29. Assets and CMDB management	This defines the measures that the Service Provider must achieve in relation to the collection and retention of asset and CMDB information	The asset and CMDB information must be 95% accurate at all times, contain appropriate information 100% of the time and be made available to DCLG upon request within 1 day 100% of the time.		
31. Security Breach Management	The resolution of security breaches and prevention of their occurrence	99% of security breaches reported or discovered will be investigated by the Service Provider and an interim report delivered to the DCLG security manager within the timescales of a P2 incident		
32. Remote Working	Provision of services for remote end users to access DCLG's telephony services from a location other than DCLG premises, such as teleworker and Mobile users	Remote working services to be available for 99% of the DCLG Working Day		
33. A Managed Audio Conferencing Service.	Availability of the audio conference service for the CLG Working Day.	99.9% 24 hours, 365 days (366 in a leap year) excluding outages which are planned and agreed by the parties.		
34. Provision of items from the service catalogues	Orders are fulfilled by the SERVICE PROVIDER within the timescales specified in the service catalogue.	90% of orders fulfilled.		
35. Video conferencing (fixed and mobile)	Availability of service to schedule, make and take video calls. Does not include end point availability	99% of the time during a CLG Working Day.		
36. Availability of Softphone services	Availability of services provided via the softphone application which the supplier will provide. Will include voice, phone directory, plus other	99.99% of the time during a DCLG Working Day.		

	services delivered by softphone that the supplier intends to deliver, for example IM, Presence, Collaboration			

Voice Recording Service Level

1.Voice Recording	Availability of the Voice Recording Service to record and playback voice calls	99% of the time during a DCLG Working Day.		

PES Service Levels

SLA Title	SLA Description	DCLG suggested Service Levels (to be measured on a monthly basis)	Service Provider proposed Service Levels	Comments / Supporting Explanations from Service Providers justifying its alternative Service Levels
1.Opening Hours	This describes the hours and days that the PES must be available to take calls from DCLG staff and external callers	Available for 99% of the time between 8:30am to 5:30pm Monday to Friday (excluding Bank Holidays)		
2.Calls Answered	This describes the time that calls must be answered in by a PES agent once the call has been received into the PES for answer	90% of calls answered within 20 seconds		
3.Calls Abandoned	This describes the maximum amount of calls to the PES that may be abandoned	1% of calls. Calls that are abandoned within 5 seconds can be excluded from this calculation		
4.Calls Escalated	This describes the maximum percentage of calls answered by PES that are escalated for resolution by the supplier	2%		
5.Call Handling	This describes the following	95% accuracy. To be measured by mystery shopper		

policy and procedures	measures: i) Scripts correctly followed as per call handling procedures ii) Correct identification of call type iii) Correctly documenting call details iv) Correct follow on action undertaken by PES staff	exercises or equivalent. *DCLG will undertake the mystery shopping exercises. The Service Provider will be expected to co-operate with these exercises. The results will be shared with the Service Provider and the Service Provider will be expected to undertake remedial actions consistent with the findings of the exercise and the above SLAs.*		
6.CRM and any other PES software availability	This measures the availability of CRM software and any other software required to support the PES operation and staff	Available for 99% of the time between 8am and 6pm Monday to Friday (excluding Bank Holidays)		

Optional Services Service Levels

For those services which are listed as optional in section 6 and not listed above, service levels will be agreed between DCLG and the supplier as part of initial contract discussions or the contract change process.

Service Credits

The Service Provider is required to proposed service credit regimes in relation to (i) DCLG's suggested SLAs as set out above; (ii) the Service Provider's proposed SLAs as set out above; **[10.5 M]**

DCLG expects a robust service credit regime that covers all essential elements of the service, including without limitation, voice service quality & availability, PES services, softphone services, voicemail availability, data connectivity, MACs & incidents and security breach management. DCLG also has an expectation that where key service levels indicate that service in any Month (as defined in the Contract) has been critically sub-standard; no service charge would apply for that service for that Month. For example, DCLG consider if voice service availability was unavailable for 3 DCLG Working Days in any one Month, no service charge for the voice service shall apply for that Month.

In addition to the proposed service credit regime, as stated in Section 6 the supplier will provide a service improvement plan to address any services which fail to meet the Service Levels set or which do not fall under an explicit service level. The service improvement plan shall be subject to reasonable agreement by DCLG and the supplier. If any of the measures set out in the service improvement plan have not been achieved by the supplier by the date(s) set out in such service improvement, service credits will apply. **[10.6 HD]**

10 Commercial Section

This procurement is being conducted via the Bravo e-tendering portal. All communication should be via this portal.

The title of this procurement is 116-019; DCLG Telephony and Video Requirements.

Contract Term

The contract term is to be three years, plus an optional further two years in one year increments (3+1+1 years).

Contract Commencement

The contract will commence upon completion of the transition of services to the new supplier.

TUPE

REDACTED has stated that it employs **REDACTED** staff who provide a service to DCLG (**REDACTED** of whom comprise **REDACTED**) and it believes would be within the scope of TUPE. The Service Provider is required to make its own assessment in relation to whether there will be a TUPE transfer of the incumbent service provider's employees and it is the Service Provider's responsibility to obtain additional information where deemed necessary by raising clarification questions as per section 2.

DCLG believes that at the commencement of the provision of the Services by the successful Service Provider under the Contract there will be a "relevant transfer" in respect of **REDACTED** employees - which are currently delivering the **REDACTED** - to which the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006 / 246) (as amended or replaced) ("**TUPE**") applies. This is dependent on whether the costs proposed for the delivery of the **REDACTED** are acceptable to DCLG. Based on supplier responses DCLG will decide prior to award of the contract whether **REDACTED** is within the scope of contracted services that the supplier is asked to provide.

NOTE: DCLG undertakes to cover redundancy costs of the **REDACTED** staff which comprise the **REDACTED** and the **REDACTED**, if DCLG decides not to take this service from the new service provider.

Full information relating to the **REDACTED** is included within the Baseline Information Pack.

11 Telecoms Glossary

A glossary of Telecoms acronyms and their meaning is presented below.

Acronym	Meaning
ACD	An Automatic Call Distributor, also known as Automated Call Distribution, is a device or system that distributes incoming calls to a specific group of terminals according to a defined set of routing rules.
AT	Assistive Technology – another term used for “reasonable adjustment” – See RA below.
BERR	The Department of Business, Enterprise and Regulatory Reform is the government department which brings together functions from the former Department of Trade and Industry, including responsibilities for enterprise, business relations, regional development, fair markets and energy policy, with the Better Regulation Executive (BRE), previously part of the Cabinet Office.
Cat 5	The specification for Category 5 cable was defined in ANSI / TIA / EIA-568-A, with clarification in TSB-95. Cat 5 cable includes four twisted pairs in a single cable jacket. This use of balanced lines helps preserve a high signal-to-noise ratio, despite interference from both external sources and other pairs (this latter form of interference is called crosstalk).
Cat 5e	Cat 5e cable is an enhanced version of Cat 5 that adds specifications for far-end crosstalk. It was formally defined in 2001 as the TIA / EIA-568-B standard, which no longer recognises the original Cat 5 specification.
Centrex	A PBX-like service provided from a central location, typically on a network service provider’s core switch.
CESG	CESG is the Information Assurance (IA) arm of GCHQ and is the Government's National Technical Authority for IA responsible for enabling secure and trusted knowledge sharing, which helps its customers achieve their aims.
CISSP	Certified Information Systems Security Professional is an independent information security certification governed by the International Information Systems Security Certification Consortium, commonly known as (ISC).
CLG	Communities and Local Government.
Codec	A device or computer program capable of encoding and / or decoding a digital data stream or signal. The word codec is a portmanteau of 'compressor-decompressor' or, most commonly, 'coder-decoder'.
CoS	Class of Service is a way of managing traffic in a network by grouping similar types of traffic (for example, email, streaming video, voice, large document file transfer) together.
CPE	Customer-Premises Equipment is any terminal and associated equipment located at a subscriber's premises and connected with a carrier's telecommunication channel(s) at the demarcation point ("demarc"). The demarc is a point established in a building or complex to separate customer equipment from telephone company equipment.

Acronym	Meaning
CSTA	Computer Supported Telephony Application is a European (ECMA) standard for linking telephony to applications – used in some call centres.
CTI	Computer Telephony Integration is a term for technology that allows interactions between telephony and a computer application.
DASS	Digital Access Signalling System is a legacy UK standard for PBX – PSTN signalling.
DDI	Direct Dialling In allows an external caller to direct dial to extension. Extension number should be the same for external and internal calls.
DECT	Digital Enhanced Cordless Telephony is a European standard for digital handsets linked to a base station.
DEL	Direct Exchange Line. At the office, a DEL is often referred to as a 'private line'. It's what people have at home: a telephone connected straight into a telephone line with its own telephone number. But perhaps the most common business use of the DEL is for fax machines.
DfT	Department for Transport.
DITSO	Department IT Security Officer.
DND	The Do Not Disturb function prevents calls from ringing on an extension for which DND is activated.
DoS	Denial of Service is an attempt to make a computer resource unavailable to its intended users.
DPA	The Data Protection Act 1998.
DPNSS	Digital Private Network Signalling System is a legacy UK standard for inter-PBX signalling.
DTMF	Dual-Tone Multi-Frequency signalling is used for telephone signalling over the line in the voice-frequency band to the call switching centre. It is also known in the UK as MF4.
EAL4	The Evaluation Assurance Level (EAL1 through EAL7) of an IT product or system is a numerical grade assigned following the completion of a Common Criteria security evaluation, an international standard in effect since 1999. The increasing assurance levels reflect added assurance requirements that must be met to achieve Common Criteria certification.
EAPS	Ethernet Automatic Protection Switching is used to create a fault-tolerant topology by configuring a primary and secondary path for each VLAN. It was invented by Extreme Networks. The idea is to provide highly available Ethernet switched rings (commonly used in Metro Ethernet).
Ecma	Ecma International is an international, private (membership-based) non-profit standards organization for information and communication systems. It acquired its name in 1994, when the *European Computer Manufacturers Association* (ECMA) changed its name to reflect the organisation's international reach. As a consequence, the name is no longer considered an acronym and no longer uses full capitalization. Ecma initiatives include the CSTA standard.
FMC	Fixed-Mobile Convergence - a range of fixed telephony functions are replicated by the mobile device.

Acronym	Meaning
GSM	Global System for Mobile communications is a European standard that is used by most mobile telephone network services.
GTN	The Government Telephone Network is a pan-government system, aiding community communication between any participating bodies in an effective and cost-efficient manner.
Hot Desking	Hot Desking allows you to log into the telephone system from any phone designated as a Hot Desk phone. When you log in at the phone using your assigned Hot Desk User Extension Number, the phone assumes all your speed dials, features keys, call forwarding setup, and line appearances. Logging in activates your profile on any phone that supports Hot Desking.
Hunt Groups	The ability to have a defined group of telephone extensions to handle multiple calls simultaneously to a single number. Where a hunt group call is not answered by an extension, the service should after a preset time present the call to another member of the hunt group, and repeat this until the call is answered or all members of the group have been tried. Whether the call can go to Voicemail as a last point must be confirmed.
IA	Information Assurance is about enabling the secure sharing and use of knowledge. It involves ensuring the: • Authentication • Accountability • Availability • Confidentiality • Integrity of information itself and the systems by which information is used, shared or stored.
ICAD	Installation Commissioning And Design.
IETF	Internet Engineering Task Force is an open international community concerned with the evolution of the Internet architecture, the development of standards, and the operation of the Internet.
IISP	The Institute of Information Security Professionals provides networking opportunities for members and promotes education, awareness, and understanding of key principles, processes, and best practices involved in establishing, maintaining, and auditing information security. The Cabinet Office Central Sponsor for Information Assurance (CSIA) has been working closely with the Institute, with a view to transferring ITPC operation (effective 1st April 2009).
Instant Messaging	Instant Messaging (IM) technologies create the possibility of real-time text-based communication between two or more participants over the Internet or some form of internal network / intranet.
IMS	IP Multimedia System is an architectural framework for delivering IP multimedia services.
IP	The Internet Protocol is a network-layer protocol in the Internet suite. The term is often also used as a generic term for other protocols within an 'IP stack'.
IP Multiplexers	Multiplexer that connects a 30-channel telephony connection to an IP network.

Acronym	Meaning
IPT	Internet Protocol Telephony. Telephony using only IP end-to-end.
ISDN	Integrated Services Digital Network provides legacy digital connections to PSTN – basic rate version (64Kbs and 128Kbs) used for videoconferencing and BRENT phones.
ITPC	The competency-based approach of the Infosec Training Paths and Competencies (ITPC) scheme made it widely recognised as a valued qualification for those working in the HM Government information assurance environment. However, ITPC was intended only for the first level of competent practitioner, and did not offer certification above that level. ITPC has transferred certification to the IISP, so that a single process covers certification at all levels, coupled with an annotation of competency with HMG standards. This will give a clear progression from new entrant to Associate and on to full Member and beyond, together with the ITPC annotation.
KITWE	Knowledge, IT and Working Environment.
LAN	A Local Area Network is a computer network covering a small physical area, like a home, office, or small group of buildings. The defining characteristics of LANs, in contrast to WANs, include their usually higher data-transfer rates, smaller geographic range, and lack of a need for leased telecommunication lines.
LCR	Least Cost Routing is a system configuration or service to route outgoing calls to the network with the lowest tariff for a given type of call.
LINK	LINK is the name of the Department's desktop platform.
LOB	Line of Business – CLG Division that must provide a Cost Code / Budget Number to the Service Provider to authorise purchase of telecoms equipment or service.
MACs	Moves and Changes. Refers to the network administration necessary when users or network components are added to, removed from or change their location in the network. This applies to Local Area Networks (clients, servers, routers, switches, etc.) as well as telephone networks (phones, PBXs, etc.). MACs can be: Hard (or physical) and Soft (or logical – e.g. software configuration). There are also two categories of MAC: Simple (single user) and Complex (more than one user).
MAC address	A Media Access Control address, Ethernet Hardware Address (EHA), hardware address, adapter address or physical address is a unique identifier assigned to most network adapters or Network Interface Cards (NICs) by the manufacturer for identification.
MOG	Machinery of Government change. This is when a decision taken by Government has impact on CLG which cascades down to all services provided.
MOS	Mean Opinion Score gives a numerical indication of the perceived quality of the media received after being transmitted and eventually compressed using codecs. MOS is expressed in one number, from 1 to 5; 1 being the worst and 5 the best.
MPLS	Multi-Protocol Label Switching is a mechanism for carrying data packets on a WAN with a defined QoS for different types of traffic.

Acronym	Meaning
mVPN	A mobile Virtual Private Network is a telecommunication solution that integrates all offices and employees in a common network that includes all mobile and desk phones.
MWI	The Message Waiting Indicator (MWI) feature allows you to be notified when messages have been left on another phone. Once you have programmed a key to MWI, this key is always enabled.
NGN	A Non-Geographic Number is a telephone number which has no associated geographic location.
NGN	Next Generation Network is a term that encompasses the convergence of telecommunications provider core access networks that are built around the Internet Protocol and typically employ MPLS.
ODPM	Office of the Deputy Prime Minister.
OGC	The Office of Government Commerce is an independent office of HM Treasury, established to help Government deliver best value from its spending.
OLA	An Operational Level Agreement defines the interdependent relationships among the internal support groups of an organization working to support a Service Level Agreement. The agreement describes the responsibilities of each internal support group toward other support groups, including the process and timeframe for delivery of their services. The objective of the OLA is to present a clear, concise and measurable description of the service provider's internal support relationships.
OSPF	Open Shortest Path First is a dynamic routing protocol for use in IP networks. Specifically, it is a link-state routing protocol and falls into the group of interior gateway protocols, operating within an autonomous system (AS). It is defined as OSPF Version 2 in RFC 2328 for IPv4.
PABX	A Private Automatic Branch eXchange is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public.
PES	Public Enquiry Service.
PIMS	Personnel Information Management System – the CLG Staff Directory.
PIN	A Personal Identification Number (PIN; pronounced "pin") is a secret numeric password shared between a user and a system that can be used to authenticate the user to the system.
PoE	Power over Ethernet in this instance is the powering of IP handsets from a PoE-enabled LAN Ethernet switch via unused pairs on the UTP wiring.
PSTN	Public Switched Telephone Network is the traditional dedicated telephony (usually access) network.
Q.931	International standard for PBX – PSTN signalling that has replaced DASS on new installs.
QoS	Quality of Service is a traffic engineering term that refers to the ability of a network service to allocate resources to provide a specified type of traffic with the required service.

Acronym	Meaning
RA	Reasonable Adjustment is a “reasonable” change you need to make to your business in order to meet the duties of the DDA (Disability Discriminations Act). In Telecoms’ terms this could be specialised handsets, headsets to meet needs of the User so they can conduct their business.
RMADS	Risk Management and Accreditation Document Set.
RTS	Replacement Telephony Service.
SIP	Session Initiation Protocol is a signalling protocol that is used to set up, control and terminate sessions between participating SIP clients. Widely used for VoIP.
SIRO	The Senior Information Risk Owner is key to setting the basic policy for accepting information risk in a department, resulting in the potential for the reshaping of the role of the Departmental IT Security Officer (DITSO), enabling them to operate within the SIRO's rules, expressed in the combination of a corporate Information Assurance (IA) policy and a Risk Management and Accreditation Document Set (RMADS).
SLA	A Service Level Agreement is a part of a service contract where the level of service is formally defined. In practice, the term *SLA* is sometimes used to refer to the contracted delivery time (of the service) or performance.
Softkeys	Allow you to access specific call control features, which are context-sensitive. Non-programmable feature keys, which are specific to the application or state of the set. The Mitel 5330 phone provides three softkeys.
SOP	The terms 'Standard Operating Procedure' and SOPs describe a best practice approach to executing tasks related to the production and maintenance of hardware and software, as well as incident and change management.
SPAM	Spam is the abuse of electronic messaging systems (including most broadcast mediums, digital delivery systems) to send unsolicited bulk messages indiscriminately.
SPIT	VoIP spam is the proliferation of unwanted, automatically-dialed, pre-recorded phone calls using VoIP. Some pundits have taken to referring to it as SPIT (Spam over Internet Telephony).
SRO	The Senior Responsible Owner has ultimate accountability for the successful delivery of the programme - they are responsible for managing the information risk for specific programmes or projects, ensuring the programme meets the objectives agreed with the SIRO and board-level business owners, and delivers the benefits identified.
SRTP	Secure Real Time Protocol defines a profile of RTP, intended to provide message encryption and message authentication in both unicast and multicast network applications including VoIP.
SSH	Standard Service Hours.
SSP	System Security Policy.
SyOPs	Security Operating Procedures.

Acronym	Meaning
TAPI	The Telephony Application Programming Interface is a Microsoft Windows API, which provides Computer Telephony Integration and enables PCs running Microsoft Windows to use telephone services.
TDM	Time Division Multiplexing is used in traditional PBXs to switch calls between extensions and circuits.
Twinning	Twinning is a term used to describe how a user links their desk phone with an internal or external PSTN-connected phone (i.e., a mobile phone). When the user's desk phone rings, the twinned phone will ring simultaneously. The device that answers the call first will establish a voice path with the incoming call and the other phone will cease to ring. If the call is missed, a voicemail is left on the desk phone and an email sent to the mobile. Attached to the email is a WAV file of the message.
UMA	Unlicensed Mobile Access is a technology to allow a mobile phone to access a GSM network over an unlicensed spectrum such as used for a WLAN.
UNIRAS	The Unified Incident Reporting and Alert Scheme is the UK Government CERT (Computer Emergency Response Team). A key service offered by UNIRAS is that of gathering reports of significant electronic attack incidents, threats, new vulnerabilities and effective countermeasures from its customer base and other relevant sources. This information is then validated and sanitised where appropriate to protect the identity of the reporting organisation. It is then disseminated back to customers through Alerts and Briefings.
UPS	An Uninterruptible Power Supply can be used to provide uninterrupted power to equipment, typically for 5–15 minutes until an auxiliary power supply can be turned on or mains power is restored.
URN	Unique Reference Number is a number assigned by **REDACTED** to a new request or incident. The URN is subsequently used to track progress.
UTP	Unshielded Twisted Pair data cabling supports Ethernet / IP networks - used for most horizontal (or floor) cabling, i.e. equipment room (switch) to desktop device.
VFL	A Virtual Fixed Link enables calls to be made to a mobile network via the IP-PBX and the BT exchange, without the need for a direct connection to the mobile provider's network.
VLAN	A Virtual Local Area Network is a group of hosts with a common set of requirements that communicate as if they were attached to the same Broadcast domain, regardless of their physical location.
Virtual Numbers	Temporary telephone numbers that public can ring in to CLG Directorates to get advice / information on new bill that has been passed or if "emergency" has occurred e.g. flooding etc.
VoIP	Voice over IP is a term broadly used to describe the transmission of voice (telephony) over the Internet or any other IP network.

Acronym	Meaning
VRRP	Virtual Router Redundancy Protocol is a non-proprietary redundancy protocol described in RFC 3768 designed to increase the availability of the default gateway servicing hosts on the same subnet. This increased reliability is achieved by advertising a "virtual router" (an abstract representation of master and backup routers acting as a group) as a default gateway to the host(s) instead of one physical router. Two or more physical routers are then configured to stand for the virtual router, with only one doing the actual routing at any given time.
WAN	A Wide Area Network is a computer network that covers a broad area (i.e., any network whose communications links cross metropolitan, regional, or national boundaries).
Web-Based Interface	Web-based user interfaces or web user interfaces (WUI) accept input and provide output by generating web pages which are transmitted via the Internet and viewed by the user using a web browser program.
Wi-Fi	Wi-Fi is a trademark of the Wi-Fi Alliance, founded in 1999 as Wireless Internet Compatibility Alliance (WICA), comprising more than 300 companies, whose products are certified by the Wi-Fi Alliance, based on the IEEE 802.11 standards (also called Wireless LAN (WLAN)).
WLAN	Wireless LAN applies to wireless LANS certified to the appropriate IEEE standards. Term is often interchanged with overlapping Wi-Fi Alliance standards.

12 Standards and Regulations

The Service Provider must ensure that the Proposal includes a statement agreeing to the standards and regulations set out below, the Service Provider should identify any additional standards and regulations applicable to the Services and provide an explanation of why such standards and / or regulations apply and the impact (if any) on DCLG and PINS. Where such additional standards and / or regulations are unacceptable to DCLG and PINS then DCLG and PINS reserve the right to reject such additional standards and / or regulations. No additional marks will be awarded for any proposed additional standards and / or regulations. A Service Provider's failure or refusal to agree to the standards and regulations set out below will result in the Service Provider receiving no marks for the relevant evaluation sub-criteria.

The following standards and regulations will apply to the Services:

- PRINCE2
- ITIL
- BS2599 (or equivalent) certified
- ISO14001 (or equivalent) certified
- WEEE and RoHS regulations
- Applicable Ofcom standards (e.g. emergency calls, 03xx number range)
- Information Security Standard 1 (parts 1&2) - Technical Risk assessment
- Information Security Standard 2 - Risk Management & Accreditation of Information Systems
- Information Security Standard 4 (parts 1-3) - Communications Security & Cryptography
- CESG Information Assurance Memorandum no. 26 (Passwords for Identification and Authentication)
- CLG PC security standards
- ITU-T P.564 (or equivalent) and other applicable VoIP standards and protocols
- HMG Greening Government ICT

13 Baseline Information Pack

The contents page for the Baseline Information Pack is listed in a separate document which will be issued with the ITT.