

## Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

### 1. PURPOSE

- 1.1 Number 10 Information and Communications Technology Services (ICTS) provide technical services to the Prime Minister and their staff. The Fixed Line Telephony (FLT) service is an essential component of these services, providing the functionality to communicate across the various teams and departments internally, throughout government, and beyond. With the cessation of Integrated Services Digital Network (ISDN) services in 2025, the Buyer requires the delivery of a replacement Session Internet Protocol (SIP) service to provide the lines and numbers. The service requirement is that FLT must be available 24/7, including Bank Holidays and Christmas. Furthermore, resilience and security are essential to the service.

### 2. BACKGROUND TO THE BUYER

- 2.1 10 Downing Street is the official residence and the office of the British Prime Minister. The Buyer will be the Prime Minister's Office (PMO).
- 2.2 The PMO is a department of the Cabinet Office responsible for directly supporting the Prime Minister.
- 2.3 The PMO helps the Prime Minister to establish and deliver the government's overall strategy and policy priorities, and to communicate the government's policies to Parliament, the public and international audiences.

### 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Reliable and continuous access to fixed line telephony is a non-negotiable expectation of the Buyer's occupants.
- 3.2 The Buyer's fixed lines are coming to their end-of-life in 2025 and need replacing prior to this. The Buyer will require the service to be UK hosted and for a specific security wrap around the service.

- 3.3 The Buyer requires a Session Internet Protocol (SIP) service to provide the lines and numbers.

## 4. DEFINITIONS

Expression or Acronym	Definition
DDI	Direct Dial-in
DV	Developed Vetting
FLT	Fixed Line Telephony
ICT	Information and Communications Technology
ICTS	Information Communication Technology Services. This is the unit providing technical services to the Prime Minister's Office
IP	Internet Protocol
ISDN	Integrated Services Digital Network
NTE	Network Terminating Equipment
PBX	Private Branch Exchange
PMO	Prime Minister's Office
SBC	Session Border Controller
SIP	Session Internet Protocol

## 5. SCOPE OF REQUIREMENT

- 5.1 The Buyer requires continuation provision of FLT and an essential element of this service is the provision of the external lines and Direct Dial-In (DDI) number ranges. There are 2 areas which need to be supported by the SIP trunks, 2 secure locations in Westminster and a remote location in the area of HP17.
- 5.2 Provision of a customer administrative portal where the Buyer can manage the SIP service.

- 5.3 Specific DDI ranges ported in, plus non-geographic numbers to be added to the SIP service.
- 5.4 The service provider will be required to work with the existing 'Fixed Line Telephony' support provider to deliver the SIP trunks to the existing customer Session Border Controller's (SBC's) and to support the provision of firewalls.
- 5.5 A 24-hour support desk will be required. The service provider will assist in any associated transition activities, providing a seamless service during supplier transition for all users.
- 5.6 Additional value-added services to be identified by the potential supplier such as management tools, call reporting and service reporting. Such Service Management Support tools are to be available to the No.10 team through a secure web-based service. Associated additional costs (if any) are to be identified in each case.

## **6. THE REQUIREMENT**

- 6.1 The Buyer requires the delivery of three SIP trunks, two trunks to Westminster secure locations and one to a site in the postcode area of HP17. These are to be located at diverse exchanges to provide resilience across the system. The potential supplier will be expected to explain how diversity and resilience is achieved and provide a network architecture design as part of the tender process.
- 6.2 The SIP trunks are to be delivered via firewalls and SBC's to the existing customer systems. The supplier is to provide all the details required to support the configuration of both the firewalls and SBC's during the design and installation of the service.
- 6.3 **Westminster Locations**
  - 6.3.1 The SIP trunks located in London are to support 50 resilient channels as a minimum. For the avoidance of doubt each site will be delivered a minimum of 50 channels which are all operational in normal operations.
  - 6.3.2 The SIP Trunks are to be delivered on an Internet Protocol (IP) Private network. The supplier is to explain what equipment, if any, will need to be located in the customer Datacentres, such as but not limited to, supplier Network Terminating Equipment (NTE's), routers etc.
  - 6.3.3 Engineers required to attend customer sites will need to be UK National only and Developed Vetting (DV) cleared.
- 6.4 **HP17 Location**
  - 6.4.1 The SIP trunk in the HP17 area can be provided over Private IP connection or via Internet service using BT-Net or other provided services. This SIP trunk should support 10 concurrent calls as a minimum.
  - 6.4.2 The supplier will need to provide a firewall and SBC on site and the manufacturer will need to be approved by the Buyer and be from the approved NCSC list of suppliers. (Verify suppliers – NCSC.gov.uk). The SBC must be from a separate manufacturer to that from the existing SBC on site.

6.4.3 Engineers required to attend this customer site will need to be Security Cleared (SC).

6.4.4 All services should be hosted in the UK

## 6.5 The Service

6.5.1 The services must be flexible, for example, quickly able to increase capacity during surge periods if required by the Buyer.

6.5.2 The Account Manager is to be a minimum of DV cleared and account team to be a minimum of SC cleared.

6.5.3 The service will have an obfuscated delivery protecting the customer details and IP addressing. Procedures to be agreed such that the service can be delivered with only the account team to know the exact name and location.

6.5.4 The Buyer has a number of DDI ranges which will need to be ported onto the SIP services and some individual numbers. The table below shows the size of each number range. Exact details will be shared with the potential supplier on award.

Range 1	London based 1000 numbers
Range 2	London based 500 number
Range 3	London Based 20 numbers
HP17	10 Individual numbers to be ported on to SIP, some with multiple delivery
Individual Numbers	These are individual numbers which will be ported onto the SIP trunks

6.5.5 Porting will be managed by the supplier and they will need to work with the current FLT PBX support. Provision is to be made to port the numbers out-of-hours, and times will need to be agreed with the business. Additional provision will also need to be made for high-priority calls during the porting process.

6.5.6 Two individual numbers are to be transferred onto one of the main incoming lines.

6.5.7 A message service must be provided on an 0800 number. The messages can be modified remotely and recorded by the customer as required.

6.5.8 The supplier will build a call bundle package. Where any categories of calls are excluded from the call bundle these will be identified clearly and priced separately.

6.5.9 Call volumes currently stand at:

Call Type	Calls per month		Minutes per month	
	Typical	Peak	Typical	Peak
Local	452	582	944	1,370
National	96	117	352	412
Mobile	1,943	2,779	3,950	6,530
International	97	123	843	1,068
Other	333	382	1287	1,864
Total	2,921	3,881	7,376	10,568

- 6.6 The service must provide administration tools and/or pricing to avoid high unexpected costs ("bill shock") being incurred, through for example, toll fraud, premium rate calling. Solutions invited include real-time usage information and alerts to the Buyer administrators, or via price capping. Such solutions must avoid uncontrolled cut-off.
- 6.7 The supplier is expected to train the Buyer's technical team on any management software for the management of the account or any value-added services.
- 6.8 The supplier is to have a VIP/secure account team with account details securely managed in a way that they are not accessible by account teams outside of the VIP/secure team.
- 6.9 The account team is to include:
- DV Cleared Account Management
  - DV Cleared Project Management
  - SC Cleared Billing Management
  - SC Cleared Service Desk
  - SC Cleared Service Manager
  - UK National Only DV Cleared engineers
- 6.10 Support is to be provided during normal working hours plus limited support provided through an out of hours service.
- 6.11 The supplier is expected to keep all equipment and software supplied patched to the relevant most up to date versions, being no more than 1 version behind the most current, unless agreed by the Buyer.

## 7. KEY MILESTONES AND DELIVERABLES

- 7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Review all services and deliverables.	Within week 1 of Contract Award
2	Detailed in-building survey to take place at all sites to look at the delivery of the SIP trunk	Within week 2 of Contract Award
3	Delivery of the SIP trunk	Within 4 months of Contract Award
4	Delivery of Hardware	By 17 <sup>th</sup> March 2024
5	Connecting SIP channels and testing with Exchange	Within 1 month of delivery of the SIP trunks.
6	Porting of all Numbers	Within 1 month of delivery of the SIP trunks.

## 8. MANAGEMENT INFORMATION/REPORTING

8.1 Real time billing information must be available. Call detail information is required for both incoming and outgoing calls.

8.2 Desirable

8.2.1 Data management information is to be provided so this can be responded to by the Buyer's technical team to prevent excessive bills.

## 9. VOLUMES

9.1 N/A

## 10. CONTINUOUS IMPROVEMENT

10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration. This is realised through feedback and review of usage as well as and pro-active account

assessment, managed by a dedicated account manager. Any changes to the service however, must be approved by the Buyer.

10.2 The supplier will identify any relevant or required security enhancements that can be made throughout the period of the contract.

## **11. SUSTAINABILITY**

11.1 The supplier should provide any details of the reusing or recycling of devices or other sustainability initiatives.

## **12. PRICE**

12.1 The supplier should provide the Buyer with a predictable monthly charge with minor variants depending on usage. The supplier is expected to provide:

12.1.1 Cost per channel

12.1.2 Cost for call bundles

12.2 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## **13. STAFF AND CUSTOMER SERVICE**

13.1 The Supplier is to have a dedicated VIP/secure account team with account details securely managed in a way that they are not accessible by suppliers outside the VIP/secure team.

13.2 The Supplier must provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

13.3 The Supplier's staff assigned to the Contract shall have the relevant qualifications and security clearance to deliver the Contract to the required standard.

13.4 The Supplier must ensure that staff understand the Buyer's vision and objectives and will provide excellent customer service to the Buyer throughout the duration of the Contract.

13.5 The Supplier will work with the Buyer to verify all staff working on the account, with the account manager having at least SC clearance.

## **14. SERVICE LEVELS AND PERFORMANCE**

14.1 The Buyer will measure the quality of the Supplier's delivery against the following targets:

KPI/SLA	Service Area	KPI/SLA description	Target
1	SIP connectivity	Uptime of service across the public network.	99.99%
4	Administrative tools	Downtime or faults with administrative tools.	95%
6	Service Calls	Response to services within 1 hour during working hours	95%
7	Out of Hours calls	Response to services within 2 hours out of hours	95%

14.2 The supplier is expected to define how service credits will be given for any issues in the network service which directly impact PMO's use of the service.

14.3 The supplier is expected to provide a support desk between 08:00 hrs and 17:00 hrs and a minimum of an on-call service 24/7.

14.4 If the Supplier's service and coverage does not meet the contractual requirements, the supplier will be expected to assist in the transfer of accounts to a new supplier, of which, any termination charges would not apply.

## 15. SECURITY AND CONFIDENTIALITY REQUIREMENTS

15.1 The accounts team is expected to have a minimum of SC clearance. Engineers will be required to be DV UK nationals only, and the accounts should not be accessible to anybody outside of the account team.

15.2 All supplier and Buyer communications should be only via authorised parties have who authenticated their identity. PMO will provide a list of authorised users.

15.3 The Buyer will work under an alias on all account information.

## 16. PAYMENT AND INVOICING

16.1 Payment will be made in full on successful delivery of the required goods and/or services. Leased items are paid quarterly in advance and click charges are paid quarterly in arrears.

16.2 All invoices must be sent to: REDACTED TEXT under FOIA Section 40, Personal Information

16.3 Only invoices which state a valid purchase order number and appropriate description will be accepted.

16.4 All unstructured e-invoices sent via email will also need to adhere to the following guidelines to ensure processing of your invoice:

16.4.1 All files/invoices must be in PDF format.

- 16.4.2 One PDF per invoice – all supporting documentation must be included within this PDF. Do not attach additional/separate supporting documentation as a separate file.
- 16.4.3 Multiple invoices can be attached to one email, but each invoice must be in a separate PDF (with no additional supporting files).

## **17. CONTRACT MANAGEMENT**

- 17.1.1 The Supplier must provide contact details for an Account Manager for the duration of the agreement.
- 17.1.2 The supplier will be expected to attend regular contract meetings with the ICTS Technical Communications team managers. These will initially be monthly but are anticipated to move to a less intensive meeting cycle depending on service quality.
- 17.1.3 Attendance of the supplier at Contract Review meetings shall be at the Supplier's own expense.

## **18. LOCATION**

- 18.1 The service will be delivered across 3 locations:
  - 18.1.1 Two in the Whitehall area
  - 18.1.2 1 in the postcode area of HP17