APPENDIX B

SERVICE DESCRIPTION

CONTENTS

1. INTRODUCTION

1.1 The requirement is for a support & maintenance contract for the on-site Customer Interaction Client (CIC) – ININ Software currently utilised by The General Register Office (GRO), which is part of Her Majesty's Passport Office.

2. PURPOSE

3.1 The purpose of this procurement is to invite suppliers to provide support and maintenance for an on-site Customer Interaction Client (CIC) application suite providing telephony, contact centre and web services; hosted by an in house IT support team.

4. BACKGROUND TO THE AUTHORITY

4.1 The General Register Office is part of Her Majesty's Passport Office and oversees civil registration in England and Wales. We maintain the national archive of all births, marriages and deaths dating back to 1837 and further information on our services can be found using the links shown below.

4.2 The General Register Office (GRO) at Southport is now part of the Home Office and is responsible for Civil Registration in England and Wales.

4.3 Home Office Technology provides an onsite technical support to GRO.

4.4 The on premise Customer Interaction Centre (CIC) solution is an established service that has a proven record of reliability, security and usability. Working in partnership with suppliers both past and present the Local IT and business users are well versed in the product suite and are adept in performing initial triage and resolving general 'BAU' configuration and maintenance.

5. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

5.1 The application suite is currently being refreshed to CIC V4 from V3. With underlying infrastructure also being refreshed to a supported model (e.g. OS and hardware) it is the underlined CIC application suite and associated services that the successful supplier will be providing maintenance and support for.

## 6. SCOPE OF REQUIREMENT

6.1 Customer Interaction Centre (CIC) is a registered trademark of Interactive Intelligence

6.2 As a means of background the CIC architecture supported by the local IT team Is being refreshed in-line with a CIC upgrade from V3 to V4 - the V4 infrastructure to be completed March 2015 consists of the following technologies within 2 on-site (same site) datacentres.

- ISDN30 x 2 (No change from V3)
- All servers will be EXSi5 VM guests with Windows 2008 OS and 1x SQL 2012 DB – replacing physical 2003 and SQL2005 servers
- Layer 3 Cisco LAN with QoS enabled. (no change from V3)
- Windows XP (under refresh to Windows 7) (estimated completion mid 2015)
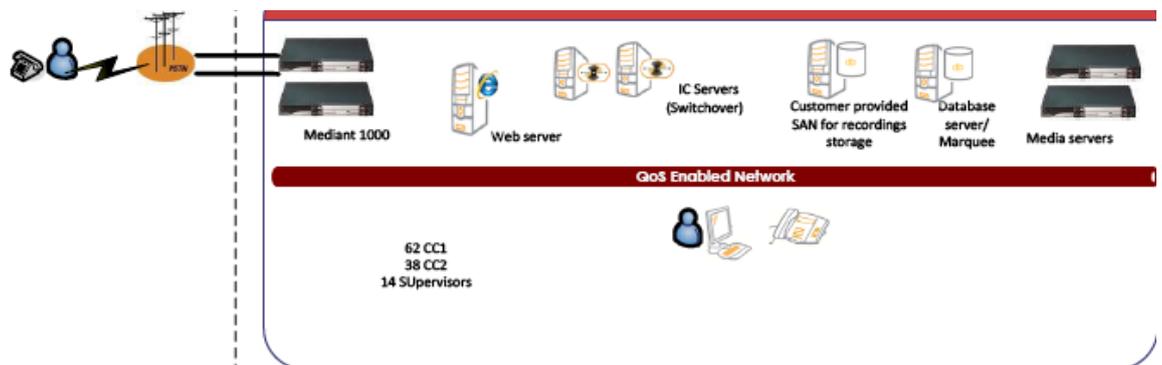- Client telephony - Cisco7940, Polycom 335 & 430

- Supporting approximately 100 seats - As illustrated below.

Refreshed V4 infrastructure.(03/15)
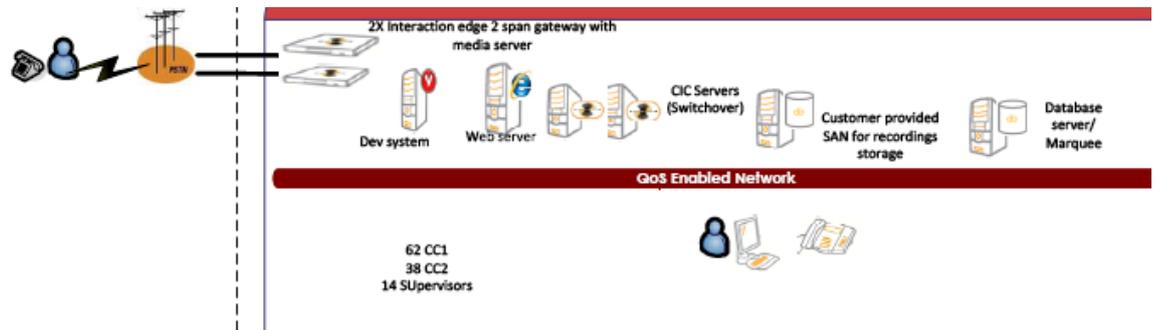
Existing V3 infrastructure being refreshed.(02/15)

- Priority support required on the table below providing telephony services, including:

- ACD, encryption, call recording (including pause\restart service), web chat, customer surveys, associated call handlers, CIC softphone, and x3 interaction edge 2 span gateways (under 1 year warranty and support 2015-2016 from ININ)

Priority Support Required Based on CIC v4.0. – Details as follows:

Quantity	Part Description
1	Interaction Feedback Server
20	Interaction Feedback add-on
2	Interaction Media Server - Software Only
91	Interaction Recorder add-on
1	Interaction Marquee Server
1	Switchover clone for CIC server
1	Advanced Server
1	IceLib / ICWS SDK
92	Media Session
11	Conference Session
66	Advanced Session
81	Basic Session
1	Large CIC development system - Included w/ Server

38	Contact Center Level 2
62	Contact Center Level 1
28	Business Client
1	Interaction Report Assistant
14	Interaction Supervisor add-on

6.3   The level of service required is as follows:

Service Level Objectives for *ININ Software Incidents*				
Priority	**Hold Time**	**Restoration Time**	**Resolution Time**	**Contact Method**
Code Red	5 Minutes (24/7)	30 Minutes	RCA determined in less than 7 Business Days. Permanent Fix or work-around available in 24 hours after RCA determination or daily updates will be provided until resolution.	Telephone
High	10 Minutes (Business Hours)	Not Applicable	RCA determined in less than 9 business days from the time all necessary troubleshooting information is provided. Permanent Fix or workaround available in a future SU.	Telephone
Medium Priority	10 Minutes (Business Hours)	Not Applicable	RCA determined in less than 12 business days from the time all necessary troubleshooting information is provided. Permanent Fix or workaround available in a future SU.	Telephone, Web
Low	10 Minutes (Business Hours)	Not Applicable	RCA determined in less than 15 business days from the time all necessary troubleshooting information is provided. Permanent Fix or workaround available in a future SU.	Telephone, Web

Escalation levels

Priority	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
	Technical Account Manager	Regional Support Manager	Director of Support	VP of Worldwide Services
Code Red	> 30 minutes	> 1 hour	> 3 hours	> 6 hours
High	If no response in 1 hour	If no response in 3 hours	If no response in 6 hours	If no response in 1 day
Medium Priority	If no response in 36 hours	If no response in 72 hours	If no response in 120 hours	
Low	If no response in 72 hours	If no response in 120 hours		

6.4   The annual maintenance cost must include provision for up to 3 days on-site field engineer days per annum to perform application service\security upgrades and healthcheck.

6.5   Demonstrate a collaborative approach to support, measured through quarterly service governance review meetings; including business specific service improvements and product updates.

7.   ADDITIONAL REQUIREMENTS

7.1   Payment process will be through Accounts Payable (RTP/Purchase Order) as standard.

8.   LOCATION

8.1   The location of the Services will be carried out at:

Smedley Hydro,

Trafalgar Road,

Southport

PR8 2HH

9.   SECURITY REQUIREMENTS

9.1   Remote support (VPN) is NOT available – Support must be provided by either on-site visit, telephone or email. Whilst preferable, there is no requirement for SC cleared support engineers as all site visits can be escorted.