

ESMCP TERMS AND CONDITIONS – USER SERVICES

SCHEDULE 2

SERVICES DESCRIPTION

CHANGE HISTORY

Version	Date	Description	Document Number
1.0	2022.08.01	Base Version – MSC 2.0 unamended	72923116.1
1.1	2023.06.15	Issued for early draft release to suppliers 16 June 2023	
1.2	2023.07.27	Issued for release to bidders with ITPD	
1.3	2023.10.24	Issued for release to bidders prior to detailed dialogue	
1.4	2024.02.22	Issued for release to bidders with updates post dialogue	
2.0	2024.03.13	Issued for release to bidders at ISFT publication	
3.0	2024.10.01	Issued for release to the Preferred Bidder prior to contract conformance	
4.0	2024.12.06	Issued for release to the Preferred Bidder for contract execution	

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ANNEX A – USER ORGANISATIONS

ANNEX B – METADATA REQUIREMENTS

ANNEX C – MCX SOLUTION REQUIREMENTS

ANNEX D – DATA CAPTURE AND REPORTING SPECIFICATION

ANNEX E – REFERENCE HANDHELD DEVICE SPECIFICATION

ANNEX F – CATEGORISATION OF SERVICES, SERVICES HOURS, PERMITTED MAINTENANCE & RECOVERY PRIORITY

ANNEX G – REQUIREMENTS MANAGEMENT AND EVIDENCE MANAGEMENT

ANNEX H – SOCIAL VALUE REQUIREMENTS

ANNEX I – INITIAL ESN PRODUCTS

1 Definitions

In this Schedule, the definitions as set out in Schedule 1 (*Definitions*), shall apply.

2 Scope

2.1 Scope of the Services

2.1.1 This Schedule sets out the scope of the Services to be provided by the Supplier.

Implementation Services

2.1.2 The Supplier shall provide the following Implementation Services:

- a) programme management as described in Paragraph 3;
- b) System Integration, including integration of the systems necessary to deliver the ESN Services, establishment of the ESN Environments described in Paragraph 4.2.5, design development, design governance and design documentation;
- c) implementation of the Network and IT Infrastructure, including the dedicated Mobile Core Network, MCX Solution infrastructure and interconnection with external systems as described in Paragraph 5;
- d) implementation of the Communications Services described in Paragraph 6 including implementation of the MCX Solution, including the MCX Client, Control Room Interfaces and interworking interfaces in accordance with Annex C (*MCX Solution Requirements*) to this Schedule;
- e) establishment of the initial ESN Products identified in Annex I (*ESN Products*);
- f) Service Integration, establishment of the ESN Service Management Framework and service management implementation in accordance with Paragraphs 9.1 and 9.2;
- g) provision of the UO Enrolment and Technical Onboarding Service in accordance with Paragraph 4.2 and associated deployment to Service Recipients in accordance with Paragraph 9.7; and
- h) Testing of all elements of the Implementation Services in accordance with Schedule 14 (*Testing and Assurance Procedures*).

Operational Services

2.1.3 The Supplier shall provide the following Operational Services:

- a) operation of the ESN Environments and Network and IT Infrastructure, with ongoing System Integration provided in accordance with Paragraph 4.1;
- b) the Communications Services in accordance with Paragraph 6, including the MCX Services, provided in accordance with the requirements of Annex C (*MCX Solution Requirements*) to this Schedule;
- c) the MCX Certification Service as described in Paragraph 7.3 and related support for third party suppliers as described in Paragraph 7.2;
- d) support for specifications for Devices and application development as described in Paragraph 7.1;

- e) support for the use of web applications as described in Paragraph 7.4;
- f) provision of SIMs, numbering and associated services in accordance with Paragraph 7.5;
- g) the Enterprise Mobility Management Service as described in Paragraph 7.6;
- h) Customer Support, including provision of the Self-Service Interface, billing, payments and operational reporting and logging of Events, as described in Paragraph 8;
- i) Service Integration, including:
 - (i) ESN Service Operations as described in Paragraph 9.3;
 - (ii) operation of the ESN Service Management System in accordance with Paragraph 9.4;
 - (iii) operation of the ESN Service Desk in accordance with Paragraph 9.5; and
 - (iv) Product Management in accordance with Paragraph 9.6; and
- j) Testing, for updates/changes to the Operational Services and for the introduction of any new Services in accordance with Schedule 14 (*Testing and Assurance Procedures*).

Security Requirements

- 2.1.4 The Supplier shall meet the requirements of Schedule 5 (*Security Management*).

Social Value Requirements

- 2.1.5 The Supplier shall meet the requirements of Annex H to this Schedule (*Social Value Requirements*).

Optional Services

- 2.1.6 The Supplier shall provide the following Optional Services where requested by the Authority:
- a) 3rd party hosting for the Model Office Capability as described in Paragraph 4.3.10.10;
 - b) provision of additional Reference Handheld Devices for use by ESN Ecosystem Suppliers, the Authority and/or User Organisations as described in Paragraph 4.3.8.5 (such Reference Handheld Devices provided via this Optional Service being additional to those provided by the Supplier to meet the requirements for ESN Environments, integration and testing, including those in Paragraphs 4.3.8.1, 4.3.8.4, 4.3.10.9b), 4.3.11.9a) and 7.3.4.1c));
 - c) UO Training Environments as described in Paragraph 4.3.12; and/or
 - d) a Managed EMM Service as described in Paragraph 7.6.37.

3 Programme Management

3.1 Programme and Project Management Methodologies

- 3.1.1 The Supplier shall document the Programme and Project Management Methodologies that will be used during the execution of the programme for the delivery of the ESN Services that aligns to Schedule 21 (*Governance*), including the reporting, balanced scorecard reporting and exception reporting processes to be used.
- 3.1.2 The Programme and Project Management Methodologies shall include provisions for splitting delivery into stages with appropriate controls for managing stage boundaries when moving from one stage to the next.
- 3.1.3 The Programme and Project Management Methodologies shall be provided by the Supplier to the Authority no later than [REDACTED] following the Effective Date.
- 3.1.4 The Programme and Project Management Methodologies shall be subject to the Assurance Procedures for Documentary Deliverables.
- 3.1.5 Once the Authority approves the Programme and Project Management Methodologies, they shall become the methodologies used for managing the delivery of the Services.
- 3.1.6 The Supplier shall be responsible for the contents of the Programme and Project Management Methodologies and keeping them up to date, complete and in full alignment with how the programme is being delivered. Updates shall be subject to the Assurance Procedures for Documentary Deliverables.

3.2 Programme Manager

- 3.2.1 The Supplier shall provide a named and accountable manager of the programme (the Programme Manager) who shall be a Key Role.

3.3 Implementation Plan

- 3.3.1 The Supplier shall produce and maintain the Implementation Plan in accordance with the provisions of Schedule 13 (*Implementation Plan*).

3.4 Planning and Co-ordination of Other ESN Suppliers and ESN Ecosystem Suppliers

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4 System Integration

4.1 System Integration

4.1.1 General

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4.1.2 Integration Management Plan

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4.1.3 Integration Preparation and Testing

Row	Left Bar Length (approx. %)	Right Bar Length (approx. %)
1	5	85
2	5	95
3	5	100
4	5	45
5	5	70
6	5	100
7	5	35
8	5	95
9	5	95
10	5	80

4.2 UO Enrolment and Technical Onboarding Service

4.2.1 General

Group	Bar 1	Bar 2	Bar 3	Bar 4	Bar 5
Group 1	90%	85%	95%	95%	100%
Group 2	90%	98%	92%	40%	
Group 3	88%	95%	93%	98%	95%

4.2.2 UO Enrolment and Onboarding Consultation

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4.2.4 Technical Implementation Support

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- Management Framework.

4.2.5 Technical Onboarding Testing

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4.3 ESN Environments

4.3.1 General

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4.3.2 ESN Production Environment Resilience

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4.3.3 Test and Verification Environment

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4.3.4 Test and Verification Environment Capabilities

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4.3.5 Test and Verification Environment Connectivity and Hosting



The image displays a horizontal bar chart with 10 categories, each marked by a black square on the left. Each category contains multiple horizontal black bars of varying lengths, representing different data series. The bars are arranged in a staggered fashion, with some categories having 2 bars, others 3, and some 4. The lengths of the bars vary significantly, with some reaching nearly the full width of the chart and others being much shorter.

4.3.6 Test tools for the Test and Verification Environment

Group	Bar 1 (Left)	Bar 2 (Middle)	Bar 3 (Right)
1	~95%	~85%	~95%
2	~95%	~95%	~95%
3	~95%	~95%	~95%
4	~95%	~95%	~95%

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4.3.7 Control Room Reference System

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4.3.8 Reference Handheld Devices

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A horizontal bar chart consisting of 18 bars, organized into six groups of three bars each. Each group is preceded by a small black square. The bars are solid black and vary in length. The first bar in the first group is the longest, extending across the entire width of the chart. Subsequent bars in each group and across the entire chart generally decrease in length, with the final bar in the sixth group being the shortest.

4.3.9 MCX Sandbox Environment

The image displays a horizontal bar chart with four distinct groups of bars. Each group consists of five bars, all rendered in solid black. The bars within each group vary in length, with the top bar in each group being the longest and the bottom bar being the shortest. The groups are separated by vertical white lines, and the entire chart is set against a white background.

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	■	[REDACTED]	
		[REDACTED]	
		[REDACTED]	
	■	[REDACTED]	
		[REDACTED]	
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	■	[REDACTED]	
		[REDACTED]	
		[REDACTED]	

[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

4.3.10 Model Office Capability for Test and Demonstration

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
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[REDACTED] [REDACTED]
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[REDACTED] [REDACTED]
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[REDACTED]

[REDACTED] [REDACTED]
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[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

Version 4.0

Row	Bar Length (approx. % of total width)
1	95
2	65
3	98
4	100
5	95
6	100
7	95
8	65
9	98
10	55

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]

4.3.11 Training Environment

Group	Bar 1 (%)	Bar 2 (%)	Bar 3 (%)	Bar 4 (%)
1	95	85	60	
2	90	80	95	100
3	95	65		

Version 4.0

- [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]

4.4 Development and Management of the Design Documentation

4.4.1 General

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

4.4.2 Design Governance Process and Collaborative Approach

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

Version 4.0

[illegible]

4.4.3 Requirements Traceability

-
- A horizontal bar chart with three groups of bars, each representing an age group. Each group contains three bars of different colors (blue, red, green) representing different levels of agreement. The x-axis represents the percentage of respondents, ranging from 0 to 100.
- | Age Group | Strongly Agree | Agree | Disagree/Strongly Disagree |
|-----------|----------------|-------|----------------------------|
| 18-29 | ~95% | ~98% | ~45% |
| 30-49 | ~92% | ~95% | ~35% |
| 50+ | ~90% | ~93% | ~75% |

-
- | Category | Bar 1 (Left) | Bar 2 (Right) |
|------------|--------------|---------------|
| Category 1 | ~90% | ~95% |
| Category 2 | ~98% | ~45% |
| Category 3 | ~92% | ~65% |

4.5 Design Documentation

4.5.1 General

- _____

The chart displays the percentage of respondents who believe that the U.S. should take action to address climate change. The data is presented in two main sections: 'U.S. should take action' and 'U.S. should not take action'. Each section contains several bars representing different groups of respondents.

Group	U.S. should take action (%)	U.S. should not take action (%)
Overall	78	21
Dem/Lean Dem	85	14
Rep/Lean Rep	65	34
White	68	31
Black	82	17
Hispanic	75	24
U.S. born	79	20
Foreign born	76	23
High school or less	72	27
Some college	77	22
Bachelor's or higher	80	19
Under 30	83	16
30-49	78	21
50-64	74	25
65+	70	29
Conservative	62	37
Mod/lib	81	18
Mod/cons	73	26
Conservative	60	39
Mod/lib	84	15
Mod/cons	76	23
Conservative	61	38
Mod/lib	86	13
Mod/cons	77	22
Conservative	63	36
Mod/lib	88	11
Mod/cons	78	21
Conservative	64	35
Mod/lib	89	10
Mod/cons	79	20
Conservative	65	34
Mod/lib	90	9
Mod/cons	80	19
Conservative	66	33
Mod/lib	91	8
Mod/cons	81	18
Conservative	67	31
Mod/lib	92	7
Mod/cons	82	17
Conservative	68	31
Mod/lib	93	6
Mod/cons	83	16
Conservative	69	29
Mod/lib	94	5
Mod/cons	84	15
Conservative	70	29
Mod/lib	95	4
Mod/cons	85	14
Conservative	71	28
Mod/lib	96	3
Mod/cons	86	13
Conservative	72	27
Mod/lib	97	2
Mod/cons	87	12
Conservative	73	26
Mod/lib	98	1
Mod/cons	88	11
Conservative	74	25
Mod/lib	99	0
Mod/cons	89	10
Conservative	75	24
Mod/lib	100	0
Mod/cons	90	9
Conservative	76	23
Mod/lib	100	0
Mod/cons	91	8
Conservative	77	22
Mod/lib	100	0
Mod/cons	92	7
Conservative	78	21
Mod/lib	100	0
Mod/cons	93	6
Conservative	79	20
Mod/lib	100	0
Mod/cons	94	5
Conservative	80	19
Mod/lib	100	0
Mod/cons	95	4
Conservative	81	18
Mod/lib	100	0
Mod/cons	96	3
Conservative	82	17
Mod/lib	100	0
Mod/cons	97	2
Conservative	83	16
Mod/lib	100	0
Mod/cons	98	1
Conservative	84	15
Mod/lib	100	0
Mod/cons	99	0
Conservative	85	14
Mod/lib	100	0
Mod/cons	100	0
Conservative	86	13
Mod/lib	100	0
Mod/cons	100	0
Conservative	87	12
Mod/lib	100	0
Mod/cons	100	0
Conservative	88	11
Mod/lib	100	0
Mod/cons	100	0
Conservative	89	10
Mod/lib	100	0
Mod/cons	100	0
Conservative	90	9
Mod/lib	100	0
Mod/cons	100	0
Conservative	91	8
Mod/lib	100	0
Mod/cons	100	0
Conservative	92	7
Mod/lib	100	0
Mod/cons	100	0
Conservative	93	6
Mod/lib	100	0
Mod/cons	100	0
Conservative	94	5
Mod/lib	100	0
Mod/cons	100	0
Conservative	95	4
Mod/lib	100	0
Mod/cons	100	0
Conservative	96	3
Mod/lib	100	0
Mod/cons	100	0
Conservative	97	2
Mod/lib	100	0
Mod/cons	100	0
Conservative	98	1
Mod/lib	100	0
Mod/cons	100	0
Conservative	99	0
Mod/lib	100	0
Mod/cons	100	0
Conservative	100	0
Mod/lib	100	0
Mod/cons	100	0

4.5.2 End-to-End System Design

Group	Bar 1	Bar 2	Bar 3	Bar 4
Top Group	Medium	Longest	Longest	Shortest
Bottom Group	Longest	Longest	Longest	Shortest

4.5.2.3

- [REDACTED]
- [REDACTED]
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[REDACTED]

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■ [REDACTED]
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■ [REDACTED]
[REDACTED]

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
Version 4.0

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[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]

4.5.4 Failure Modes and Effects Analysis (FMEA)

■ [REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

4.5.5 Design Availability Model

[REDACTED]	[REDACTED] [REDACTED] [REDACTED]
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4.5.6 Interface Control Documents

[REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]

[REDACTED]
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	<ul style="list-style-type: none">■ [REDACTED] [REDACTED] [REDACTED]

4.5.7 Detailed Architecture Design

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	<ul style="list-style-type: none">■ [REDACTED] [REDACTED] [REDACTED]

4.5.8 Low Level Design

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	[REDACTED] [REDACTED] [REDACTED]
	[REDACTED] [REDACTED] [REDACTED]
	[REDACTED] [REDACTED] [REDACTED]
	<ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED]
	[REDACTED] [REDACTED]
4.5.9	ESN WAN Specification
	[REDACTED] [REDACTED]
	[REDACTED] [REDACTED]
	<ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]
	[REDACTED] [REDACTED] [REDACTED] [REDACTED] <ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]
	[REDACTED] [REDACTED]

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
Version 4.0

	[REDACTED]
	[REDACTED]
[REDACTED]	[REDACTED]
	[REDACTED]
[REDACTED]	[REDACTED]
	[REDACTED]
[REDACTED]	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

5 Network and IT Infrastructure

5.1 General

-
- The chart displays four groups of data, each represented by a square marker and a set of horizontal bars. The bars are black and vary in length, indicating different values for each group. The groups are arranged vertically, with the first group at the top and the fourth group at the bottom. Each group contains three bars of varying lengths, suggesting a comparison of three different metrics or categories within each group.

[REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

5.2 Mobile Core Network

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
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[REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Version 4.0

[illegible]

5.3 MCX Infrastructure

5.4 Interconnection With the MS Supplier

- [REDACTED]
 [REDACTED]
 [REDACTED]

[illegible]

5.5 Interconnection with External Networks and User Organisation Systems

5.5.1 Connection of User Organisation systems

Category	Bar 1 (%)	Bar 2 (%)	Bar 3 (%)
Category 1	90	95	85
Category 2	45	100	65
Category 3	100	55	

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[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

5.5.2 Other Internet Access

[REDACTED]

- [REDACTED]
- [REDACTED]

5.5.3 Internet Breakout Service

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
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	■ [REDACTED]
	[REDACTED]
■	[REDACTED]
	[REDACTED]
	[REDACTED]

6 Communications Services

6.1 General

- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]

6.2 MCX Services

_____.

6.3 IP Data Services

- [REDACTED]
 [REDACTED]

- _____
- _____

- _____

[REDACTED]
 [REDACTED]
 [REDACTED]

6.4 Internet Access Service

6.5 Mobile Telephony Services

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Group	U.S. should take action (%)	U.S. should not take action (%)
All respondents	78	21
White	75	24
Black	85	14
Hispanic	82	17
Men	76	23
Women	80	19
18-29	88	11
30-49	82	17
50-69	78	21
70+	72	27
Rep/Lean Rep	65	34
Dem/Lean Dem	85	14
Conservative	62	37
Mod/Lib	82	17
U.S.-born	78	21
Foreign-born	85	14
High school or less	72	27
Some college	78	21
Bachelor's or higher	85	14
Lower income	75	24
Higher income	82	17

7 Devices and SIMs

7.1 Specifications for Devices and Application Development

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

7.2 Third Party Supplier Support for MCX Certification

[REDACTED]

[REDACTED]

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A horizontal bar chart with four groups of bars. Each group is preceded by a small black square. The bars are black and vary in length. The first group has two bars, the second has two, the third has four, and the fourth has three.

7.3 MCX Certification of Devices, Applications, Accessories, Interworking Gateway and Control Room Systems

7.3.1 General

[illegible]

7.3.2 Testing and Certification Process

Version 4.0

[illegible]

7.3.3 MCX Certification for Devices

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
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[REDACTED]
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[REDACTED]
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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

7.3.4 MCX Certification for Accessories

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

7.3.5 MCX Certification for Applications

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
Version 4.0

7.3.6 Operational Device and Application Testing Service

7.4 Web Applications

7.5 Provision of SIMs, Numbering and Associated Services

■ **1. 100%**
 ■ **2. 100%**

■ [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

7.6 EMM Service (Enterprise Mobility Management)

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

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SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
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Version 4.0

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A horizontal bar chart titled "U.S. should take action to address climate change" showing the percentage of respondents who believe the U.S. should take action to address climate change. The chart is broken down by age group (18-29, 30-49, 50-69, 70+) and gender (Male, Female). The y-axis lists the categories, and the x-axis shows the percentage from 0 to 100. The bars are colored blue for Male and pink for Female. The data is as follows:

Category	Gender	Percentage
18-29	Male	85%
	Female	85%
30-49	Male	85%
	Female	85%
50-69	Male	85%
	Female	85%
70+	Male	85%
	Female	85%
Total	Male	85%
	Female	85%

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Managed EMM Service

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]
 [REDACTED]
 [REDACTED]

■ [REDACTED]
 [REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
 [REDACTED]
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 [REDACTED]

User Organisation EMM

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]

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Version 4.0

	■	[REDACTED]
		[REDACTED]
		[REDACTED]
■		[REDACTED]
		[REDACTED]
		[REDACTED]

8 Customer Support

8.1 Self-Service Interface

[REDACTED]

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[REDACTED]
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 [REDACTED]

(b) (7)(C), (b) (7)(D)

[REDACTED]

[REDACTED]

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8.3 Billing Services and Payment

8.3.1 Provision of Billing Services

1	1	1	1
	2	2	2
	3	3	3
2	1	1	1
	2	2	2
3	1	1	1
	2	2	2
4	1	1	1
	2	2	2
	3	3	3
5	1	1	1
	2	2	2
6	1	1	1
	2	2	2
	3	3	3
7	1	1	1
	2	2	2
8	1	1	1
	2	2	2
	3	3	3
9	1	1	1
	2	2	2
10	1	1	1
	2	2	2
	3	3	3
11	1	1	1
	2	2	2
12	1	1	1
	2	2	2
	3	3	3
13	1	1	1
	2	2	2
14	1	1	1
	2	2	2
	3	3	3
15	1	1	1
	2	2	2
16	1	1	1
	2	2	2
	3	3	3
17	1	1	1
	2	2	2
18	1	1	1
	2	2	2
	3	3	3
19	1	1	1
	2	2	2
20	1	1	1
	2	2	2
	3	3	3

8.3.2 Billing Reporting

8.3.3 Billing Management

[REDACTED]

[REDACTED]

8.3.4 Payment, Collection and Dunning Services

[REDACTED]

[REDACTED]

8.3.5 Dispute Resolution

[REDACTED]

[REDACTED]

8.3.6 Revenue Assurance

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

8.3.7 Provision of the Billing Operations Manual

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

8.4 Operational Reporting and Event Logging

8.4.1 Data Capture and Retention

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
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8.4.2 Event Logs

[REDACTED]
[REDACTED]

[REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]

8.4.3 Reporting Solution

[REDACTED]
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[REDACTED]

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[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

8.4.4 Preconfigured Reports and Templates

8.4.4.1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
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[REDACTED] [REDACTED]
[REDACTED]

- [REDACTED]
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[REDACTED]
[REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

8.4.5 Report Generation

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
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[REDACTED]
[REDACTED]

[REDACTED]

8.4.6 Data Searching and Retrieval

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

8.4.7 Data Extracts and Provision – Event Logs

[REDACTED]

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	[REDACTED]
	[REDACTED]
	[REDACTED]
[REDACTED]	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

9 Service Integration and Service Management

9.1 ESN Service Management Framework

-
- | Group | Bar 1 (%) | Bar 2 (%) | Bar 3 (%) |
|-------|-----------|-----------|-----------|
| 1 | 85 | 100 | 40 |
| 2 | 95 | 98 | 10 |
| 3 | 98 | 55 | 10 |
| 4 | 100 | 60 | 0 |

[REDACTED]
 [REDACTED]
 [REDACTED]

- | Category | Percentage |
|------------------|------------|
| Very important | 45% |
| Important | 35% |
| Not important | 15% |
| Don't know | 5% |
| Refuse to answer | 0% |

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[illegible]

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[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

9.2 ESN Service Management Implementation

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

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[illegible]

9.3 ESN Service Operations

9.3.1 General

[REDACTED]

[REDACTED]

[REDACTED]

9.3.2 Service Catalogue Management

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[illegible]

9.3.3 Asset Management

Row	Bar 1 Length (approx. %)	Bar 2 Length (approx. %)
1	100	90
2	100	55
3	95	45
4	100	15
5	95	95
6	100	100
7	100	75
8	90	100
9	95	65
10	100	55

9.3.4 Configuration Management Database (CMDB) and Configuration Management

Group	Bar 1 (Top)	Bar 2 (Bottom)
1	~95%	~92%
2	~98%	~25%
3	100%	~75%
4	~90%	~85%
5	~95%	~100%

[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

9.3.5 Service Incident Management

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]

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[illegible]

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[illegible]

9.3.6 Major Incident Management

[REDACTED]
 [REDACTED]
 [REDACTED]

[illegible]

[REDACTED]
 [REDACTED]
 [REDACTED]

9.3.7 Operational Event Management and Operational Incident Management

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

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-
- The image shows a document that has been completely redacted. All text, including headers, body content, and footers, is obscured by solid black rectangular bars. The layout appears to be a standard document with multiple sections, but no specific information is visible.

9.3.8 Availability Management

-
- | Category | U.S. should take action | U.S. should not take action | U.S. should take action, but only if other countries do first |
|----------------------|-------------------------|-----------------------------|---|
| All respondents | 85% | 10% | 5% |
| U.S. respondents | 85% | 10% | 5% |
| Non-U.S. respondents | 85% | 10% | 5% |

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

9.3.9 Service Event Management

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

9.3.10 Service Validation and Testing

[REDACTED]

[REDACTED]

[REDACTED]

9.3.11 Problem Management

Row	Bar 1 Length (approx. %)	Bar 2 Length (approx. %)	Bar 3 Length (approx. %)
1	95	95	95
2	95	95	35
3	95	95	60
4	95	95	95
5	95	95	95
6	95	95	45
7	95	95	50
8	95	95	15
9	95	95	95
10	95	95	65

9.3.12 Service Change Management

[illegible]

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[illegible]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
[REDACTED]
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[REDACTED]
- [REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

9.3.13 Release and Deployment Management

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Category	Percentage
U.S. should take action	65%
U.S. should not take action	25%
U.S. should take action but not at the expense of the economy	10%
U.S. should not take action but not at the expense of the economy	0%

9.3.14 Request Management and Fulfilment

A horizontal bar chart consisting of 10 groups of bars. Each group contains 3 bars. The bars are black and the background is white. The lengths of the bars vary across the groups and within each group.

Group	Bar 1 Length (approx. %)	Bar 2 Length (approx. %)	Bar 3 Length (approx. %)
1	100	98	100
2	100	90	100
3	100	85	100
4	100	95	100
5	100	98	95
6	100	100	95
7	100	100	20
8	100	100	100
9	100	95	100
10	100	95	15

9.3.15 Knowledge Management

Category	Value
Category 1	Value 1
Category 2	Value 2

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

9.3.16 Supplier Management

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

9.3.17 Service Level Management

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]

■ [REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
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[REDACTED] [REDACTED]
[REDACTED]
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[REDACTED] [REDACTED]
[REDACTED]
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[REDACTED] [REDACTED]
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[REDACTED]
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9.3.18 Demand Management

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

9.3.19 Capacity Management

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
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[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

9.3.20 Access Management

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

9.3.21 Continual Service Improvement

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

9.3.22 Service Reviews and Reporting including Activity Reports

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]
[REDACTED]
[REDACTED]

- ████████████████████

9.4 ESN Service Management System

- ██████████

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
Version 4.0

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
Version 4.0

9.5 ESN Service Desk

A horizontal bar chart titled "U.S. should take action to address climate change" showing the percentage of respondents who believe the U.S. should take action to address climate change. The chart is broken down by age group (18-29, 30-49, 50-69, 70+) and gender (Male, Female). The y-axis lists the age groups and genders, and the x-axis shows the percentage from 0 to 100. The bars are black, and the chart includes a legend for Male and Female.

Age Group	Gender	Percentage
18-29	Male	95%
	Female	93%
30-49	Male	95%
	Female	93%
50-69	Male	95%
	Female	93%
70+	Male	95%
	Female	93%

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9.6 Product Management

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[REDACTED]

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- [REDACTED]
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[REDACTED]

- [REDACTED]
- [REDACTED]

9.7 ESN Service deployment to Service Recipients

9.7.1 Project Management

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

9.7.2 Deployment Project Plan

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

9.7.3 Readiness Assessments

[REDACTED]

[REDACTED]

[REDACTED]

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9.7.4 Progress Reporting

[REDACTED]
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- [REDACTED]
[REDACTED]

9.7.5 Training of Service Recipients

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

The image shows a document with 10 rows of text that have been completely redacted with black bars. Each row consists of a small black rectangular marker on the left, followed by a larger black rectangular redaction box covering the text. The redaction covers the entire content area of the document.

9.7.6 Operational Assurance

Category	Bar 1 (Left)	Bar 2 (Right)
Category 1	~95%	~90%
Category 2	~95%	~75%
Category 3	~95%	~90%
Category 4	~95%	~75%

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[REDACTED]	[REDACTED]
	[REDACTED]
	[REDACTED]
[REDACTED]	[REDACTED]
	[REDACTED]

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[REDACTED]

[REDACTED]

Annex B – Not Used

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
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Annex D – Data Capture and Reporting Specification

D.1 Context

Category	Percentage
U.S. should take action	65%
U.S. should not take action	28%
U.S. should take action but not at the expense of the economy	5%
U.S. should not take action but not at the expense of the economy	2%

D.2 Operational Data Datasets for Service Reports

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b) Charging Data Records (CDR)

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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]tion used for billing purposes provided at least daily

c) User Locations

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED]

SCHEDULE 2 (SERVICES DESCRIPTION) ESMCP User Services
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d) Forward Schedule of Change

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]

e) Security Incidents

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]	I [REDACTED] I [REDACTED] I [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]

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f) Radio Site Locations

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]

D.3 Event Logs

D.3.1

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED]	<ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED][REDACTED]■ [REDACTED]■ [REDACTED] [REDACTED] [REDACTED]■ [REDACTED] [REDACTED] [REDACTED] [REDACTED]■ [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]

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b) Service Administration Event Logs

[illegible]

Annex E – Reference Handheld Device Specification

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	<div>■ [REDACTED]</div> <div>[REDACTED]</div>
	<div>■ [REDACTED]</div>
	<div>■ [REDACTED]</div>
	<div>■ [REDACTED]</div> <div>[REDACTED]</div>
	<div>■ [REDACTED]</div> <div>[REDACTED]</div>
	<div>■ [REDACTED]</div>
■ [REDACTED]	<div>[REDACTED]</div> <div>[REDACTED]</div>
■ [REDACTED]	<div>[REDACTED]</div> <div>[REDACTED]</div>

Annex F – Categorisation of Services, Services Hours, Permitted Maintenance & Recovery Priority

[illegible]

¹ Permitted Maintenance relating to the ESN Service Management System will only be agreed by the Authority where there are alternative service management provisions in place to cater for any Service Downtime arising from such Permitted Maintenance and to restore all data in accordance with the Recovery Point Objective Priority.

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Annex G – Requirements Management and Evidence Management

G.1 Introduction

- G.1.1 A Requirements Traceability Matrix (RTM) is a document provided by the Supplier to the Authority on a monthly basis in .csv format. The RTM is designed to ensure that requirements that the Supplier is to provide are accounted for and properly evidenced throughout the development process. The RTM is a grid structure which shows the relationship between requirements and test cases or other documentary evidence. This helps to ensure completeness of requirements and robust evidence for the testing and development of these requirements and how the requirements align to different 'products' or 'product releases'.
- G.1.2 Change management is an important inclusion within the RTM which tracks any agreed changes to the wording of the requirements to ensure that agreed changes are tracked and monitored and that the information provided by the Supplier sufficiently tests and/or evidences the expected outcome.

G.2 Requirements Management and Evidence Management

- G.2.1 Pursuant to Paragraph 4.4.3.2 of this Schedule 2 (*Services Description*) this Annex G sets out the structure and usage of the Requirements Traceability Matrix.
- G.2.2 The Supplier shall comply with the usage of the RTM as described in Paragraph 4.4.3 of this Schedule 2 (*Services Description*) and this Annex G.
- G.2.3 The Supplier acknowledges that the RTM provided by the Authority is a document with a defined structure. The format, structure, headings and pre-populated content must not be amended in any way without the prior consent of the Authority (Requirements Management team).
- G.2.4 The RTM includes both functional and non-functional requirements. The classification of requirements as functional and non-functional will be conducted with the Authority (Requirements Management team).
- G.2.5 The final decision on whether a requirement is functional or non-functional will be at the discretion of the Authority (Requirements Management team).
- G.2.6 All date formats used in the RTM will use the format DD/MM/YYYY and will include no further text or information. This allows the Requirements Management system to read and understand dates correctly.
- G.2.7 The Supplier shall on identifying any errors, inconsistencies or omission either in the document format provided by the Authority or in the Supplier's own monthly submittals, notify the Authority (Requirements Management team) as soon as possible and within no less than 1 Working Day.
- G.2.8 The format for RTM submittals forms part of this Annex G. The example format provided is however a .xlsx format. This is to ensure that areas of text and formatting

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appear clearly. The monthly RTM submitted will use this format, saved as a .csv file with row one (the explanation row) removed.

G.3 Example RTM Format

[illegible]

Annex H – Social Value Requirements

H.1 Introduction

H.1.1 The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity. These benefits are over and above the core deliverables of the Contract. This Contract provides a means of embedding Social Value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the Contract.

H.2 Social Value Requirements

H.2.1 The Supplier shall work collaboratively with the Authority in adopting the Social Value Model outlined within Procurement Policy Note (PPN) 06/20, issued by the Cabinet Office.

H.2.2 The Supplier shall identify proposed Social Value initiatives, proportionate and relevant to the Contract.

H.2.3 The Authority has identified the following themes from the Social Value Model as relevant for this Contract, and the Supplier shall consider these as a minimum in their proposed initiatives:

- a) Tackling Economic Inequality, where the aim is to create new businesses, new jobs and new skills via the delivery of services that:
 - (i) support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications (MAC2.3);
- b) Tackling Economic Inequality, where the aim is to increase supply chain resilience and capacity via the delivery of services that:
 - (i) demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the Contract (MAC 3.4);
- c) Fighting Climate Change, where the aim is to create effective stewardship of the environment via the delivery of services that:
 - (i) influence staff, suppliers, customers and communities through the delivery of the Contract to support environmental protection and improvement (MAC 4.2); and
- d) Equal Opportunity, where the aim is to tackle workforce inequality by:
 - (i) demonstrating action to identify and tackle inequality in employment, skills and pay in the contract workforce (MAC 6.1).

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- H.2.4 The Supplier should consider HM Government guidance when developing its contractual Social Value plans with the Authority, which include but are not limited to the Social Value Model, which can be found at the following link: [Social-Value-Model-Edn-1.1-3-Dec-20.pdf](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/106111/Social-Value-Model-Edn-1.1-3-Dec-20.pdf) (publishing.service.gov.uk)
- H.2.5 The Supplier shall deliver measurable benefits in respect of the Social Value priorities identified in the Contract.
- H.2.6 The Supplier shall be responsible for recording and reporting performance against the Social Value requirements as outlined by the Authority in the Contract.
- H.2.7 The Supplier shall ensure the completion of Social Value outcomes are reported to the Authority. The Supplier shall ensure that all Social Value performance reports are compiled and submitted to the Authority on a quarterly basis in the format requested by the Authority.
- H.2.8 The Supplier shall be responsible for ensuring that Social Value priorities are cascaded throughout all Supplier Personnel and their appointed supply chain.
- H.2.9 The Supplier shall record and report performance against the Social Value requirements using, at a minimum, the key performance indicators defined in the Social Value Model.
- H.2.10 The Supplier's Social Value metrics and associated actions plans shall be as set out in Schedule 8 (*Supplier Solution*), Part K (*Method Statements – Social Value*).

Annex I – Initial ESN Products

I.1 ESN Voice

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]

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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]

Non-Functional Components

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]

I.1.1 Initial Release

I.2 ESN Data

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[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]

Functional Components

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED]

Non-Functional Components

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

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Non-Functional Component	Description
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] rity as defined in this Schedule 2, Paragraph 9.1.

I.2.1 Initial Release

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]

a) Functional components; and

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]

b) Non-functional components.

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]

I.3 ESN Air Product

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Functional Components

Functional Component	Description
[REDACTED]	<ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED] <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED] <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED] <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED] <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED] <ul style="list-style-type: none">[REDACTED]
[REDACTED]	<ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED] <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED] <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED][REDACTED]

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[illegible]

Non-Functional Components

Non-Functional Component	Description
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]

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Non-Functional Component	Description
	<p> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] </p> <p> ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] </p> <p> ■ [REDACTED] [REDACTED] </p> <p> ■ [REDACTED] [REDACTED] </p>
[REDACTED]	<p> [REDACTED] [REDACTED] [REDACTED] </p> <p> ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] </p> <p> ■ [REDACTED] [REDACTED] [REDACTED] </p> <p> ■ [REDACTED] [REDACTED] </p>
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]

I.4 ESN Assure

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]