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**PSN SERVICES**

**APPENDIX 3**

**SERVICE REQUIREMENTS AND CONTRACTOR SERVICE DESCRIPTIONS**

**This Appendix 3 consists of a Part A and a Part B. Part A contains the Service Requirements of the Customer Authority and Part B contains the Contractor Service Descriptions.**

**1. PART A: SERVICE REQUIREMENTS Introduction**

1.1. This Part A of Appendix 3 contains the Customer Authorities Service Requirements relation to RM1498 Lot 10 of Schedule 2 (Service Requirements and Contractor Service Descriptions) of the Framework Agreement.

1.2. The Service Requirements under Part A of this Appendix 3 are made up of three categories as follows:

1.2.1. Category 1 – General Requirements;

1.2.2. Category 2 – Operational / Technical Requirements; and

1.2.3. Category 3 – Agency Management Requirements.

**1.3. Scope of the Services**

1.3.1. Unless different Operational Service Commencement Dates are expressly identified in the Implementation Plan for any applicable parts of the Services, commencing on the Effective Date the Contractor shall fulfil the following services, functions, responsibilities, requirements and deliverables (as the same may evolve during the Term including adding, removing, supplementing, enhancing, modifying and/or replacing any services and/or activities or deliverables in accordance with this Agreement or as otherwise approved in writing by the Customer Authority in accordance with the Change Control Procedures, from time to time):

1.3.1.1. the services, functions, responsibilities, requirements and deliverables that the Contractor is required to carry out as specified in Part A (Service Requirements) of this Appendix 3 and the relevant Schedules and Appendices of the Agreement;

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- 1.3.1.2. any incidental services, functions, responsibilities, requirements and deliverables not specified in the Agreement as within the scope of Contractor's responsibilities but that are reasonably and necessarily required for, or related to, the proper and timely performance and provision of the services, functions, responsibilities, requirements and/or deliverables set out Paragraph 1.3.1.1 above;
- 1.3.1.3. any services, functions, requirements, responsibilities and/or deliverables agreed pursuant to Schedule 6.2 (Change Control Procedure);
- 1.3.1.4. subject to Paragraph 1.4 below, the services, functions, responsibilities, requirements and deliverables that the Contractor shall carry out as specified in Part B (Contractor Service Descriptions) of this Appendix 3, Appendix 6 (Security Plan), Appendix 8 (Outline Implementation Plan), and Appendix 13 (BCDR Plan); and
- 1.3.1.5. any services, functions, requirements, responsibilities, requirements and/or deliverables agreed pursuant to Clause 3.5 of the Call-Off Terms, as inserted by Paragraph 5 of Appendix 16 (Special Terms),
- (together, the "**Services**").
- 1.4. If there is any conflict between the scope of the services, functions, responsibilities, requirements and deliverables under: (i) Paragraphs 1.3.1.1, 1.3.1.2 and 1.3.1.5 above; and (ii) Paragraph 1.3.1.4 above, the provisions of Paragraphs 1.3.1.1, 1.3.1.2 and 1.3.1.5 above shall apply and prevail.
- 1.5. The Contractor shall meet and fulfil all of the Services Requirements in this Part A (and the Contractor confirms that the Contractor Solution set out in Part B of this Appendix 3 meets and fulfils all of the Services Requirements in this Part A), as the same may evolve during the Term and as they may be supplemented, enhanced, modified or replaced in accordance with this Call-Off Contract, but excluding any services, responsibilities or functions that are expressly identified in the Call-Off Form as the Customer Authority's responsibility or a third party's responsibility.
- 1.6. If there is any conflict between the provisions of Part A of this Appendix 3 and the provisions of Part B of this Appendix 3, the provisions of Part A of this Appendix 3 shall prevail.
- 1.7. In accordance with Clause 1.7 of the Call-Off Terms and Paragraph 8 of Appendix 2 of the Call-Off Form, the Customer has appointed the Agency Manager from the Effective Date to act in pursuance of the Customer Authority's rights and to perform the Customer Authority's

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obligations or functions under this Agreement. The Contractor shall follow the instructions of the Agency Manager in accordance with Clause 1.7 of the Call-Off Terms.

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**OFFICIAL****CATEGORY 1 - GENERAL REQUIREMENTS**

| Reference ID    | Requirement  |
|-----------------|--|
| PSN-S/R/GEN/001 | The Contractor shall deliver all Services in accordance with the terms of the Agreement, including the Standards.  |
| PSN-S/R/GEN/002 | The Contractor shall, wherever possible, use Standards-based solutions. This shall apply to technical solutions as well as management and operational interactions between the Contractor and the Agency Manager (e.g., operating models based on COBIT (Control Objectives for Information and Related Technology), TOGAF (The Open Group Architecture Framework), and ITIL (Information Technology Infrastructure Library)).                     |
| PSN-S/R/GEN/003 | To ensure that maximum process efficiency and data quality are obtained in relation to the Services, the Services shall be automated by the Contractor wherever there is the opportunity to do so. The Contractor shall ensure that the Services shall be designed to capture data only once, thus minimising the need for manual data capture and input. All data shall be validated by the Contractor on input.                                  |
| PSN-S/R/GEN/004 | The Contractor shall wherever possible use simplified assurance and payment processes when invoicing the Customer Authority.   |
| PSN-S/R/GEN/005 | The Contractor shall ensure that, upon request from the Customer Authority, certain of: (i) the Contractor's Authorised Persons; (ii) and any of the Key Personnel; and/or (iii) other relevant persons identified by the Customer Authority that the Customer Authority wishes to meet, shall attend workshops or meetings with the Customer Authority and/or any other Customer Authority Third Party as the Customer Authority deems necessary. |
| PSN-S/R/GEN/006 | Where the Contractor fails, or becomes aware that it is likely to fail to, comply with any obligation of this Agreement and such failure may impact on the performance of the Services by the Contractor (including the Service Levels), the Contractor shall, as soon as is reasonably practicable, notify the Customer Authority of such failure or likely failure.  |
| PSN-S/R/GEN/007 | The Contractor shall comply with the Data Protection Legislation and data protection provisions set out in the Agreement, including in relation to the processing of the Personal Data controlled by the Customer Authority.   |
| PSN-S/R/GEN/008 | The Contractor shall provide support to the Customer Authority Third Parties including, where necessary, access to resources, the Contractor System, Software and any materials as required, and to deal with security and/or compliance issues, assessments and actions.  |

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| Reference ID    | Requirement  |
|-----------------|--|
| PSN-S/R/GEN/009 | The Contractor shall perform the Services in accordance with Clause 9.2 of the Call-Off Terms. The Contractor shall use ITIL (Edition 2011 or the then-current version of ITIL) based processes and perform the Services in accordance with industry-based best practice and, if required, the Contractor shall demonstrate this to the satisfaction of the Customer Authority.  |
| PSN-S/R/GEN/010 | The Contractor shall adhere to the Agency Manager provided common standards for interfaces to the ITSM Toolset for the management of Services events across the Service Management Lifecycle.  |
| PSN-S/R/GEN/011 | The Contractor shall ensure that Processes for all ITIL functions are aligned (to the work instruction procedural level) with the Policies and Processes set out by the Customer Authority by the end of Transition. The Contractor shall ensure that all hand-over and hand-back points and Dependencies between: (i) the Contractor and the Customer Authority, (ii) the Contractor and the Agency Manager; (ii) the Contractor and Customer Authority Third Parties are clearly set out in the SOM.       |
| PSN-S/R/GEN/012 | The Contractor shall notify the Customer Authority when it becomes aware of an actual or potential event that may pose a risk to the Services and shall provide to the Customer Authority all necessary details and information of such event.   |
| PSN-S/R/GEN/013 | The Contractor Solution shall be implemented in a modular and commoditised way, allowing for flexible and scalable Services that can be updated and replaced with minimal disruption to the Customer Authority.  |
| PSN-S/R/GEN/014 | The Contractor shall facilitate Process efficiency by choosing automation over manual intervention and empowering the business to self-serve, subject to such automation being approved by the Customer Authority in advance.  |
| PSN-S/R/GEN/015 | <p>The Contractor shall ensure that the Contractor Solution shall be designed for optimum scalability, and for process and technology integration with other Customer Authority Third Parties' solutions.</p> <p>The Contractor shall use standard technology and open scalability to enable easy integration and deployment with other Customer Authority third party's solutions on the proviso that these organisations support open standards, subject to findings confirmed by integration testing.</p> |
| PSN-S/R/GEN/016 | The updating of Service event data shall occur immediately or in sufficient time to enable effective Management Information to be produced and acted upon in accordance with Service Levels, Service Level Targets, and Key Performance Indicators for the Services.   |

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| Reference ID    | Requirement  |
|-----------------|--|
| PSN-S/R/GEN/017 | The Contractor shall ensure that all necessary support is provided to the Customer Authority, or any auditor assigned or appointed by the Customer Authority, to audit any aspect of the Services provided by the Contractor.  |
| PSN-S/R/GEN/018 | The Contractor shall annually assess the maturity of the Services using the HMG Green ICT Maturity Assessment Model and the Contractor shall provide the findings to the Customer Authority within thirty (30) Working Days of each anniversary of the Effective Date. |
| PSN-S/R/GEN/019 | The Contractor shall bear the cost of decommissioning, collection and disposal of Equipment.   |

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**CATEGORY 2 - OPERATIONAL / TECHNICAL REQUIREMENTS**

Category 2 of Part A of this Appendix 3 contains the following Service Requirements:

1. PSN-Service Availability
2. HIPT Services
3. HIPT Services Management
4. Bandwidth Allocation
5. Handsets and Conference Phones
6. Broadband Services, Direct Exchange Lines and ISDN2 circuits
7. Analogue Terminal Adapters (ATAs)
8. CPSD Contact Centre
9. LAN Provision
10. LAN Management
11. Data cabling
12. Central Operator Service
13. Voicemail and Interactive Voice Response
14. Audio Conferencing
15. Fax Machines
16. Mobile phones, 3G / 4G devices, pagers and mobile data
17. Equipment Maintenance and Disposal
18. Site Surveys
19. Network Management
20. PSN-S related Capacity Planning & Management
21. Uninterruptible Power Supply (UPS)
22. Monitoring and Reporting
23. IT Accessibility
24. Sample HIPT Call Volumes
25. List of HIPT Equipment at the Customer Authority Sites

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**1. PSN-Service Availability**

| Reference ID       | Requirement  |
|--------------------|--|
| PSN-S/R/OTR/SA/001 | The Contractor shall provide the “HIPT Services” such that these Services shall be available on a 24x7x365 basis.  |
| PSN-S/R/OTR/SA/002 | The Contractor shall provide the “CPSD Contact Centre Services” such that these Services (including Solidus or its replacement) shall be available on a 24x7x365 basis.  |
| PSN-S/R/OTR/SA/003 | Unless otherwise expressly stated in the Agreement, the Contractor is not entitled to withdraw or cease provision of the Services during the Term unless otherwise expressly agreed in writing with the Customer Authority and the Agency Manager. |

**OFFICIAL****2. HIPT Services**

| Reference ID          | Requirement  |
|-----------------------|--|
| PSN-S/R/OTR/HIPTS/001 | <p>The Contractor shall provide the HIPT Services, including the following elements:</p> <ul style="list-style-type: none"> <li>• provision of the HIPT Infrastructure;</li> <li>• provision of all HIPT Equipment (including handsets);</li> <li>• provision of the HIPT Functionality; and</li> <li>• provision of support of all of the above.</li> </ul>   |
| PSN-S/R/OTR/HIPTS/002 | <p>The Contractor shall ensure that all Hardware and Software it provides as part of the HIPT Service shall conform to then-current telecommunications legislation, as such legislation may be amended from time to time.</p>  |
| PSN-S/R/OTR/HIPTS/003 | <p>The Contractor shall provide the ability to make on-net calls (which are calls within the Contractor System) as well as inbound and outbound calls from an IP Phone, and off-net calls (calls from Customer Authority's network to the PSTN), with all off-net calls charged at a harmonised domestic tariff.</p> <p>The Contractor confirms that the following shall be included in the harmonised domestic tariff:</p> <ul style="list-style-type: none"> <li>a) calls to all off-net UK based fixed and mobile phone lines;</li> <li>b) 0845 calls;</li> <li>c) freephone calls (0800); and</li> <li>d) voicemail retrieval.</li> </ul> <p>The following are excluded from the harmonised domestic tariff:</p> <ul style="list-style-type: none"> <li>a) Calls to premium rate &amp; Directory Enquiries numbers; and</li> <li>b) Calls to International Numbers.</li> </ul> |
| PSN-S/R/OTR/HIPTS/004 | <p>The Contractor shall provide access for the Customer Authority to the PSTN by using high quality UK interconnects to provide such access.</p>   |
| PSN-S/R/OTR/HIPTS/005 | <p>The Contractor shall provide forced On-Net calls. This will be a least-cost routing facility that ensures calls to On-Net destinations are routed as On-Net calls even though the end-User has dialled the full PSTN number.</p>  |
| PSN-S/R/OTR/HIPTS/006 | <p>The Contractor shall ensure that all features that are available from telephone handsets to End Users during Transition continue to be made available to End Users by the Contractor. Such features shall include:</p> <ul style="list-style-type: none"> <li>a. Last number redial;</li> <li>b. Refer back;</li> <li>c. Conference dial;</li> <li>d. Call transfer;</li> <li>e. Internal call-back;</li> <li>f. Individual abbreviated dialling;</li> <li>g. Call diversion ("follow me");</li> <li>h. Call forwarding;</li> <li>i. Call waiting;</li> <li>j. Call hold;</li> <li>k. Intrusion;</li> <li>l. Call originate;</li> <li>m. Call receipt;</li> <li>n. Telephone calls;</li> </ul>  |

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| Reference ID          | Requirement  |
|-----------------------|--|
|                       | <ul style="list-style-type: none"> <li>o. Call barring;</li> <li>p. Caller display;</li> <li>q. Do not disturb;</li> <li>r. Display log of missed calls;</li> <li>s. Display log of dialled numbers;</li> <li>t. Display log of received calls; and</li> <li>u. Display log of forwarded calls.</li> </ul>   |
| PSN-S/R/OTR/HIPTS/007 | <p>The Contractor shall ensure that the current HIPT configuration that is used by the Customer Authority during Transition will continue to be made available to End Users by the Contractor This will include:</p> <ul style="list-style-type: none"> <li>a. hunt groups;</li> <li>b. pickup groups;</li> <li>c. manager/secretary arrangements; and</li> <li>d. CLI display.</li> </ul> |
| PSN-S/R/OTR/HIPTS/008 | <p>The Contractor shall ensure that the Contractor Solution implements management tools that can detect and measure types of network impairment including:</p> <ul style="list-style-type: none"> <li>a. Packet loss;</li> <li>b. Jitter;</li> <li>c. Echo; and</li> <li>d. Signal level.</li> </ul>   |
| PSN-S/R/OTR/HIPTS/009 | <p>The Contractor shall ensure that voice traffic quality shall be measured using a measurement known as the R-factor and shall be assigned a number by the Contractor according to the Process agreed between the Contractor, Customer Authority and Agency Manger relating to the measurement of Codec quality in the Implementation Plan in the range from 0 – 100.</p>                 |
| PSN-S/R/OTR/HIPTS/010 | <p>The Contractor shall take on all Customer Authority DDI ranges and non-geographical numbers from the Outgoing Service Providers in accordance with Ofcom guidelines.</p>  |
| PSN-S/R/OTR/HIPTS/011 | <p>The Contractor shall ensure that the Contractor Solution provides Analogue Terminal Adapters s to allow analogue devices that operate on analogue signals (including faxes or franking machines) to be connected to the Contractor Solution for HIPT Services.</p>  |
| PSN-S/R/OTR/HIPTS/012 | <p>The Contractor shall provide, manage, amend and decommission the HIPT Infrastructure as necessary under the terms of this Agreement.</p>  |
| PSN-S/R/OTR/HIPTS/013 | <p>The Contractor shall ensure that the HIPT Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).</p>   |

**OFFICIAL****3. HIPT Services Management**

| Reference ID          | Requirement  |
|-----------------------|--|
| PSN-S/R/OTR/HIPTM/001 | The Contractor shall manage the HIPT Services, including the following elements: <ul style="list-style-type: none"> <li>• management of the HIPT Infrastructure;</li> <li>• management of all HIPT Equipment (including handsets);</li> <li>• management of the HIPT Functionality; and</li> <li>• provision of support and maintenance of all of the above.</li> </ul>  |
| PSN-S/R/OTR/HIPTM/002 | The Contractor shall ensure that the Contractor Solution will be capable of supporting the equipment volumes described in the Virtual Data Room from the Operational Service Commencement Date, but the Contractor shall also ensure that the Contractor Solution will be scalable such that it can increase or decrease these volume requirements upon request from the Customer Authority in accordance with the Change Control Procedure.   |
| PSN-S/R/OTR/HIPTM/003 | The Contractor shall ensure that the Contractor Solution shall permit the reconfiguration of the HIPT Services upon request by the Customer Authority via the Service Catalogue. Such reconfiguration shall include: <ol style="list-style-type: none"> <li>a. Creation or amendment of a hunt group;</li> <li>b. Creation or amendment of a pickup group;</li> <li>c. Creation or amendment of a manager/secretary arrangement; and</li> <li>d. Release of CLI from a given extension (or removal of this functionality from a given extension).</li> </ol> |
| PSN-S/R/OTR/HIPTM/004 | The Contractor shall maintain the Customer Authority's then-current site-to-site abbreviated dial plan, as such plan existed immediately prior to the Operational Service Commencement Date.   |
| PSN-S/R/OTR/HIPTM/005 | The Contractor shall ensure that the Contractor solution shall ensure number portability for all number types, providing retention for the Customer Authority's DDIs   |
| PSN-S/R/OTR/HIPTM/006 | The Contractor shall determine when an order for a new analogue end-point device necessitates the provision of a new Analogue Terminal Adaptor.  |
| PSN-S/R/OTR/HIPTM/007 | The Contractor shall ensure that industry standard data is collected and recorded for the purposes of measuring the quality of voice calls. The data collected is to be used for the purposes of incident resolution diagnostics and reporting in support of the Service Levels and such other equipment as may be required to provide the HIPT Functionality at the Customer Authority's sites.   |
| PSN-S/R/OTR/HIPTM/008 | The Contractor shall ensure that the HIPT Service Management Service is Available during Working Hours.  |

**OFFICIAL****4. Bandwidth Allocation**

| Reference ID           | Requirement   |
|------------------------|---|
| PSN-S/R/OTR/HIPTBA/001 | The Contractor shall ensure adequate bandwidth allocation to satisfy all of the Services in this Appendix prior to the first Operational Service Commencement Date and throughout the period during which the Contractor delivers the bandwidth allocation Services.  |
| PSN-S/R/OTR/HIPTBA/002 | The Contractor shall agree and implement the Customer Authority's Third Parties bandwidth allocation requirements prior to the first Operational Service Commencement Date and throughout the period during which the Contractor delivers the Bandwidth Allocation Services.  |
| PSN-S/R/OTR/HIPTBA/003 | The Contractor shall use traffic shaping technology to: <ul style="list-style-type: none"> <li>i. reduce bandwidth by WAN usage optimisation, caching, compression or other techniques;</li> <li>ii. increase performance in network transactions;</li> <li>iii. prioritise traffic so as to ensure the network traffic most important to the Customer Authority's business operations continues to flow appropriately at times of network congestion; and</li> <li>iv. monitor traffic (at a protocol, IP source/destination and/or URL level) so as to input to capacity management reporting and fault diagnosis investigation.</li> </ul> |
| PSN-S/R/OTR/HIPTBA/004 | The Contractor shall ensure that the Bandwidth Allocation Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).   |

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## 5. Handsets and Conference Phones

| Reference ID        | Requirement   |
|---------------------|---|
| PSN-S/R/OTR/HCP/001 | The Contractor shall provide, support and maintain HIPT handset keyboard expansion modules.   |
| PSN-S/R/OTR/HCP/002 | The Contractor shall ensure that all handsets are provisioned with a network cable to connect the handset to the on-site structured cabling scheme.   |
| PSN-S/R/OTR/HCP/003 | The Contractor shall ensure that all HIPT handsets are capable of supporting an onward connection to an IT device (for example, a PC, laptop or tablet).  |
| PSN-S/R/OTR/HCP/004 | The Contractor shall ensure that all telephone handsets have a visible indicator (e.g., a flashing light) to show when the phone is ringing.  |
| PSN-S/R/OTR/HCP/005 | Contractor shall ensure that all telephone handsets are capable of supporting an End User headset.  |
| PSN-S/R/OTR/HCP/006 | The Contractor shall ensure that the Contractor Solution will interface with the handsets and conference phones in use by the Customer Authority at the Effective Date or other handsets and conference phones deployed as a replacement for such handsets and conference phones from time to time.                                       |
| PSN-S/R/OTR/HCP/007 | The Contractor shall ensure that the Contractor Solution includes the provision of HIPT handsets and conference phones that will allow users to 'plug and play' as the phones complete an automatic registration when plugged into a live cabling outlet  |
| PSN-S/R/OTR/HCP/008 | The Contractor shall ensure that any accessibility handsets used by End Users immediately prior to the first Operational Service Commencement Date will be supported by the Contractor Solution in conjunction with Analogue Terminal Adaptors. The Customer Authority may request additional devices via the Business Service Catalogue. |
| PSN-S/R/OTR/HCP/009 | The Contractor shall ensure that the handsets provided as part of the Customer Solution will comply with the functionality listed in this table at line items PSN-S/R/OTR/HCP/009 to PSN-S/R/OTR/HCP/024 (inclusive).   |
| PSN-S/R/OTR/HCP/010 | <b>Last Number Redial</b> – The Contractor shall ensure that an End User will be able to press one button to recall the last number they dialled.   |
| PSN-S/R/OTR/HCP/011 | <b>Refer Back</b> - The Contractor shall ensure that if a caller is placed on hold or in query, an End User can refer back to them.   |
| PSN-S/R/OTR/HCP/012 | <b>Conference Dial</b> – The Contractor shall ensure that an End User has the ability to conference a colleague into their conversation.  |
| PSN-S/R/OTR/HCP/013 | <b>Call Transfer</b> – The Contractor shall ensure that End Users will be able to transfer any incoming call either internally (to another user) or externally.   |
| PSN-S/R/OTR/HCP/014 | <b>Internal Call Back</b> – The Contractor shall ensure that internal numbers which are engaged when rung will ring the caller back when the number becomes free.   |
| PSN-S/R/OTR/HCP/015 | <b>Individual Abbreviated Dialling</b> – The Contractor shall ensure that all End Users can create their own short code dialling tables.  |

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| Reference ID        | Requirement  |
|---------------------|--|
| PSN-S/R/OTR/HCP/016 | <b>Call Diversion</b> (follow me) – The Contractor shall ensure that all End Users will have the option to divert their calls to another location, or when their line is busy and / or after a period of ringing with no reply. End Users will have the ability to control diverts by initiating and deactivating the function themselves.   |
| PSN-S/R/OTR/HCP/017 | <b>Call Waiting</b> – The Contractor shall ensure that End Users have the option of having call waiting enabled on their extension; where a short bleep will be heard in the earpiece if the End User is already on a call when the End User's phone rings.  |
| PSN-S/R/OTR/HCP/018 | <b>Call Hold</b> – The Contractor shall ensure that a call can be placed on hold by an End User and subsequently retrieved.  |
| PSN-S/R/OTR/HCP/019 | <b>Call Intrusion</b> – The Contractor shall ensure that a call can be interrupted by another designated user.   |
| PSN-S/R/OTR/HCP/020 | <b>Call Receipt</b> – The Contractor shall ensure that End Users can accept any incoming call by either lifting the handset or using a headset and using the line key on the handset. Call indication shall be via an audible ring or a visual display on the handset.   |
| PSN-S/R/OTR/HCP/021 | <b>Telephone Calls</b> – The Contractor shall ensure that End Users will, subject to certain permissions, have the ability to make and receive all types of calls (network, internal, PSTN, mobile and international calls). If a call is to be made, an End User will hear a dial tone on lifting the handset.  |
| PSN-S/R/OTR/HCP/022 | <b>Automatic Call Distribution (ACD)</b> – The Contractor shall ensure that the Customer Authority can create call groups comprising numerous extension numbers. Each group will be allocated a pilot number, and various hunt groups will then be configured (such as Sequential, Cyclic or Longest Free).  |
| PSN-S/R/OTR/HCP/023 | <b>Caller Line Identity (CLI) and Call Display</b> – The Contractor shall ensure that the Customer Authority may choose to release the CLI of each Customer Authority Site whenever an End User initiates an outgoing call. Alternatively the CLI can be restricted. Digital handsets shall also present an incoming caller's CLI (when available from the caller).  |
| PSN-S/R/OTR/HCP/024 | The Contractor shall ensure that where the Contractor Solution seeks to replace the existing handsets, the proposed replacement handsets shall have or support the following functionalities: <ul style="list-style-type: none"> <li>a. Time and date indication;</li> <li>b. Hands-free speech;</li> <li>c. Redial and storage of up to the last twenty numbers called;</li> <li>d. On-hook dialling;</li> <li>e. Two levels of user-programmable function keys;</li> <li>f. Three dialogue keys for menu navigation;</li> <li>g. Assignment of telephone numbers to function keys;</li> <li>h. Variable ringer volume;</li> <li>i. Self-labelling keys; and</li> <li>j. Abbreviated dialling.</li> </ul> |
| PSN-S/R/OTR/HCP/025 | The Contractor shall take on the Customer Authority's conference phones at all of the Customer Authority Sites where such phones exist immediately prior to the Effective Date.  |

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| Reference ID        | Requirement  |
|---------------------|--|
| PSN-S/R/OTR/HCP/026 | <p>The Contractor shall ensure that where the Contractor Solution seeks to replace the existing conference phones, the proposed replacement conference phones shall have the same or better specifications as the existing conference phones.</p> <p>For the avoidance of doubt, the specification of the existing conference phones includes:</p> <ul style="list-style-type: none"><li>a) size;</li><li>b) weight;</li><li>c) power;</li><li>d) wireless capability;</li><li>e) security;</li><li>f) console interfaces;</li><li>g) keypad; and</li><li>h) audio features.</li></ul> |
| PSN-S/R/OTR/HCP/027 | <p>The Contractor shall ensure that the Handsets and Conference Phones Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).</p>   |

**OFFICIAL****6. Broadband Services, Direct Exchange Lines and ISDN2 Circuits**

| Reference ID       | Requirement  |
|--------------------|--|
| PSN-S/R/OTR/DE/001 | The Contractor shall provide Broadband Services, Direct Exchange Lines and ISDN2 connections at all of the Customer Authority Sites where these services already exist (including courts, police stations and home workers locations), unless otherwise agreed with the Customer Authority.                          |
| PSN-S/R/OTR/DE/002 | The Contractor shall: (i) take over existing Broadband Services, Direct Exchange Lines and, ISDN2 circuits from the Outgoing Service Provider (ii) ensure that all telephone numbers are retained; and (iii) that the only interruptions to service during Transition, are those agreed with the Customer Authority. |
| PSN-S/R/OTR/DE/003 | The Contractor shall provide break fix services for all Broadband Services, Direct Exchange Lines and ISDN2 circuits provided under this Agreement, unless otherwise agreed with the Customer Authority.   |
| PSN-S/R/OTR/DE/004 | The Contractor shall provide and support the end-point equipment (including handsets and fax machines) on the end of Direct Exchange Lines (but not ISDN2 circuits).   |
| PSN-S/R/OTR/DE/005 | The Contractor shall retain all telephone numbers existing immediately prior to the Effective Date across the Customer Authority System.   |
| PSN-S/R/OTR/DE/006 | The full list of Customer Authority telephone lines is set out in Annex 3-1 of this Appendix 3.  |
| PSN-S/R/OTR/DE/007 | The Contractor shall ensure that the Broadband Services, Direct Exchange Lines and ISDN2 Circuits Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).  |

**OFFICIAL****Analogue Terminal Adapters (ATAs)**

| Reference ID        | Requirement   |
|---------------------|---|
| PSN-S/R/OTR/ATA/001 | The Contractor shall ensure that the Contractor Solution shall include the provision, maintenance, and decommissioning of ATA's as necessary  |
| PSN-S/R/OTR/ATA/002 | The Contractor shall ensure that the Contractor Solution shall include connectivity to facsimile machines and other analogue devices connected to ATAs at all times.                  |
| PSN-S/R/OTR/ATA/003 | The Contractor shall maintain and support the ATAs identified at each Customer Authority Site in accordance with the recommendations of the relevant Original Equipment Manufacturer. |
| PSN-S/R/OTR/ATA/004 | The Contractor shall ensure that the Analogue Terminal Adapters are Available during Working Hours.   |

**OFFICIAL****7. CPSD Contact Centre**

| Reference ID           | Requirement  |
|------------------------|--|
| PSN-S/R/OTR/CPSDCC/001 | The Contractor shall ensure that the Contractor Solution provides a platform for the delivery of Services to distributed agents, which shall be a virtual contact centre to support the CPSD Service as set out in this table.   |
| PSN-S/R/OTR/CPSDCC/002 | The Contractor shall ensure that the Contractor Solution shall: (i) be designed for optimum availability; and (ii) shall take into account any issues regarding technology redundancy and/or resilience.   |
| PSN-S/R/OTR/CPSDCC/003 | The Contractor shall provide the Solidus function to the Customer Authority as such plan existed immediately prior to the Operational Service Commencement Date.   |
| PSN-S/R/OTR/CPSDCC/004 | The Contractor shall ensure that the Contractor Solution: (i) will require End Users to authenticate to the Contractor's hosted Active Directory Domain in addition to the Customer Authority's AD Domain; and (ii) not permit AD trust relationships between the Contractor's AD Domain and the Customer Authority's AD Domain.   |
| PSN-S/R/OTR/CPSDCC/005 | The Contractor shall ensure that the Contractor Solution will be capable of supporting the following multimedia contact centre functionality from the Operational Service Commencement Date, but the Contractor shall also ensure that the Contractor Solution will be scalable such that it can increase or decrease these volume requirements upon request from the Customer Authority in accordance with the Change Control Procedure: <ul style="list-style-type: none"> <li>a. Scale to 800 x mobile extensions;</li> <li>b. Scale to 350 x concurrent phone agent users;</li> <li>c. Scale to 350 x concurrent calls; and</li> <li>d. Scale to 200 x concurrent hosted desktop connections.</li> </ul> |
| PSN-S/R/OTR/CPSDCC/006 | The Contractor shall take over and maintain the Customer Authority's current unique 0800 number system and associated intelligent dial plan enabling the police access to the CPSD.  |
| PSN-S/R/OTR/CPSDCC/007 | The Contractor shall provide an interactive voice response service (IVR) for taking and relaying messages in the event of a Major Incident.  |
| PSN-S/R/OTR/CPSDCC/008 | The Contractor shall maintain existing instances and where required, provide new instances of the following package for Home Workers <ul style="list-style-type: none"> <li>a. 2 x Direct Exchange Lines (one for telephone handset and one for Broadband Services) provisioned with the following features:               <ul style="list-style-type: none"> <li>1.1 Broadband Services;</li> <li>1.2 caller display;</li> <li>1.3 outgoing CLI;</li> <li>1.4 international call bar;</li> <li>1.5 premium rate call bar; and</li> <li>1.6 ex-directory listing,</li> </ul> </li> <li>b. a handset; and</li> <li>c. a headset with lifter.</li> </ul>   |
| PSN-S/R/OTR/CPSDCC/009 | The Contractor shall provide new End Users with HIPT extensions, with handsets maintained by the Contractor.   |

**OFFICIAL**

| Reference ID           | Requirement  |
|------------------------|--|
| PSN-S/R/OTR/CPSDCC/010 | The Contractor shall ensure that CPSD supervisors are provided with management functionality equivalent to the management functionality as existed at the Contract Signing date, enabling such CPSD supervisors to dynamically and proactively manage activity and to produce statistical reports on ICT Environment services and resources. |
| PSN-S/R/OTR/CPSDCC/011 | The Contractor shall ensure that the Service includes the capability for the Contractor to produce statistical reports on the ICT Environment services and resources. Such reports shall be capable of being generated in CSV format and shall be automatically emailed to the End User requesting the report.                               |
| PSN-S/R/OTR/CPSDCC/012 | The Contractor shall ensure that the CPSD Contact Centre Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).   |

**OFFICIAL****8. LAN Provision**

| Reference ID         | Requirement   |
|----------------------|---|
| PSN-S/R/OTR/LANP/001 | The Contractor shall ensure that the Contractor Solution includes a network management tool that will provide (but not be limited to) the following services: <ol style="list-style-type: none"> <li>performance and availability monitoring of the Contractor System and/or Customer Authority System;</li> <li>Automated device discovery; and</li> <li>Intelligent network alerting (e.g. automated tracking of response time and availability of routers and switches, and the automated raising of tickets with the Service Desk in the event of an alert).</li> </ol> |
| PSN-S/R/OTR/LANP/002 | The Contractor shall perform end-to-end analysis, monitoring and diagnostics of LAN Equipment according to, and using, industry standards.  |
| PSN-S/R/OTR/LANP/003 | The Contractor shall ensure that the Contractor Solution provides LAN connectivity for users at all networked Customer Authority Sites.   |
| PSN-S/R/OTR/LANP/004 | The Contractor shall ensure that the Contractor Solution permits LANs to have effective access to the Customer Authority's WAN  |
| PSN-S/R/OTR/LANP/005 | The Contractor shall work with the Customer Authority's existing LAN suppliers to maintain connectivity during Transition, and shall ensure that there are no adverse effects to the Customer Authority's business operations.  |
| PSN-S/R/OTR/LANP/006 | The Contractor shall ensure that new LAN Infrastructure is secure and provides suitable performance to meet the Customer Authority's requirements in this table.  |
| PSN-S/R/OTR/LANP/007 | The Contractor shall ensure that the Contractor Solution includes a LAN solution that shall extend to (but not include) the router attached to each WAN point of presence.  |
| PSN-S/R/OTR/LANP/008 | The Contractor shall ensure that the Contractor Solution requires the Contractor to: (i) monitor, analyse and report to the Customer Authority on the accuracy of the CMDB and (ii) provide evidence of proactive configuration management to the Customer Authority.   |
| PSN-S/R/OTR/LANP/009 | The Contractor shall immediately inform the Customer Authority and the Agency Manager where it suspects inappropriate user access has been granted to an End User (for example where the Contractor suspects inappropriate access has been granted during its investigation of an incident).  |
| PSN-S/R/OTR/LANP/010 | The Contractor shall, where appropriate, act to rectify or minimise the effect of any capacity related issues that have the actual or potential effect of adversely impacting on the Services.  |
| PSN-S/R/OTR/LANP/011 | The Contractor shall ensure that the LAN Provision Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).  |

**OFFICIAL****9. LAN Management**

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/OTR/LANM/001 | The Contractor shall ensure that the Contractor Solution specifies how it will allow for an increase or decrease in the number of Customer Authority Sites, such that the Customer Authority does not continue to pay for a Service at any Customer Authority Sites that may be decommissioned or closed.  |
| PSN-S/R/OTR/LANM/002 | The Contractor shall, where required by the Customer Authority, provide details of LAN configuration to Customer Authority Third Parties.  |
| PSN-S/R/OTR/LANM/003 | The Contractor shall undertake network impact assessments where required by the Customer Authority prior to the implementation of a Change that has the actual or potential effect of impacting upon the Contractor System   |
| PSN-S/R/OTR/LANM/004 | The Contractor shall: (i) receive and review recommendations for process improvements; and (ii) when instructed by the Customer Authority, implement such recommendations.   |
| PSN-S/R/OTR/LANM/005 | The Contractor shall ensure that the Contractor Solution includes the performance of technology refreshes if requested by the Customer Authority via the Change Control Procedure to: (i) maintain the performance, currency and serviceability of Assets; and (ii) ensure that the Assets continue to function effectively and support the provision of the Services. |
| PSN-S/R/OTR/LANM/006 | The Contractor shall develop and implement an agreed technology replacement plan] for upgrades/replacement of all assets, including hardware, software, spares and consumables, over the period of the Agreement (the "Technology Replacement Plan").  |
| PSN-S/R/OTR/LANM/007 | Within 10 working days of a request by the Managing Agent, the Contractor shall provide to the Agency Manager any Management Information requested by Customer Authority, including information regarding firmware upgrades and compliance.  |
| PSN-S/R/OTR/LANM/008 | The Contractor shall assist the Managing Agent in the development of the Capacity Management Policies, Processes and Procedures which are to be submitted to the Customer Authority for review.  |
| PSN-S/R/OTR/LANM/009 | The Contractor shall comply with any reasonable request by the Customer Authority to provide relevant data in the required formats and frequency to enable the Agency Manager to provide and manage the end-to-end Capacity Management service.  |
| PSN-S/R/OTR/LANM/010 | The Contractor shall ensure that the LAN Management Service is Available during Working Hours.   |

**OFFICIAL****10. Data Cabling**

| Reference ID       | Requirement  |
|--------------------|--|
| PSN-S/R/OTR/DC/001 | The Contractor shall provide data cabling to the Customer Authority Sites and non-Customer Authority Sites as required by the Customer Authority. Cabling shall include cabling between racks, patch panels, floor/wall ports.   |
| PSN-S/R/OTR/DC/002 | The Contractor shall ensure that the Contractor Solution shall be suitable for the maintenance of all of the Customer Authority's data cabling and communications cabinets and the Contractor Solution shall be capable of growth as agreed with the Customer Authority.   |
| PSN-S/R/OTR/DC/003 | The Contractor shall be responsible for the management of documentation relating to industry standard cable management and shall ensure that such documentation is kept current and up-to-date and be available on request to the Customer Authority.  |
| PSN-S/R/OTR/DC/004 | <p>The Contractor shall ensure that the Contractor Solution shall permit: (i) physical data cabling moves; and (ii) Changes to be completed by the Contractor following instructions from the Customer Authority through the Service Catalogue or agreed Change Control Procedure.</p> <p>Such moves shall include documenting the changes made in site documentation, labelling of outlets, patch panels, cable colour coding and other relevant industry standard cabling and rack management documentation and processes.</p> |
| PSN-S/R/OTR/DC/005 | <p>The Contractor shall be responsible for the provision of new communications cabinets on request by the Customer Authority, including:</p> <ol style="list-style-type: none"> <li>connection of the new communications cabinet to a power supply; and</li> <li>earthing of the new communications cabinet.</li> </ol>  |
| PSN-S/R/OTR/DC/006 | <p>The Contractor shall provide consultancy services to the Customer Authority, including:</p> <ol style="list-style-type: none"> <li>site assessments of potential new Customer Authority Sites;</li> <li>advice and guidance on the provision of wi-fi and</li> <li>any other hardware that may be required in relation to the provision of the Services.</li> </ol>   |
| PSN-S/R/OTR/DC/007 | The Contractor shall ensure that the Data Cabling Service is Available during Working Hours.   |

**OFFICIAL****11. Central Operator Service**

| Reference ID        | Requirement   |
|---------------------|---|
| PSN-S/R/OTR/COS/001 | The Contractor shall ensure that the Contractor Solution includes a remote operator service to handle calls made to the main published numbers of the Customer Authority's London Headquarters and York Headquarters offices.   |
| PSN-S/R/OTR/COS/002 | <p>The Contractor shall ensure that:</p> <ul style="list-style-type: none"> <li>a. central operators greet callers with a standard Customer Authority salutation;</li> <li>b. central operators are professional and courteous at all times;</li> <li>c. Calls to any Customer Authority Site are diverted to the central operator service in the event that the HIPT Service at any Customer Authority Site becomes unavailable;</li> <li>d. Where calls are diverted from a Customer Authority Site at which the HIPT Service has become unavailable, central operators will perform a message-taking service.</li> </ul> |
| PSN-S/R/OTR/COS/003 | The Contractor shall provide an Interactive Voice Response service for taking and relaying messages in the event of a Major Incident.   |
| PSN-S/R/OTR/COS/004 | The Contractor shall ensure that the Central Operator Service is Available during Working Hours.  |

**OFFICIAL****12. Voicemail and Interactive Voice Response**

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/OTR/VIVR/001 | The Contractor shall provide a centralised voicemail service as part of the Contractor Solution.   |
| PSN-S/R/OTR/VIVR/002 | The Contractor shall implement a voicemail service that is capable of being deployed to every Customer Authority HIPT extension.   |
| PSN-S/R/OTR/VIVR/003 | The Contractor shall ensure that the voicemail service provided to End Users shall include the following features: <ol style="list-style-type: none"> <li>message waiting indicator;</li> <li>external access to mailbox;</li> <li>SMS and email notification (on request the Customer Authority);</li> <li>usage reporting upon request to Customer Authority.</li> </ol> |
| PSN-S/R/OTR/VIVR/004 | The Contractor shall ensure that the Contractor Solution maintains or replicates all IVRs that exist at the first Operational Service Commencement Date.   |
| PSN-S/R/OTR/VIVR/005 | The Contractor shall provide any new IVRs within the timeframe agreed between the Contractor and Customer Authority during Transition and stated in the Services Catalogue.  |
| PSN-S/R/OTR/VIVR/006 | The Contractor shall ensure that the Contractor Solution will permit the End User to reset their individual voicemail PIN numbers via the Service Catalogue or other self-service mechanism  |
| PSN-S/R/OTR/VIVR/007 | The Contractor shall ensure that the Contractor Solution provides visual and audio voicemail message indication to End Users (for example, red lamp, stutter tone, tinkle tone). SMS and e-mail notification should also be available  |
| PSN-S/R/OTR/VIVR/008 | The Contractor shall ensure that the Contractor Solution will allow access to an End User's voicemail account from any telephone anywhere in the world. Where such access is from a location in the UK, the Contractor shall ensure that such access will be available through both: (i) the provision of a non-geographic number; and (ii) a standard PSTN number.        |
| PSN-S/R/OTR/VIVR/009 | The Contractor shall provide access to voicemail usage reporting to Customer Authority and/or Managing Agent.  |
| PSN-S/R/OTR/VIVR/010 | The Contractor shall ensure that the Contractors Solution will allow End Users to record personalised voicemail greeting messages.   |
| PSN-S/R/OTR/VIVR/011 | The Contractor shall ensure the Contractor Solution permits End Users to have the ability to receive and send voicemail messages to and from other voicemail service users or external callers.  |
| PSN-S/R/OTR/VIVR/012 | The Contractor shall ensure that the Voicemail and Interactive Voice Response Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).  |

**OFFICIAL****13. Audio Conferencing**

| Reference ID       | Requirement   |
|--------------------|---|
| PSN-S/R/OTR/AC/001 | <p>The Contractor shall provide an audio conferencing service to the Customer Authority which includes the following features:</p> <ul style="list-style-type: none"> <li>a. 24-hour customer service assistance;</li> <li>b. 0800 dial-in, operator-dialled and caller-paid dial-in services;</li> <li>c. no set-up charges or fees;</li> <li>d. secured lines;</li> <li>e. 24-hour availability to schedule conference calls and obtain a confirmation number;</li> <li>f. ability to add additional callers once the call is in progress;</li> <li>g. ability to provide technical training to users as required;</li> <li>h. ensure an emergency back-up audio-conferencing operation is in place; and</li> <li>i. availability of a process description made available to End Users for scheduling and cancelling audio conference calls.</li> </ul> |
| PSN-S/R/OTR/AC/002 | <p>The Contractor shall provide an audio conferencing service which allows security controls to be enacted by the chairperson of the call such that when a call goes into “closed session” the chairperson is able to ensure that only approved participants are able to continue on the call.</p>  |
| PSN-S/R/OTR/AC/003 | <p>The Contractor shall ensure that the Voicemail and Interactive Voice Response Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).</p>  |

**OFFICIAL****14. Fax Machines**

| Reference ID       | Requirement   |
|--------------------|---|
| PSN-S/R/OTR/FM/001 | The Contractor shall support and maintain the Customer Authority's current fax estate (which includes Fax machines connected to ATA's and Fax machines connected to Direct Exchange Lines). |
| PSN-S/R/OTR/FM/002 | The Contractor shall ensure that replacement toner cartridges for Fax machines are available to the Customer Authority via the Service Catalogue.   |
| PSN-S/R/OTR/FM/003 | The Contractor shall maintain facsimile Equipment spares and replacements.  |
| PSN-S/R/OTR/FM/004 | The Contractor shall ensure that the Fax Machine Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).  |

**OFFICIAL****15. Mobile phones, 3G / 4G devices, pagers and mobile data**

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/OTR/MPPD/001 | The Contractor shall manage the Customer Authority's mobile telephone estate (including Blackberry handsets). This includes the replacing of all faulty handsets (including accidental damage).  |
| PSN-S/R/OTR/MPPD/002 | <p>The Contractor shall ensure that the Contractor Solution provides the following services:</p> <ol style="list-style-type: none"> <li>the migration and provision of airtime services for all Blackberry handsets and other mobile phone models in use by the Customer Authority;</li> <li>the provision and reporting of month-to-month usage charges per device;</li> <li>mobile phones and 3G/4G devices shipped in a deactivated state (unless otherwise specified);</li> <li>activation and deactivation of voice and/or data services within four business hours of such request; and</li> <li>standard fee set for all device activations and deactivations.</li> </ol>   |
| PSN-S/R/OTR/MPPD/003 | <p>The Contractor shall ensure that airtime for mobile phones will be chargeable at a flat rate per month per connection. In addition, the flat rate shall include unlimited calls and texts to any UK landline or UK mobile phone (connected to any network).</p> <p>The following calls shall be included in the flat monthly rate per connection:</p> <ol style="list-style-type: none"> <li>calls to all UK-based fixed and mobile phone lines;</li> <li>calls to numbers with an 0845 prefix;</li> <li>calls to Freephone numbers; and</li> <li>voicemail retrieval.</li> </ol> <p>The following calls shall be excluded from the flat monthly rate per connection:</p> <ol style="list-style-type: none"> <li>calls to premium rate &amp; Directory Enquiries numbers;</li> <li>satellite services;</li> <li>picture messaging (MMS);</li> <li>international roaming calls, texts and data when the End User making or receiving the call, or sending or receiving the text or data is located outside of the United Kingdom;</li> <li>texts to premium rate SMS numbers; and</li> <li>calls to non-UK numbers.</li> </ol> |

**OFFICIAL**

| Reference ID          | Requirement  |
|-----------------------|--|
| PSN-S/R/OTR/MPPD/004  | The Contractor shall provide electronic billing in the form of an excel spread sheet which will include costs for all active and inactive devices. In addition, the spread sheet shall provide [at least] the following information per device: <ul style="list-style-type: none"> <li>a. activation date;</li> <li>b. deactivation date;</li> <li>c. reactivation date;</li> <li>d. warranty expiration date;</li> <li>e. PIN number;</li> <li>f. SIM number and telephone number;</li> <li>g. purchase order number for the device;</li> <li>h. purchase order number for the license; and</li> <li>i. purchase order number for the airtime.</li> </ul> |
| PSN-S/R/OTR/MPPD/005  | The Contractor shall ensure that the Contractor Solution will provide, support and manage mobile data devices.   |
| PSN-S/R/OTR/MPPD/006  | The Contractor shall ensure that new and replacement mobile telephones, Blackberry handsets, pagers, accessories, and mobile data devices are available via the Service Catalogue and shall be suitable for End User requirements.   |
| PSN-S/R/OTR/MPPD/007  | The Contractor shall issue Management Information in relation to mobile phones, blackberries, 3G and 4G devices, pagers and mobile data to the Customer Authority on a monthly basis.  |
| PSN-S/R/OTR/MPPD/008  | The Contractor shall replace all defective mobile phones, blackberries, 3G and 4G devices and pagers at no cost to Customer Authority, within 48 hours of a fault being reported.  |
| PSN-S/R/OTR/MPPD/009  | The Contractor shall provide a service to transfer address books and user files of the Staff from one mobile device to another.  |
| PSN-S/R/OTR/MPPD/010  | The Contractor shall ensure that the Contractor Solution will be capable of providing 3G and 4G mobile network connectivity.   |
| PSN-S/R/OTR/ MPPD/011 | The Contractor shall ensure that the Blackberry devices are connected to the Blackberry enterprise server provided by the Agency manager as per the Policies, processes and procedures provided by the Agency Manager  |
| PSN-S/R/OTR/ MPPD/012 | The Contractor shall ensure that a replacement Blackberry device is tested and made available to the Customer Authority at least 3 months prior to an existing Blackberry device being considered end-of-life by the vendor.   |
| PSN-S/R/OTR/ MPPD/013 | The Contractor shall ensure that the Mobile phones, 3G/ 4G devices, pagers and mobile data Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).   |

**OFFICIAL****16. Equipment Maintenance and Disposal**

| Reference ID        | Requirement  |
|---------------------|--|
| PSN-S/R/OTR/EMD/001 | The Contractor shall maintain and support the Equipment identified at each Customer Authority Site in accordance with the recommendations of the relevant OEM. Such maintenance and support shall include: <ol style="list-style-type: none"> <li>upgrades and revisions to Hardware, Software and firmware;</li> <li>corrective maintenance;</li> <li>configuration management of Equipment; and</li> <li>asset management of Equipment.</li> </ol> |
| PSN-S/R/OTR/EMD/002 | The Contractor shall undertake remote management and monitoring of the supported Equipment in accordance with the appropriate security accreditation.  |
| PSN-S/R/OTR/EMD/003 | The Contractor shall develop and implement an agreed Equipment Management Policy to include: <ol style="list-style-type: none"> <li>upgrades and revisions to Hardware, Software and firmware;</li> <li>corrective maintenance;</li> <li>configuration management of Equipment; and</li> <li>asset management of Equipment.</li> </ol>   |
| PSN-S/R/OTR/EMD/004 | Provided that prior written approval is given by the Customer Authority, the Contractor shall de-install and remove any assets as necessary.   |
| PSN-S/R/OTR/EMD/005 | Subject to PSN-S/R/OTR/EMD/004 above, any Assets that are removed and which cannot be re-deployed within the Customer Authority's network must be disposed of in accordance with: (i) all applicable IL3 standards; and (ii) any relevant policies and standards in respect of sustainability, data security, health and safety and the Waste and Electrical Equipment (WEEE) regulations.   |
| PSN-S/R/OTR/EMD/006 | The Contractor shall bear the costs relating to decommissioning, collection and disposal of any Assets and Equipment in accordance with the requirements set out in this table.  |
| PSN-S/R/OTR/EMD/007 | The Contractor shall ensure that the Policy, Process and Procedures related to the holding of spares will be reflected in the Contractor's Equipment Management Policy.  |
| PSN-S/R/OTR/EMD/008 | The Contractor shall advise the Customer Authority on the level of all spares that need to be held such that Service Levels can be met   |
| PSN-S/R/OTR/EMD/009 | The Customer Authority will order and own the spares, and the Contractor shall take delivery of, store and use the spares as needed.   |
| PSN-S/R/OTR/EMD/010 | The Contractor to ensure that configuration details of spares are held within the Contractor's Configuration Management Database, such that the CMDB differentiates the details held as spares.  |
| PSN-S/R/OTR/EMD/011 | The Contractor to agree and ensure trigger points are set within the Contractor's CMDB for each type of spares held, allowing the Customer Authority adequate time to order spares such that Service Levels are not endangered.  |
| PSN-S/R/OTR/EMD/012 | The Contractor shall ensure that the Equipment Maintenance and Disposal Service is Available twenty-four (24) hours a day, each day of   |

**OFFICIAL**

| Reference ID | Requirement          |
|--------------|----------------------|
|              | the year (24x7x365). |

FINAL

**OFFICIAL****17. Site Surveys**

| Reference ID       | Requirement  |
|--------------------|--|
| PSN-S/R/OTR/SS/001 | The Contractor shall conduct Site surveys for any ad-hoc requirements within five (5) Working Days of a formal request being received from the Customer Authority.   |
| PSN-S/R/OTR/SS/002 | <p>The Contractor shall co-operate with the Customer Authority, Agency Manager and the Customer Authority Third Parties to determine all dependencies between the Parties, including:</p> <ul style="list-style-type: none"><li>a. bandwidth;</li><li>b. power (including UPS capacity and availability);</li><li>c. rack space;</li><li>d. equipment capacity (including router ports) ;</li><li>e. quality of service measurements (jitter, round trip delay); and</li><li>f. Site coverage (where the Customer Authority request relates to wireless, 3G or 4G services).</li></ul> |

**OFFICIAL****18. Network Management**

| Reference ID       | Requirement  |
|--------------------|--|
| PSN-S/R/OTR/NM/001 | The Contractor shall recommend updates to the Equipment as required to deliver the HIPT Services.  |
| PSN-S/R/OTR/NM/002 | The Contractor shall, during Transition, provide the Customer Authority with details of the end of life dates of all Equipment and Assets used to provide Services and, where the end of life date for a specific Asset or piece of Equipment is less than 6 months away, the Contractor will work with the Customer Authority to agree a plan to replace such Asset or Equipment. |
| PSN-S/R/OTR/NM/003 | The Contractor shall perform end-to-end analysis, monitoring and diagnostics of Equipment using industry standards for the monitoring and reporting of HIPT Services. This analysis and monitoring shall include: (i) intrusion detection; (ii) access control; (iii) list management; (iv) network device administration; and (v) firewall management.                            |
| PSN-S/R/OTR/NM/004 | The Contractor shall ensure that: (i) Equipment rooms and cabinets are maintained to an appropriate industry standard and (ii) that the communications devices within them are monitored appropriately to ensure that the PSN Services can be delivered.   |
| PSN-S/R/OTR/NM/006 | The Contractor shall co-operate with all Customer Authority Third Parties and the Agency Manager to agree settings relating to the quality of service in order to enable appropriate prioritisation and management of voice traffic by Contractor.   |
| PSN-S/R/OTR/NM/007 | The Contractor shall ensure that the HIPT Services meets the following voice quality targets for all calls: <ul style="list-style-type: none"> <li>a. Codec G711: 99% of calls shall have an R-factor of at least 90; and</li> <li>b. Codec G729: 98% of calls shall have an R-factor of at least 75.</li> </ul>   |
| PSN-S/R/OTR/NM/008 | The Contractor shall co-operate with the PSN-C Supplier to ensure that HIPT Services are enabled on the WAN Infrastructure   |
| PSN-S/R/OTR/NM/009 | The Contractor shall ensure that 'power over Ethernet' functionality is provided on the LAN to provide power to the HIPT Equipment.  |
| PSN-S/R/OTR/NM/010 | The Contractor shall ensure that it utilises DHCP, DNS and NTP functionality necessary to provide the Service Requirements listed within this Appendix.  |
| PSN-S/R/OTR/NM/011 | The Contractor shall ensure that the Network Management Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).  |

**OFFICIAL****19. PSN-S related Capacity Planning & Management**

| Reference ID        | Requirement  |
|---------------------|--|
| PSN-S/R/OTR/CPM/001 | The Contractor shall be responsible for the development and expansion all Services described in this Appendix.   |
| PSN-S/R/OTR/CPM/003 | The Contractor shall define and agree forecast and deployment processes with the Customer Authority for: (i) HIPT Services; (ii) LAN provision; and (iii) CPSD Contact Centre expansion.   |
| PSN-S/R/OTR/CPM/004 | The Contractor shall ensure that the number of active switch ports can increase and decrease (in accordance with the Terms and Conditions of this Agreement).  |
| PSN-S/R/OTR/CPM/005 | The Contractor shall adopt a stringent management approach to ensure that: (i) communication cabinets are maintained; and (ii) growth is suitably forecast between all Parties to ensure continuity of both the managed voice telephony service and data services. |
| PSN-S/R/OTR/CPM/006 | The Contractor Solution shall allow for 20% growth or reduction for all Services delivered to the Customer Authority Sites including HIPT and LAN capacity.  |
| PSN-S/R/OTR/CPM/007 | The Contractor shall identify opportunities for optimising HIPT and LAN capacity, and shall recommend appropriate action via the Agency Manager's Service Improvement Process.   |
| PSN-S/R/OTR/CPM/008 | The Contractor shall monitor, analyse and report to Agency Manager on capacity volumes and trends.   |
| PSN-S/R/OTR/CPM/009 | The Contractor shall ensure that the PSN-S related Capacity Planning & Management Service is Available during Working Hours.   |

**OFFICIAL****20. Uninterruptible Power Supply (UPS)**

| Reference ID        | Requirement  |
|---------------------|--|
| PSN-S/R/OTR/UPS/001 | The Contractor shall ensure that Uninterruptible Power Supply (UPS) is provided on the LAN to provide adequate backup power supply to all connected devices in the event of a mains power supply failure.  |
| PSN-S/R/OTR/UPS/002 | The Contractor shall ensure that the UPS deployed as part of the Contractor Solution is capable of handling adequate volts-amperes/wattage capacity needed to support the servers (including keyboard, video and mouse switches where applicable) , LAN and WAN Equipment on Customer Authority Sites for the time required to perform a proper shut down. |
| PSN-S/R/OTR/UPS/003 | The Contractor shall ensure that the UPS provided by the Contractor is capable of supporting all of the devices used by Customer Authority and supported by a UPS at the Effective Date unless otherwise requested by the Customer Authority. The Contractor shall propose the number of required surge protected outlets during Transition.               |
| PSN-S/R/OTR/UPS/004 | The Contractor shall ensure that the UPS provided by the Contractor is capable of surge protection preventing damage occurring from surges or electrical spikes, including failsafe technologies in the event that internal mechanisms become compromised, such as disconnecting equipment attached to failed outlets, or warning lights.                  |
| PSN-S/R/OTR/UPS/005 | The Contractor shall ensure that the UPS supplied as part of the Contractor Solution permits the programming of the UPS to automatically shut down an attached server  |
| PSN-S/R/OTR/UPS/006 | The Contractor shall ensure that any UPS deployed as part of the Contractor Solution shall report when thresholds for a number of criteria are exceeded, including: (i) voltage fluctuations; (ii) blackouts; (iii) loading levels; (iv) operating temperatures; and (v) battery strength..  |
| PSN-S/R/OTR/UPS/007 | The Contractor shall ensure that the Uninterruptible Power Supply Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).  |

**Note:** There are 3 Customer Authority Sites where the power supplied to the communications cabinets is already fed through a UPS for the room within which the communication cabinets are situated. There is no UPS provided at these Customer Authority Sites because is it not industry best practice to have two UPS' in series.

**OFFICIAL****21. Monitoring and Reporting**

| Reference ID       | Requirement  |
|--------------------|--|
| PSN-S/R/OTR/MR/001 | The Contractor shall ensure that the Customer Authority and the Agency Manager's system administrators are provided with access to the Call Detail Records (CDR).                              |
| PSN-S/R/OTR/MR/002 | The Contractor shall ensure that the (CDR) shall store call detail data for a minimum of ninety days or for as long as necessary to comply with the applicable Law.                            |
| PSN-S/R/OTR/MR/003 | The Contractor shall ensure that the HIPT Service shall have the capability to track calls made and assign associated charges to calls for the Customer Authority charge-back purposes.        |
| PSN-S/R/OTR/MR/004 | The Contractor shall make available an on-line query facility for the Customer Authority's and the Agency Manager's system administrators to perform ad-hoc queries and to run simple reports. |
| PSN-S/R/OTR/MR/005 | The Contractor shall ensure that the CDR will provide traffic reports detailing utilisation of inbound/outbound traffic levels including high and low water-marks.                             |
| PSN-S/R/OTR/MR/006 | The Contractor shall ensure that the CDR will include real-time access for the Customer Authority's and Agency Manager's system administrators to monitor call traffic and system activity.    |
| PSN-S/R/OTR/MR/007 | The Contractor shall ensure that the Monitoring and Reporting Service is Available during Working Hours.   |

**OFFICIAL****22. IT Accessibility**

| Reference ID         | Requirement   |
|----------------------|---|
| PSN-S/R/OTR/ITA/001  | The Contractor shall ensure that all IT Accessibility handsets, as existing at the first Operational Service Commencement Date will be supported. The Contractor shall, upon request from the Customer Authority, provide additional IT accessibility devices or services |
| PSN-S/R/OTR/ ITA/002 | The Contractor shall ensure that the IT Accessibility Service is Available twenty-four (24) hours a day, each day of the year (24x7x365).   |

**23. Sample HIPT Call Volumes**

For information purposes, sample call volume data is attached to this Appendix 3 in Annex 3-2 to act as a guide for Contractor in respect of Customer Authority's capacity requirement indications and procurement activities.

**24. List of HIPT Equipment at the Customer Authority Sites**

For convenience the full list of Assets is not included but it is accepted that the infrastructure include all connected and associated Equipment. This list will be subject to final agreement between the Parties as part of due diligence.

For information purposes, a list of Customer Authority's HIPT Equipment is included as Annex 7-1 to Appendix 7.

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**CATEGORY 3 – AGENCY MANAGEMENT REQUIREMENTS**

The Agency Manager is responsible for managing the delivery and performance of the Services under this Agreement in accordance with the terms and conditions of this Agreement, including managing the Customer Authority's governance function in relation to such delivery and performance.

The Agency Manager Service Requirements set out in this Category 3 of Part A of this Appendix 3 allow the Contractor to fulfil the Contractor's obligations relating to interfacing, working with and complying with the instructions and requirements of the Agency Manager, including utilising and aligning the Services and the delivery and performance of the same with the Policies, Processes, Procedures (PPP) of the Agency Manager. The Contractor shall ensure that the Contractor PPP and the SOM align with the provisions of the Agency Manager's PPP.

In the event of a conflict, the Agency Manager's PPPs shall take precedence over the Contractor PPPs and the SOM. Therefore, the Contractor may be required to cooperate with or modify the Contractor PPPs to ensure continual alignment with the Agency Manager's PPPs.

Category 3 of Part A of this Appendix 3 contains the following Service Requirements:

1. Service Operations
  - 1.1 Service Desk
  - 1.2 Incident Management
  - 1.3 Request Management
  - 1.4 Problem Management
  - 1.5 Access Management
2. Service Design
  - 2.1 Availability Management
  - 2.2 Capacity Management
3. Service Transition
  - 3.1 Change Management
  - 3.2 Asset and Configuration Management (SACM)
  - 3.3 Knowledge Management
  - 3.4 Service Transition
4. I.T. Services Continuity Management (ITSCM)
5. Service Design
  - 5.1 Service Catalogue Management
  - 5.2 Service Level management
6. Continual Service Improvement
7. Information Security Management

**OFFICIAL****1. Service Operations****1.1 Service Desk**

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/AMR/SOSD/001 | The Contractor shall adhere to: (i) the Service Desk Policies, Processes and Procedures; and (ii) guidance on interfacing with the Service Desk as provided to the Contractor by the Agency Manager.   |
| PSN-S/R/AMR/SOSD/002 | The Contractor shall interface with the Service Desk such that the Contractor is able to access the Service Desk tool, receive incident records logged by the Service Desk, update, amend and pass back incident records to the Service Desk as necessary.   |
| PSN-S/R/AMR/SOSD/003 | The Contractor shall interface with the Service Desk such that the Contractor is able to access the Service Desk tool, receive Service Catalogue requests logged by the Service Desk, update, amend and pass back request related records to the Service Desk as necessary.  |
| PSN-S/R/AMR/SOSD/004 | The Contractor shall ensure that, where necessary, the interfaces between the Contractor Systems and the Service Desk shall be automated to allow tickets to be raised automatically between the Contractor Systems and the Agency Manager Service Desk tool   |
| PSN-S/R/AMR/SOSD/005 | The Contractor shall agree the parameters surrounding the generation of automatic tickets at the Service Desk tool with the Agency Manager during Transition.  |
| PSN-S/R/AMR/SOSD/006 | <p>The Service Desk will be available twenty four (24) hours a day every day of the year (i.e. 24x7x365).</p> <p>The above statement of Service Desk availability shall be known as the <b>“Service Desk Hours”</b>.</p> <p>The Contractor shall accept Incidents referred via the Service Desk during the Service Desk Hours.</p>   |
| PSN-S/R/AMR/SOSD/007 | Upon request by the Customer Authority and/or the Agency Manager, the Contractor shall extend the Service Desk Hours in accordance with the Change Control Procedure.  |
| PSN-S/R/AMR/SOSD/008 | The Contractor shall contribute to the Knowledge Management System and the Known Error Log provided by the Agency Manager to support improved Incident analysis.   |
| PSN-S/R/AMR/SOSD/009 | The Contractor shall provide advice and support to the Customer Authority’s staff and End Users on the operation of the Contractor Solution.   |
| PSN-S/R/AMR/SOSD/010 | The Contractor shall provide feedback to End Users and /or the Agency Manager on progress made with resolving an Incident. Such feedback shall include: (i) advice on any remedial action being taken; (ii) the estimated date and time when the Incident may be resolved; (iii) and advice allowing the End User to continue to use the Services until such time as the Incident is resolved. |

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| Reference ID         | Requirement   |
|----------------------|---|
| PSN-S/R/AMR/SOSD/011 | The Contractor shall ensure that Root Causes to Incidents and Problems are addressed. |

**OFFICIAL****1.2 Incident Management**

Incident Management is the Process that handles all failures, faults or questions which are: (i) reported by End Users via the Service Desk; or (ii) automatically detected and reported by Event Management via monitoring tools in use by the Customer Authority Third Parties, as applicable.

Incident Management should include the use of Incident models that include the following steps within the Incident Management lifecycle:

- log and categorisation of the Incident;
- diagnosis and the steps required to handle the Incident;
- assign responsibilities for the performance and execution of second-level and third-level support, analysis, diagnosis and resolution of the incident;
- set expectations on timescales and thresholds for the completion of identified actions;
- manage the escalation activities based on pre-defined hierarchy and communication plan; and
- identify measures, when appropriate, to minimise future disruptions.

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/AMR/SOIM/001 | The Contractor shall investigate and resolve all Incidents in accordance with the Service Levels, including: <ul style="list-style-type: none"> <li>• assessing the probable cause of each Incident;</li> <li>• testing and replacing or repairing faulty hardware/software as required; and</li> <li>• carrying out any other procedures as required to facilitate the resolution of the Incident.</li> </ul> |
| PSN-S/R/AMR/SOIM/002 | The Contractor shall work with the Agency Manager and the PSN-C Supplier to ensure that, prior to arranging a visit to a Home Worker, Broadband Services to that Home Worker's location is functioning properly.   |
| PSN-S/R/AMR/SOIM/003 | The Contractor shall participate with the Agency Manager in Incident Reviews and Major Incident Reviews, as necessary.   |
| PSN-S/R/AMR/SOIM/004 | The Contractor shall promptly complete agreed corrective actions as agreed with the Agency Manager.  |
| PSN-S/R/AMR/SOIM/005 | The Contractor shall promptly notify the Agency Manager of any Incident that is known to have breached or is likely to breach the Service Levels or that has, in the opinion of the Contractor, been incorrectly allocated.  |
| PSN-S/R/AMR/SOIM/006 | The Contractor shall; (i) update the Incident record with all relevant information to ensure that Root Cause Analysis can be carried out by the Agency Manager; and (ii) co-operate with the Agency Manager as required for the Agency Manager to carry out Root Cause Analysis  |
| PSN-S/R/AMR/SOIM/007 | The Contractor shall (i) contribute to Major Incident Reports; and (ii) ensuring that Major Incident Reports provide clear details to the Agency Manager regarding the time; and (iii) ensure that the reason for the breach of the Service Level(s) is recorded and agreed with the Agency Manager.   |
| PSN-S/R/AMR/SOIM/008 | The Contractor shall use its reasonable efforts to ensure that, where the Agency Manager has altered the assigned Incident Severity Level of an Incident in accordance with Customer Authority instructions, the   |

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|                      |  |
|----------------------|--|
|                      | Contractor shall resolve such Incident in accordance with the new Incident Severity Level.   |
| PSN-S/R/AMR/SOIM/009 | The Contractor shall ensure that, in the event that the investigation of an Incident reveals weaknesses or flaws in the Contractor Solution, then any Change required by the Contractor to rectify the weakness or flaw must be approved by the Customer Authority and the Agency Manager, in advance and implemented via Change Control. For the avoidance of doubt, the Change to the Contractor Solution shall be at no cost to the Customer Authority. |

**OFFICIAL****1.3 Request Management**

Request Management is the process for managing standard and repeatable changes initiated via the Business Service Catalogue, and follows the steps within the ITIL Request Fulfilment lifecycle.

The process of Request Management enables End Users to receive Services available from the Business Service Catalogue by providing the ability to:

- source and supply requests made by End Users;
- provide information to End Users about the Services on offer and the Process and Procedures to be followed by End Users to obtain such Services;
- capture, log and track all End User requests and provide status information on requests submitted; and
- control the distribution and consumption of Services through the use of appropriate approval and validation methods to be agreed between the Contractor, the Agency Manager and the Customer Authority during Transition to requests before they are fulfilled.

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/AMR/SORM/001 | The Contractor shall contribute to and use the Agency Manager supplied Business Service Catalogue.   |
| PSN-S/R/AMR/SORM/002 | The Contractor shall review Management Information on a monthly basis to identify trends or significant changes or increases in service request volumes, for discussion with the Agency Manager and, where necessary, Customer Authority Third Parties, as applicable.                                 |
| PSN-S/R/AMR/SORM/003 | The Contractor shall identify possible Process improvements and promptly make appropriate recommendations to the Agency Manager in writing.  |
| PSN-S/R/AMR/SORM/004 | The Contractor shall immediately bring to the attention of the Agency Manager any issues that prevent the Contractor from processing Service Requests.   |
| PSN-S/R/AMR/SORM/005 | The Contractor shall ensure that Service Requests received from the Agency Manager are expedited within agreed Service Levels when assigned by the Service Desk  |
| PSN-S/R/AMR/SORM/006 | The Contractor shall ensure that all information relevant to a Service Request is promptly provided by the Contractor to the Agency Manager in response to Service Requests.   |
| PSN-S/R/AMR/SORM/007 | The Contractor shall: (i) co-operate with the Agency Manager to proactively manage and monitor the status and progress of all Service Requests for the Services ordered via the Business Service Catalogue; and (ii) adhere to the PPP relevant to Service Requests as provided by the Agency Manager. |
| PSN-S/R/AMR/SORM/008 | The Contractor shall respond to the Agency Manager or the Customer Authority's enquiries regarding Service Requests with accurate and up-to date information.  |

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| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/AMR/SORM/009 | <p>The Contractor shall manage end of life Service Catalogue items , such that, at least one month before the end of life Service Catalogue item is discontinued, replacement Service Catalogue items:</p> <ol style="list-style-type: none"><li>are adequately tested (including user acceptance testing where appropriate);</li><li>are approved by the Customer Authority;</li><li>have any relevant Charges agreed between the Contractor and Customer Authority;</li><li>added to the Service Catalogue; and</li><li>any relevant Test Environment(s) is created.</li></ol> |

**OFFICIAL****1.4 Problem Management**

The Problem Management Service seeks to address the underlying causes of Incidents. This Service shall include all of the steps in the ITIL Problem Management lifecycle, including but not limited to:

- detection;
- capture and categorisation;
- investigation and diagnosis;
- resolution;
- trend and Root Cause Analysis; and
- scoping of continuous service improvements.

The principle objective of Problem Management is to prevent Problems from occurring by eliminating recurring Incidents and to minimise the impact of Incidents that cannot be prevented.

| Reference ID         | Requirement   |
|----------------------|---|
| PSN-S/R/AMR/SOPM/001 | The Contractor shall accept appropriately assigned Problems from Service Desk, and bring to the attention of the Service Desk as soon as is practicable, any inaccurately assigned Problems that should be assigned to a Customer Authority Third Parties.  |
| PSN-S/R/AMR/SOPM/002 | The Contractor shall assist and co-operate with the Agency Manager to identify, prioritise and manage through to resolution all Problems assigned to the Contractor that cause or have the potential to cause disruption to the Customer Authority's business.  |
| PSN-S/R/AMR/SOPM/003 | The Contractor shall assist and co-operate with the Agency Manager in and participate in conducting Root Cause Analysis and will ensure that records of Problems are updated to reflect the agreed outcome of such analysis.  |
| PSN-S/R/AMR/SOPM/004 | <p>The Contractor shall assist the Agency Manager by:</p> <ol style="list-style-type: none"> <li>a. reviewing Management Information on a monthly basis; and</li> <li>b. producing expert trend analysis and management summaries to identify trends or significant changes or increases in Problem volumes,</li> </ol> <p>for discussion with the Customer Authority and the New Supplier at the appropriate forums.</p> |
| PSN-S/R/AMR/SOPM/005 | The Contractor shall collate, maintain and provide the Customer Authority accurate and up to date information on Problems, Workarounds and Known Errors, and support the Agency Manager with similar requirements.  |
| PSN-S/R/AMR/SOPM/006 | The Contractor shall assist and co-operate with the Agency Manager to identify potential Process improvements and make appropriate recommendations to the Customer Authority and Customer Authority Third Parties.  |

**OFFICIAL****1.5 Access Management**

The Access Management Service is the process of granting authorised End Users the right to use a Service and helps to protect the confidentiality, integrity and availability of assets and information.

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/AMR/SOAM/001 | The Contractor shall provide access to systems as requested by End Users in accordance with: (i) the Policies of the Customer Authority and/or Managing Agent relating to Access Management and (ii) the Contractor's operational Procedures as agreed with the Agency Manager and the Customer Authority. |
| PSN-S/R/AMR/SOAM/002 | The provision of the Access Management Service by the Agency Manager shall, with the support of the Contractor as required, enable Customer Authority nominated End Users to be able to use the Services.  |
| PSN-S/R/AMR/SOAM/003 | The Contractor shall provide appropriate access (including remote access) to the necessary tools and systems to the Agency Manager, thereby enabling the Agency Manager to comply with its responsibility and obligations under its agreement with the Customer Authority.                                 |
| PSN-S/R/AMR/SOAM/004 | The Contractor shall reject any access request that has not been properly approved by Agency Manager in accordance with the Access Management Policy.  |
| PSN-S/R/AMR/SOAM/005 | The Contractor shall inform the Agency Manager and the Customer Authority where it suspects or has reason to believe that inappropriate user access has been requested.  |
| PSN-S/R/AMR/SOAM/006 | The Contractor shall assist and co-operate with the Agency Manager by granting appropriate access to Customer Authority Third Parties to the Contractor System, as applicable.   |

**OFFICIAL****2. Service Design****2.1 Availability Management**

The purpose of the Availability Management Service is to define, analyse, plan, measure and improve all aspects of the availability of the Contractor solution.

| Reference ID         | Requirement   |
|----------------------|---|
| PSN-S/R/AMR/SDAM/001 | The Contractor shall assist the Agency Manager with the development and ongoing maintenance of the overall Availability Plan.   |
| PSN-S/R/AMR/SDAM/002 | The Contractor shall schedule, coordinate and manage planned outages in accordance with the Agency Manager's Policies, Processes and Procedures relating to Availability Management.  |
| PSN-S/R/AMR/SDAM/003 | The Contractor shall implement Availability Management improvement activities and projects as agreed with the Agency Manager.   |
| PSN-S/R/AMR/SDAM/004 | The Contractor may receive notification from the Agency Manager of new/amended availability requirements generated and, if so, the Contractor shall initiate impact assessments and provides such notifications and impact assessments to the Agency Manager. |

**OFFICIAL****2.2 Capacity Management**

The purpose of the Capacity Management Service is to ensure that there is sufficient capacity to enable delivery of Services.

The value of Capacity Management is that it is responsible for ensuring that resources are planned and scheduled to provide a consistent level of service that is matched to the current and future needs of the Customer Authority.

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/AMR/SDCM/001 | The Contractor shall provide any information requested by the Agency Manager in respect of the Agency Manager overall capacity plan and support the ongoing maintenance and development of such overall capacity plan.                                   |
| PSN-S/R/AMR/SDCM/002 | The Contractor shall monitor, analyse and report to the Agency Manager in relation to capacity volumes and trends and shall, where appropriate, act on any capacity related issues.  |
| PSN-S/R/AMR/SDCM/003 | The Contractor shall make recommendations to the Agency Manager regarding how existing capacity plans for the Services are or may be affected by demand projections, and such recommendations shall include the steps needed to meet demand projections. |

**OFFICIAL****3. Service Transition****3.1 Change Management**

The purpose of the Change Management Service is to identify, control and account for service assets and Configuration Items (CI's), and protect and ensure the integrity of such service assets and Configuration Items across the lifecycle of the Services.

| Reference ID         | Requirement  |
|----------------------|--|
| PSN-S/R/AMR/STCM/001 | The Contractor shall contribute to the Change schedule and issue this to the Agency Manager and the Customer Authority.  |
| PSN-S/R/AMR/STCM/002 | The Contractor shall contribute to the Release Schedule and associated Release Plan(s) and issue these to the Agency Manager and the Customer Authority. The Release Schedule will provide details for at least a two month rolling period.  |
| PSN-S/R/AMR/STCM/003 | The Contractor shall ensure that vendor recommended patching is applied to all Equipment and Software used to deliver the Services under this Agreement, as directed by Agency Manager.  |
| PSN-S/R/AMR/STCM/004 | The Contractor shall schedule, coordinate and manage planned Service outages in accordance with Policies, Processes and Procedures.  |
| PSN-S/R/AMR/STCM/005 | The Contractor shall support and assist the Agency Manager by responding to Impact Assessments and shall provide input where required.   |
| PSN-S/R/AMR/STCM/006 | The Contractor shall monitor, analyse and report to the Agency Manager in respect of Change volumes and trends. The format of such reports shall be agreed during Transition.  |
| PSN-S/R/AMR/STCM/007 | The Contractor shall provide all requested Management Information to the Agency Manager  |
| PSN-S/R/AMR/STCM/008 | The Contractor shall raise Change Requests in order to make operational or technical Changes to the Services.  |
| PSN-S/R/AMR/STCM/009 | The Contractor shall: <ol style="list-style-type: none"> <li>attend the Change Advisory Board (CAB) (including emergency CABs as necessary);</li> <li>ensure that any issues related to the Contractor raised at the Change Advisory Board meeting are progressed to the satisfaction of Agency Manager; and</li> <li>where required by the Agency Manager, support the progression of Changes owned by Customer Authority Third Parties.</li> </ol> |
| PSN-S/R/AMR/STCM/010 | The Contractor shall track and monitor all approved Changes and ensures that Change records are updated throughout the lifecycle of each Change in accordance with decisions made at the Change Advisory Board.  |
| PSN-S/R/AMR/STCM/011 | The Contractor shall ensure that Operational Change Requests contain information including, but not limited to: <ol style="list-style-type: none"> <li>Implementation Plans;</li> <li>Acceptance Criteria;</li> <li>Back Out Plans or Remediation Plans;</li> <li>Plans for handover to support; and</li> </ol>  |

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| Reference ID         | Requirement   |
|----------------------|---|
|                      | (v) Configuration Items affected.   |
| PSN-S/R/AMR/STCM/012 | Following implementation of an Operational Change, the Contractor shall ensure that Post Implementation Reviews implemented by Agency Manager are carried out and managed effectively, and that any lessons learned from each Post Implementation Review are implemented and fed into the assessment of future Changes.   |
| PSN-S/R/AMR/STCM/013 | The Contractor shall ensure that any Operational Changes that occur more often than three (3) times each rolling monthly period are processed consistently with the requirements of the Agency Manager.   |
| PSN-S/R/AMR/STCM/014 | The Contractor shall ensure that all pre-approved Changes are publicised by the Agency Manager in the Services Catalogue.   |
| PSN-S/R/AMR/STCM/015 | The Contractor shall: (i) identify any potential Change Management process improvements; (ii) make appropriate recommendations to the Agency Manager; and (iii) where these are agreed by the Customer Authority, the Contractor shall manage any process improvement activity until completed.   |
| PSN-S/R/AMR/STCM/016 | The Contractor shall adhere to the governance required by the Agency Manager and/or the Customer Authority regarding Change Requests, including):<br>(i) the raising and recording of Changes;<br>(ii) the assessment and evaluation of the Change;<br>(iii) the cost benefit of the proposed Change; and<br>(iv) the review and closure of Requests for Change (RFCs). |
| PSN-S/R/AMR/STCM/017 | The Contractor shall ensure that all Hardware used in delivering the Contractor Solution and the Services Agreement adhere at all times to: (i) any Hardware vendor support requirements; and (ii) any requirements of the Agency Manager relating to Incident Management.  |
| PSN-S/R/AMR/STCM/018 | The Contractor shall: (i) ensure that any compatibility issues between the Customer Authority's Systems immediately prior to the Effective Date and new or proposed Contractor Systems are resolved prior to the Operational Services Commencement Date; and (ii) assist and co-operate with the Agency Manager to ensure resolution of such compatibility issues.      |

**OFFICIAL****3.2 Asset and Configuration Management (SACM)**

The purpose of Service Asset and Configuration Management (SACM) is to identify and control service assets and Configuration Items (CIs) by recording and reporting the status of service assets and CIs and by governing the performance of periodic audits to verify the accuracy and completeness of data held within appropriate repositories.

Optimising the performance of service assets and configurations improves the overall service performance and optimises the costs and minimises risks caused by poorly managed assets, e.g., service outages, incorrect licence fees and failed audits

| Reference ID          | Requirement   |
|-----------------------|---|
| PSN-S/R/AMR/STACM/001 | The Contractor shall maintain accurate Asset details, including details of the Hardware, operating system and any bespoke or packaged Software in order for the Agency Manager to maintain the CMDB.  |
| PSN-S/R/AMR/STACM/002 | The Contractor shall carry out Asset disposal; including the procurement of formal certification that secure and environmentally responsible disposal has been conducted, and shall notify the Agency Manager of such disposals, in order for the Agency Manager to maintain the CMDB.  |
| PSN-S/R/AMR/STACM/003 | The Contractor shall agree and provide regular reporting to the Agency Manager and the Customer Authority regarding any relevant licence compliance for all Software used to deliver the Contractor Solution.   |
| PSN-S/R/AMR/STACM/004 | The Contractor shall work with the Agency Manager and the Customer Authority, as required, to confirm the scope of any Asset Management audits and the investigation and resolution of any discrepancies related to Asset Management. Unless agreed otherwise by the Parties, such Asset Management audits shall occur at least once per year during the Term, at no additional Charge to Customer Authority. |
| PSN-S/R/AMR/STACM/005 | The Contractor shall provide the results of Asset Management audit data to the Agency Manager within the timescales and in the format required by the Agency Manager.   |
| PSN-S/R/AMR/STACM/006 | The Contractor shall receive, review and, when instructed by the Agency Manager and/or the Customer Authority implement recommendations for Service Asset and Configuration Management process improvements.  |
| PSN-S/R/AMR/STACM/007 | The Contractor shall provide CI (Configuration Item) data to the Agency Manager in a format and frequency appropriate for inclusion in the Agency Manager supplied integrated CMDB.   |
| PSN-S/R/AMR/STACM/008 | The Contractor shall develop, test and implement Changes to asset management system interfaces and Configuration Item data content as agreed with the Agency Manager.   |
| PSN-S/R/AMR/STACM/009 | The Contractor shall assist and co-operate with the Agency Manager in determining the reason for each Configuration Item discrepancy, its criticality, and actions required to address it.  |

**OFFICIAL****3.3 Knowledge Management**

Knowledge Management is the provision of, and access to, an appropriate store of knowledge and information artefacts relating to the provision, support and maintenance of the Services.

The purpose of Knowledge Management is to ensure that the right person has the right knowledge at the right time to deliver and support the Services provided to the Customer Authority.

| Reference ID         | Requirement   |
|----------------------|---|
| PSN-S/R/AMR/STKM/001 | The Contractor shall contribute to the online knowledge management system provided by the Agency Manager for the capture, storage, and presentation of information required to manage the Services.   |
| PSN-S/R/AMR/STKM/002 | The Contractor shall ensure that, where data related to the Services is found in the knowledge management system provided by the Agency Manager that is inaccurate, incomplete or lacks integrity, such data is promptly corrected.   |
| PSN-S/R/AMR/STKM/003 | The Contractor shall assist and co-operate with the Agency Manager in ensuring the knowledge management system contains data and information, including: <ul style="list-style-type: none"> <li>i. methods to resolve Incidents;</li> <li>ii. Known Errors;</li> <li>iii. Service Desk scripts;</li> <li>iv. build data;</li> <li>v. self-help articles; and</li> <li>vi. frequently asked questions (FAQs).</li> </ul> |

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**3.4 Service Transition**

The Contractor shall develop its Service Transition Policies, Processes and procedures in co-operation with the Agency Manager to ensure integration and alignment with Agency Manager's Policies and Procedures.

For the purpose of completeness all Transition requirements are presented within Schedule 4.1 (Implementation Plan).

**4. I.T. Services Continuity Management (ITSCM)**

IT Service Continuity Management (ITSCM) requires that the Contractor shall support, assist and co-ordinate with the Agency Manager and Customer Authority in relation to the overall Customer Authority's Business Continuity and Disaster Recovery Plan [as set out in Schedule 6.5 (Business Continuity and Disaster Recovery)] by ensuring that, following a Major Incident, the required IT, technical and service facilities (including computer systems, networks, applications, data repositories, telecommunications, environment, technical support and Service Desk Services) can be resumed within required and agreed business timescales.

The ITSCM requirements are set out in Schedule 6.5 (Business Continuity and Disaster Recovery). If the Contractor undergoes or experiences an event which, if such event were to occur to Customer Authority or the Customer Authority System, would require implementation to be taken in respect of Customer Authority's Business Continuity and Disaster Recovery Plan, then Contractor shall comply with its obligations set out in Schedule 6.5 (Business Continuity and Disaster Recovery) as if such event was experienced by Customer Authority.

**OFFICIAL****5. Service Design****5.1 Service Catalogue Management**

Service Catalogue Management provides a single source of consistent information on all the Services.

The Service Catalogue Management process shall ensure that the Customer Authority has an accurate Business Service Catalogue produced and maintained by Agency Manager, for all operational services provided by the Contractors and the Customer Authority Third Parties.

| Reference ID          | Requirement  |
|-----------------------|--|
| PSN-S/R/AMR/SDSCM/001 | The Contractor shall: (i) interface with the Service Catalogue as supplied by the Agency Manager; and (ii) provide updates to catalogue items as required, while conforming to the Customer Authority's requirements and good practice for Service Catalogue Management.   |
| PSN-S/R/AMR/SDSCM/002 | The Contractor shall assist and co-operate with the Agency Manager and the Customer Authority in the provision of a definition for each Service Catalogue entry to ensure the entries are comprehensible, accurate and consistent.   |
| PSN-S/R/AMR/SDSCM/003 | The Contractor shall monitor the currency of the relevant catalogue items within the Service Catalogue maintained by the Agency Manager and ensure that: (i) where required, updates to the Service Catalogue are made on an at least monthly basis; and (ii) that retired Catalogue items are removed from the Service Catalogue.   |
| PSN-S/R/AMR/SDSCM/004 | The Contractor shall engage with its suppliers and Sub-contractors that provide the Contractor's catalogue entries to ensure that end of life and end of support dates are clear, and that replacement items are tested and made available in the Business Service Catalogue, (following Customer Authority approval) as maintained by Agency Manager.   |
| PSN-S/R/AMR/SDSCM/005 | The Contractor shall ensure that any catalogue entries made to the Business Service Catalogue (as maintained by Agency Manager) contain (but are not limited to): <ol style="list-style-type: none"> <li>1. An unambiguous definition of the product or service;</li> <li>2. The one -time cost (where applicable) of delivering and implementing the product or service;</li> <li>3. The monthly cost (where applicable) of maintaining and supporting the product or service;</li> <li>4. Estimated time to deliver the product or service to the End User from the time that the Service Catalogue request is authorised by the Customer Authority; and</li> <li>5. End of life date (where applicable).</li> </ol> |

**OFFICIAL****5.2 Service Level Management**

The Service Level Management Process ensures that the agreed levels and standards of service is provided for all Services and that all future Services are delivered to agreed achievable targets.

| Reference ID           | Requirement   |
|------------------------|---|
| PSN-S/R/AMR/SDCSLM/001 | The Contractor shall assist and co-operate with the Agency Manager and the Customer Authority in the development of the Systems of Measurement Reference document. This document shall contain details of how Service or ICT Environment performance will be captured, analysed, measured and reported for each of the Services provided by the Contractor. The first version of this document shall be provided by the Contractor to the Customer Authority no later than 40 days from the Effective Date. |
| PSN-S/R/AMR/SDCSLM/002 | The Contractor shall provide the Agency Manager with all Management Information and data required to evidence the achievement of Critical Service Levels and Key Performance Measures set out under Appendix 4 (Service Levels and Related Remedies).   |
| PSN-S/R/AMR/SDCSLM/003 | The Contractor shall promptly provide to the Agency Manager: (i) Service Improvement Plans upon request; and (ii) where a Service Level has not been achieved, exception reports.   |
| PSN-S/R/AMR/SDCSLM/004 | The Contractor shall: (i) review Management Information for each Service Measurement Period and produce trend analysis and management summaries to identify performance trends and potential performance opportunities and improvements; and (ii) provide such analysis and management summaries to the Agency Manager upon request.  |
| PSN-S/R/AMR/SDCSLM/005 | The Contractor shall meet or exceed the Service Levels, Service Level Targets and Key Performance Measures as defined within Appendix 4 (Service Levels and Related Remedies).  |
| PSN-S/R/AMR/SDCSLM/006 | The Contractor shall assist and co-operate with the Agency Manager to ensure that Service performance measures are included within the design of current and future new or improved Services  |
| PSN-S/R/AMR/SDCSLM/007 | The Contractor shall assist and co-operate with the Agency Manager to ensure that new Service Levels are demonstrated prior to the relevant Service Operational Commencement Date for the purpose of determining whether the expected performance or standard of service is achievable.   |
| PSN-S/R/AMR/SDCSLM/008 | The Contractor shall assist and co-operate with the Agency Manager to ensure the capture, collation and provision of information relating to Service Levels for the Services and to make such information available to the Customer Authority both in real time and as per the relevant measurement periods set out Appendix 4 (Service Levels and Related Remedies).   |
| PSN-S/R/AMR/SDCSLM/009 | The Contractor shall assist and co-operate with the Agency  |

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| Reference ID | Requirement   |
|--------------|---|
|              | <p>Manager to undertake twice-annual Service Reviews to assess and review the performance of the Contractor against the Critical Service Levels and Critical Service Level Targets set out in Appendix 4 (Service Levels and Related Remedies) and promptly make the results of such Service Reviews available to the Customer Authority.</p> |

**OFFICIAL****6. Continual Service Improvement**

The purpose of Continual Service Improvement is to create and maintain value in the design, introduction, operation and use of the Services.

| Reference ID        | Requirement   |
|---------------------|---|
| PSN-S/R/AMR/CSI/001 | The Contractor shall identify opportunities to continually improve the Processes and Services, and when instructed by the Agency Manager, shall assist and co-operate in the implementation of such improvement opportunities                                       |
| PSN-S/R/AMR/CSI/002 | The Contractor shall review, comment and agree the Service Improvement Plan with the Agency Manager and the Customer Authority.   |
| PSN-S/R/AMR/CSI/003 | The Contractor shall provide monthly updates relating to the Service Improvement Plan to the Agency Manager in a format agreed with the Agency Manager.   |
| PSN-S/R/AMR/CSI/004 | The Contractor shall contribute toward the Continual Service Improvement Programme (CSIP) managed by the Agency Manager by presenting service improvement opportunities for inclusion within the CSIP.  |
| PSN-S/R/AMR/CSI/005 | The Contractor shall discharge obligations set out in the Service Improvement Plan to ensure that the CSIP is implemented effectively in accordance with the Continual Service Improvement Policies, Processes and Procedures of the Agency Manager.                |
| PSN-S/R/AMR/CSI/006 | The Contractor shall: (i) address non-compliance with the Policies and Procedures related to the Contractor Solution, with the objective of avoiding further non-compliance; and (ii) report all such activities and agreed remedial plans with the Agency Manager. |
| PSN-S/R/AMR/CSI/007 | As may be required by the Agency Manager, the Contractor shall ensure that it has the ability to differentiate between: (i) urgent corrective action required to improve failing delivery of the Services; and (ii) candidates for Service Improvement.             |

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**7. Information Security Management**

All Service Requirements relating to this section are presented for completeness within Schedule 2.2 (Security Requirements and Plan).

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**PART B: CONTRACTOR SERVICE DESCRIPTIONS**

**1. Introduction**

- 1.1. This Part B of Appendix 3 describes how the Contractor Solution shall comply with all of the Service Requirements set out in Part A of this Appendix 3.

**2. Contractor Solution**

**Introduction:**

- 2.1 The Contractor shall provide the Services without any disruption to the Customer Authority and its users.
- 2.2 The Contractor shall supply the Services to meet the Customer Authority's Service Requirements.

***The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000***