

## **SPECIFICATION - ANNEX A**

### **INQUIRY INFORMATION LINE**

#### **1. INTRODUCTION**

1.1 This Specification provides a description of the services to be procured by the Independent Inquiry into Child Sexual Abuse ("The Inquiry"), which are essentially a dedicated Inquiry Information Line that includes an optional counselling service.

#### **2. BACKGROUND**

2.1 The Inquiry has been set up to investigate institutional failures to protect children from sexual abuse in England and Wales. Through an information phone line, the Inquiry has provided a means by which individuals, in particular victims and survivors of child sexual abuse, can receive information and updates on the Inquiry, including its progress and how they can go about sharing their experiences of child sexual abuse.

2.2 The current information line deals with 40-80 calls related to the Inquiry per week lasting on average 30 minutes; this includes receiving calls and providing call-backs (estimated 5-10 per week). However due to the nature of the Inquiry, this number is likely to fluctuate during certain periods. At peak periods, we could expect the Contractor to answer approximately 150 - 250 calls per week.

2.3 The Contractual term will be from April 2016 to April 2019, with an option to extend for a further 20 months from April 2019 to December 2020. The Contract will be awarded on the basis there will be no contractual commitment on behalf of the Inquiry to any financial spend. The Inquiry will inform the Contractor in advance of any planned public campaigns which may result in increased calls to enable the Contractor to upscale accordingly. The Contractor should provide suitable levels of resource to manage this requirement.

2.4 Based on current volumes, the indicative price range for this Contract is £800,000 - £950,000 (inclusive of travel and subsistence, exclusive of VAT).

2.5 The Inquiry expects the average call length for calls handled by the Contractor to be approximately 30 minutes. The Contractor will need to refer cases to the police and Inquiry

support services in appropriate cases where there are safeguarding concerns in line with Inquiry policies.

2.6 The Inquiry requires that the Contractor's call handlers on the Inquiry Information Line have the following skills and experience as a minimum:

- a) An understanding of sexual abuse and the challenges that adult victims and survivors may experience;
- b) Be trained in customer care, including handling calls that are traumatic;
- c) Have the ability to identify caller issues and safeguarding risks and provide an appropriate response; and
- d) Have undergone the standardised training provided by the Contractor which should include data protection and confidentiality.

2.7 It is expected that some victims and survivors of child sexual abuse will be re-traumatised by the publicity surrounding the Inquiry and / or as a result of contacting us to disclose details of their abuse. The Inquiry Information Line should therefore be able to provide emergency counselling support for those individual. The Contractor should offer this as a separate function and staff providing that counselling service will need to be able to:

- a) Understand and manage trauma responses;
- b) Use grounding techniques;
- c) Knowledge of specialist support services;
- d) Identify crisis situations and respond appropriately; and
- e) Understand survivor concerns around confidentiality and relevant safeguarding processes.

2.8 Should the Contractor choose to subcontract the counselling function, the tenderer should set out in their proposal how this would be achieved, including the relevant skills and experience of the proposed Subcontractor. The Inquiry would need to approve any Subcontractor that the Contractor wishes to propose.

2.9 All staff of the Contractor and Subcontractor (where applicable) must act professionally at all times and act in a way that would not compromise the integrity and reputation of the Inquiry.

2.10 The Inquiry requires the service to be operational from 09:00 to 21:00 Monday to Friday, including Public holidays with a possibility of opening from 10:00 to 12:00 on Saturday mornings.

2.11 The Contractor must provide costs in their tender for the provision of the Service on a per minute basis, the average duration being 30 minutes. The Contractor must price according to the following bands:

- 0 - 100 calls per week
- 101 - 200 calls per week
- 201 - 300 calls per week

Over 300 calls per week

2.12 As it is not possible to predict accurately the number of calls we will receive, it is crucial that our provider has the resilience and expertise capable of coping with unexpected increases in the volume of calls.

2.13 The Inquiry's core objectives are to examine the extent to which institutions have failed in their duty of care to protect children against sexual abuse in England and Wales, and to make recommendations to improve child protection for the future.

2.14 The Inquiry is ultimately accountable to the public it serves, and owes it to members of the public to provide a seamless service. In doing this, the Inquiry would need to communicate with victims and survivors to hear their experiences of child abuse that are relevant to the Inquiry and provide support if required.

2.15 The Inquiry Information Line will provide a means by which victims and survivors can engage with the Inquiry, in particular through requesting information about the Inquiry, or requesting to be part of the Inquiry's Truth Project in order to share their experiences of child sexual abuse in an institutional setting. Individuals wishing to have a Truth Project private session would need to have their meeting time arranged and followed-up by the Contractor. The Inquiry will own the Inquiry Information Line and all the information collected by the Contractor in relation to the Line. The Inquiry Information Line will be only be branded and publicised using the 'Independent Inquiry into Child Sexual Abuse' branding. At no time will the Inquiry Information Line be publicised using the Contractor's own branding. Any communications that will be published using the 'Inquiry into Child Sexual Abuse' branding must have the prior written approval of the Inquiry Contract Manager.

### **3. PROCUREMENT OBJECTIVES**

3.1 This document sets out the requirements for an Inquiry Information Line for members of the public who contact the Inquiry.

3.2 Due to the varying needs and interests of the public including a significant number of victims and survivors, the Inquiry Information Line will need to tailor their service to respond sensitively to the needs of different callers. As a minimum, the Contractor will be expected to supplement the core service with minicom and text services as required. The Contractor will also be required to provide a separate and dedicated phone number which those in the secure estate may use to contact the Inquiry.

3.3 The key objective for this procurement is to have a confidential Inquiry Information Line, procured via a fair and transparent process, that will provide the required services that include, but will not be limited to the following:

- Handling calls from members of the public, including liaison for booking people on to the Truth Project private sessions.

- Identifying information that may need to be escalated or referred due to safeguarding concerns, and making those referrals to those such as the police.
- Collating information to disclose to the Inquiry in relation to calls and cases.
- Providing monthly Management Information Reports to the Inquiry highlighting the progress/changes made, numbers of calls received and trends in call subjects.
- Providing emergency counselling support for victims and survivors traumatised by publicity surrounding the Inquiry or as a result of disclosing their details to the Inquiry Information Line.
- Providing a call-back service to individuals identified by the Contractor and/or the Inquiry.

#### **4. IMPLEMENTATION AND ARRANGEMENTS FOR END OF CONTRACT**

4.1 The Contract is expected to be awarded by 21 April 2016 at the latest, at which point the Contractor will need to work closely with the Inquiry during the set-up of the Service.

4.2 As part of the tender, the tenderer must provide a high-level transition plan for implementing the new Service, with timescales and activities and showing due consideration of the impacts and risks to the Service during the transition. Also, consideration needs to be made for the effective transitioning to a new supplier at the end of the Contract. Final transition plans for the new Service will be developed in conjunction with the Inquiry following award of the Contract.

4.3 The Contractor will be required to use the Inquiry's Client Records Management online system when dealing with callers to record all relevant information including details of the calls received and to use the system reasonably whilst maintaining confidentiality.

#### **5. DELIVERABLES**

5.1 The Contractor will be required to have the following in place in advance of the start of the Contract and which has been tested, accredited and signed off by the Inquiry as ready for the specified 'go-live' date:

- An Inquiry Information Line, in both English and Welsh, with two phone numbers that can be accessed by the same call handler(s), with calls for one of the numbers prioritised over the other. The first would be the general information line with the second available only to those in custody who wish to contact the Inquiry and need to be given priority. The tenderer must set out a technical solution that delivers this requirement;
- Secure accommodation from which to operate the service;
- IT and telephony infrastructure to ensure the effective operation of the Service;
- Sufficient numbers of appropriately trained and vetted staff, having BPSS / Disclosure Scotland level security clearance (or equivalent, to the satisfaction of the Inquiry) and available during operating hours;
- A functioning referral process that directs appropriate contacts to the Inquiry as stipulated in the Specification and subject to any further revisions;

- The ability to provide all Management Information (MI) and any new requirements throughout the duration of the Contract. The exact format of the required MI must be agreed between the Inquiry and the Contractor in advance of the Contract 'go-live' date. However, the basic MI requirements for the Contractor to provide are as follows and would be provided in various forms on a weekly, monthly and annual basis to be agreed between the Inquiry and the Contractor in advance of the Contract 'go-live' date: (i) number count of calls per day; (ii) average time taken to respond to calls; (iii) number count of calls not relevant to the Inquiry; (iv) number of calls answered within the agreed service level agreement; (v) number of call-backs; (vi) average duration of calls (vii) number and description of complaints against the Inquiry; and (viii) number and detail of hoax calls.
- All testing of systems and processes to be completed before the Service goes live.

## **6. FUTURE REQUIREMENTS**

6.1 Future requirements are business requirements which need to be met by the Contractor at the effective operational date, but which may need to be fulfilled in the future, if the Inquiry requests them at its discretion.

6.2 The Inquiry has deemed a number of potential service requirements as future requirements. These are requirements for services which the Inquiry is not in a position to define comprehensively at present, but nevertheless sees the possibility for their inclusion within the contract to provide coverage. These future services include:

- Flexibility from the Contractor to respond to spikes in volumes of calls and the changing environment and public needs;
- The Contractor providing information requested by the Inquiry, including but not limited to requests for management information, business practices and processes, costs, staffing and customer insight;
- The Inquiry may require the Contractor's assistance and participation in any shared initiatives involving other Inquiry centres; and
- Transitioning to a different Contractor following the termination of this Contract - the Inquiry expects full compliance in the event of termination.

## **7. PROVISIONAL KEY PROCUREMENT DATES**

7.1 The provisional key dates for this procurement are as follows:

- Issue ITT: 15 Jan 2016
- Deadline for clarification questions: 09 Feb 2016
- Deadline for receipt of tenders: 16 Feb 2016
- Tender evaluation period: 17 Feb to 02 March 2016
- Supplier clarification meetings: 29 Feb to 01 March 2016 (included within the above 'Tender evaluation period' dates)
- Deadline for Alcatel responses: 24 March 2016
- Contract Award: 21 April 2016

## 8. SCOPE OF BUSINESS REQUIREMENTS

8.1 Business Requirements are general requirements necessary to provide the Service. They represent the core elements of the Inquiry's Service and consist of the following subsets of Service Packages. Each Service Package contains a set of requirements that must be fulfilled by the Contractor.

8.2 In the event that there is any conflict between this Schedule and the Contractor's proposal, this Schedule will prevail, in accordance with the Terms and Conditions.

### General Requirements

8.3 General Requirements are requirements that apply across the Service that need to be provided to fulfil the Business Requirements and to support the effective provision of the Service. General Requirements relate to important aspects of the management of the Contractor's Solution such as location, security and IT infrastructure.

### 8.4 The Service

No	Requirement	Description	The Inquiry's Obligation
R1-01	Service Implementation	The tenderer must provide as part of their tender a high-level implementation plan to demonstrate the milestones and workplan to ensure a seamless transition to a new Service. A more detailed plan must be provided following Contract award, to 'go live' by 16 May 2016.	Final transition plans will be agreed in conjunction with Inquiry following contract award.

R1-02	Minimum channels of contact	The Contractor will, as a minimum, provide a telephone contact service for the Inquiry's customers, with two dedicated freephone telephone numbers; one for the general public and the other for those in the secure estate. The Weekday Service is for the two dedicated phone lines; the Weekend Service is for the one phone line for general members of the public.	<p>The Inquiry will approve all pre-recorded messaging and call routing processes.</p> <p>The Inquiry shall authorise the use of all telephone numbers and email addresses and shall</p>
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		<p>The telephone service will be capable of making and receiving calls including call distribution, Management Information collection, call recording and customer contact management.</p> <p>The Contractor will provide the ability to record all calls where required in their entirety so that defined individuals or groups may listen to selected recordings to ensure quality and accuracy of information given to the customer. Any requests for call recordings must be adhered to within 24 hours.</p>	<p>authorise any and all advertising or dissemination of contact details within the Contractor's team.</p>
R1-03	Other channels of contact	<p>The Contractor may suggest additional channels of communication, for example minicom services, that increase the Contractor's ability to deliver the service requirements. Final agreement and approval remains with the Inquiry at all times.</p>	<p>The Inquiry shall authorise the use of any new channels of communication with its customers.</p>

R1-04	Flexibility	<p>The provider will operate a service that reflects the varying requirements of our customers. Volume levels are guaranteed at a minimum of 40 calls per week. The Contractor will be expected to have the capacity and capability to ramp up as required by the Inquiry.</p>	
R1-05	Service provision	<p>The Contractor will provide updates to customers of the Inquiry, or direct applicants to the appropriate place to get the required information to include, but not be limited to accessing the Truth Project where victims and survivors can share their experiences of child sexual abuse.</p>	<p>The Inquiry will provide written material, including scripts and question and answer sheets, to enable the Contractor to provide accurate information to customers. The</p>

		<p>The Contractor will provide up-to-date and correct information to customers deploying a 'right first time' approach. The Inquiry shall use spot checks to monitor the quality of the information.</p> <p>The Contractor will direct customers to the most appropriate place to find the information they need – correct webpage links, correct telephone / email address for their region.</p> <p>The Contractor will respond to calls within 2 minutes and will be expected to conclude as a minimum 80% of all calls without referral to the Inquiry.</p> <p>The Inquiry agrees to pay for hoax calls provided these have been included in the MI. The Inquiry will not pay for wrong numbers.</p>	<p>Inquiry will use best endeavours to provide this to the Contractor as soon as possible.</p> <p>The Inquiry will update the material provided to the Contractor as and when necessary, including when rules or processes change and based on feedback from the Contractor.</p>
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R1-06	Contractor referrals	<p>Where it is not possible to answer a customer's query based on the information provided by the Inquiry and it is appropriate to do so, the query will be referred to the Inquiry via email for an answer to be relayed to the customer by the Contractor. The Contractor will be responsible for taking adequate details for answering the query as well as contact details for the customer.</p>	<p>The Inquiry and the Contractor will agree the referral process following Contract award.</p> <p>The Inquiry shall provide the Contractor with accurate contact details to allow for the escalation and referral of enquiries. The Inquiry will respond to these escalations in a timely manner, with clear information that allows the</p>
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			<p>Contractor to resolve the enquiry.</p> <p>The Inquiry expects referrals to be made in a small minority of cases and only in rare instances where the Contractor is unable to provide information as it is not at their disposal.</p> <p>The Inquiry reserves the right to review the quantity and type of referral and the Contractor will address instances of inappropriate referrals.</p>
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R1-07	Staff	<p>The Contractor will provide a recruitment plan which ensures the appropriate calibre of staff are recruited to deliver the service by 16 May 2016.</p> <p>The Contractor will develop a recruitment policy which ensures adequate staffing levels are maintained for the life of the Contract.</p> <p>The Contractor will ensure that it has adequate disciplinary policies to respond to instances of misconduct and the Contractor will adhere to these disciplinary policies.</p> <p>The Contractor will provide a Contract Management team as the Inquiry's single point of contact to</p>	
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		<p>manage the Contract. The Contractor will name a senior manager to monitor the account and be available when necessary.</p> <p>The Contractor will liaise regularly with, and take instruction from the Inquiry to review its operational capacity and take into consideration any external impacts including, as a minimum, fortnightly (initially) and then monthly review meetings with the Contract Manager and anyone else deemed appropriate by the Contract Manager.</p> <p>There is a requirement for the staff to hold the relevant security clearance at BPSS / Disclosure Scotland level (or equivalent, to the satisfaction of the Inquiry).</p>	
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#### 8.5 Infrastructure, operating hours and language provision

No	Requirement	Description	The Inquiry's Obligation
R2-01	Number of contact centres	The Contractor will propose the appropriate number of contact centres with due regard to and in accordance with Business Continuity and Disaster Recovery planning.	
R2-02	Operating hours	<p>The Contractor will provide the Service from 09:00 to 21:00 Monday to Friday, including Bank Holidays (which could be at a reduced service to be agreed by the Inquiry), with an option of being open from 10:00 to 12:00 on Saturday mornings.</p> <p>Service availability at 99% of operating hours is required.</p>	

R2-03	Language provision	The Contractor must provide the Service in English and Welsh.	
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#### 8.6 Contractor Personnel

No	Requirement	Description	The Inquiry's Obligation
R3-01	Recruitment	All Contractor Personnel must be Authorised in accordance with the security requirements set out in the ITT documents.	
R3-02	Equality	The Contractor will ensure that, in providing the Services, the Contractor along with its employees, agents, and Contractors does not discriminate against any person (including the customer) on the grounds of race, nationality, religion or belief, gender, sexual orientation, age, disability or any other ground under UK law and any applicable local legislation in any relevant country.	

R3-03	Professional standards & training	<p>The Contractor's Personnel will act professionally and be trained in the business of the Inquiry. See paragraph 2.6.</p> <p>The Contractor must ensure that their Personnel are adequately trained to undertake their duties, including an appropriate understanding of data protection legislation and confidentiality.</p>	
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#### 8.7 IT Infrastructure System Assurance

No	Requirement	Description	The Inquiry's Obligation
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R4-01	System Assurance (test strategy)	The Contractor will produce and submit to the Inquiry for approval, a Testing Strategy describing the approach for testing the Services provided by the Contractor.	The Inquiry will approve System Assurance.
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### 8.8 Charges

Charges will be paid for by the Inquiry in accordance with the Price Schedule at Annex C.

No	Requirement	Description	The Inquiry's Obligation
R5-01	Telephony (charged)	The Contractor will provide a telephony service that allows the customer to speak to an agent in either English or Welsh.	The Inquiry will authorise the charges to be paid in accordance with the Price Schedule at Annex C.

R5-02	Other digital services	<p>The Contractor may consider adopting other digital services to communicate with customers.</p> <p>The Contractor should propose how any financial savings will be shared with the Inquiry.</p>	The Inquiry will have sole decision making responsibility to authorise the initiation and pricing model of any additional digital services.
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### 8.9 Service Management and Continuous improvement

This Business Requirement relates to how the Inquiry and the Contractor will jointly manage the Service and initiate changes to meet customer and business needs.

No	Requirement	Description	The Inquiry's Obligation
R6-01	Contract Management	The Contractor will manage the Service in collaboration with an Inquiry Contract Contract Manager so that:	

		<ol style="list-style-type: none"> <li>1. The Inquiry Contract Manager must be assured at all times that the requirements of the Specification and Contract are being met and can continue to be met for the life of the Contract;</li> <li>2. The Contractor should discuss with the Inquiry Contract Manager any potential future initiatives that they trial in order to improve the service/introduce new technology and an implementation plan must be signed off by the Inquiry Contract Manager before the implementation of any changes can take place;</li> <li>3. The Inquiry Contract Manager and the Contractor will analyse customer issues, trends, complaints and endorsements to help drive better customer support and responses;</li> <li>4. The Contractor should provide ongoing training to staff in the event that new information is identified by the Inquiry e.g. Inquiry policy changes;</li> <li>5. Compliance with Inquiry values and policies is monitored and adhered to.</li> <li>6. The Contractor will handle complaints in accordance with the Inquiry procedures at Appendix B of this Specification.</li> </ol>	
R6-02	Staff training	The Contractor will ensure that staff receive appropriate training so that	The Inquiry will provide updated

		they are able to provide accurate advice and guidance. This will include continuous training in response to changes in the content of information provided to customers	written material as and when necessary.
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## Appendix A - Glossary

The Service	The information line service
The Contractor	The Contractor of the specified services
The Inquiry	Independent Inquiry into Child Sexual Abuse
Customer	Any person who requests or requires any form of support and guidance from the Inquiry or its providers
Customer Complaint	A 'complaint' is an expression of dissatisfaction of the service received
Signposting	A process whereby an agent refers a customer to a third party or other data source by giving them a telephone number or website address which the customer can then contact.
Operating hours	The time the service is available to its customers

## Appendix B

### Complaints Procedure

A complaint is an expression of dissatisfaction about the Inquiry (or the Contractor acting on behalf of the Inquiry) made in person, in writing or by telephone to any Inquiry/Contractor member of staff that requires follow-up action. Complaints can be made by the customer, their authorised representative or a third party connected to the customer.

Upon receipt of a complaint the Contractor will identify if the complaint is in respect of action or inaction on the part of the Contractor or the Inquiry.

If the complaint is against the Contractor then the Contractor will investigate the complaint in the first instance, seeking approval from the Inquiry for their proposed response and action.

If the complaint needs to be referred to the Inquiry, the Contractor will ensure this is completed in line with agreed procedures.

The Contractor must resolve complaints in accordance with the following applicable performance standards:

- The Contractor will acknowledge receipt of all complaints received, in writing, within 24 hours of receipt;
- The Contractor will propose a resolution plan for each particular complaint to be agreed by the Inquiry. The Contractor will take forward the agreed plan, including communicating that to the complainant within 15 working days of receipt of the complaint. All actions are to be documented;
- Where the complaint is to be referred to the Inquiry that referral must be made within 24 hours of receipt of the complaint. Any documentation should be sent to the agreed Inquiry nominated contact.

The Contractor will provide the Inquiry with a monthly record (number and description) of all complaints received together with the action taken to resolve the complaint.