

[REDACTED]
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Appendix C – Terms and Conditions (call off order form)

APPENDIX 12

GOVERNANCE

In accordance with Paragraph 3.1 of Schedule 6.1 (Governance) of the Call-Off Terms, the following Board structures and representations shall apply:

Services Board

Customer Authority Board Members (together with responsibilities)	[REDACTED] – Customer Service Manager - Chairperson [REDACTED] – Service Manager Customer Authority Representative
Contractor Board Members (together with responsibilities)	Contractor Representative [REDACTED] – Account Director [REDACTED] – Customer Support Manager
Date, time and location of the first Services Board meeting	HM Treasury, 1, Horse Guards Road, London SW1A 2HQ Within 30 days of go live service
Frequency of subsequent Services Board meetings	Every one (1) months commencing from the Effective Date
Date, time and location of subsequent Services Board meetings	To be agreed at the previous Services Board meeting

Contractor Board

Customer Authority Board Members (together with responsibilities)	[[REDACTED] – Director Government Sales] Chairperson
Contractor Board Members (together with responsibilities)	Contractor Representative [REDACTED] – Account Director
Start Date for Contractor Board meetings	Within 90 days of service go-live
Frequency of Contractor Board meetings	Every six (6) months commencing from the Effective Date
Location of Contractor Board meetings	HM Treasury 1 Horse Guards Road, London, SW1A 2HQ

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APPENDIX 13

BCDR PLAN

Annex F refers

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APPENDIX 14

TUPE AND PENSIONS

NA

APPENDIX 15

SPECIAL TERMS

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- 1 Background
- 2 Purpose of Collaboration
- 3 Required Behaviours
- 4 Collaboration Obligations
- 5 Principles of Co-operation

1 Background

1.1 The Authority has decided to outsource various IT and telecommunications (ICT) functions and activities to the Supplier and the Other Suppliers (together the 'Collaborating Suppliers') as part of the Authority's ICT strategy to transform its ICT services into a multi-source tower service environment.

2 Purpose of Collaboration

2.1 The purpose of this Schedule is to:

- (a) document how the Supplier will collaborate and co-operate with the Other Suppliers in providing ICT services to the Authority;
- (b) promote collaboration and co-operation among the Collaborating Suppliers and the Authority, to enable and facilitate:
 - (i) the achievement of the Authority's Contract Objectives, and
 - (ii) delivery by each of the Collaborating Suppliers of ICT services in accordance with the terms of their respective Tower Services Agreements or Supply Agreements.

2.2 The Supplier shall collaborate with the Other Suppliers and with the Authority to

- (a) ensure the smooth and effective delivery of an End-to-End Service to the Authority;
- (b) ensure continuity of services in respect of Collaborating Suppliers' obligations under their respective Tower Services Agreements or Supply Agreements;
- (c) deliver continuous improvement of, and better value for money from the End-to-End Service, and
- (d) minimise any disruption as a result of the ICT2015 Programme or otherwise.

2.3 The Supplier shall individually, and collectively with the Other Suppliers, work to ensure that the Services shall deliver, and not conflict with, the Authority Contract Objectives.

2.4 The Supplier shall provide comprehensive, collaborative and constructive support to the Core Supplier to facilitate integration by the Core Supplier of the ICT services delivered by each Collaborating Supplier into a unified End-to-End Service delivery arrangement.

3 Required Behaviours

3.1 In order to ensure the effective delivery of the Authority Contract Objectives the Supplier shall, and shall procure that its relevant Group members and Sub-contractors shall (where it is necessary and/or desirable to do so), demonstrate the following behaviours in working with the Other Suppliers

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(a) Collaborative intention: the Supplier shall maintain a genuine non-defensive presence and make a commitment to mutual success in its relationships with the Authority and the Other Suppliers.

(b) Openness: the Supplier shall commit to both telling the truth and listening to the truth, and to contributing to a culture of openness that allows all the Collaborating Suppliers and the Authority to feel safe enough to discuss concerns, resolve incidents, solve Problems and deal directly with difficult issues;

(c) Self accountability: the Supplier shall take responsibility for its circumstances and the choices it makes either through its action or failing to act as well as the intended and unforeseen consequences of these actions. The Supplier shall focus on the solution to an Incident, Problem or issue rather than seeking to blame the Authority or any of the Other Suppliers;

(d) Self-awareness and awareness of others: the Supplier shall commit to understanding its own organisation and issues within its own organisation as well as understanding concerns, intentions and motivations of the Authority and the Other Suppliers as well as the culture and context of the Authority and the Other Suppliers' circumstances; and

(e) Problem solving and negotiating: the Supplier shall use problem-solving methods that promote a co-operative atmosphere and avoid fostering covert, overt, conscious or unconscious enmity, conflicts or point-scoring.

4 Collaboration Obligations

4.1 The Supplier shall, and shall procure that its relevant Group members and Sub-contractors shall (where it is necessary and/or desirable to do so), co-operate fully with each of the Other Suppliers and with the Authority and provide such co-operation, support, assistance and information to each of the Other Suppliers and to the Authority as is necessary in order to

(a) ensure the orderly provision of a seamless End-to-End Service to the Authority in accordance with all policies and procedures and technical interface standards that are specified by Core Supplier (in accordance with any delegated authority given to them by the Authority) and by the Authority as such may be amended or replaced from time to time in accordance with the Change Control Procedure.

(b) avoid hindering the provision of ICT services to the Authority under the Tower Services Agreement(s) and/or Supply Agreements by any of the Other Suppliers;

(c) facilitate the delivery of the ICT services by the Other Suppliers in accordance with the terms of their respective Tower Services Agreements or Supply Agreements;

(d) avoid any unnecessary duplication of effort;

(e) avoid undue disturbance to the Authority; and

(f) undertake all such tasks and activities as may be necessary to integrate the Supplier's systems and the Services with all other relevant systems and services of Other Suppliers

4.2 The Supplier's obligations set out under paragraph 4.1 shall include, but not be limited to,

(a) working with the Other Suppliers in good faith to ensure integration and interfacing where Services are subject to inter-party dependencies, including identifying inter-party dependencies, establishing protocols for ways of working and ensuring that its own system and service management tools are able to feed service information directly into the Core Supplier's system and service management tools;

(b) operating and maintaining all software, hardware or technology in accordance with Good Industry Practice where there is interoperation with any of the Other Suppliers;

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(c) assisting with any testing and/or any quality assurance analysis to be undertaken by the Authority, the Core Supplier or any of the Other Suppliers.

(d) promptly escalating any issues, incidents or perceived problems

(e) where the Supplier anticipates or discovers a potential or actual non-compliance with its obligations under this Agreement, and it is aware that such non-compliance may have an impact on the performance of ICT services to the Authority by any of the Other Suppliers, notifying such Other Supplier and the Authority as soon as reasonably practicable.

5 Principles of Co-operation

5.1 The Supplier shall, and shall procure that its relevant Group members and Sub-contractors shall (where it is necessary and/or desirable to do so), provide co-operation, support, information and assistance (as required under Paragraphs 4.1 and 4.2) in accordance with the following principles.

- (a) the principle that each Collaborating Supplier shall provide its co-operation, support, information and assistance in a proactive, transparent and open way and in a spirit of trust and mutual confidence;
- (b) the principle of "fix first, discuss later", requiring that each Collaborating Supplier shall concentrate on solving an Incident or Problem as expeditiously and cost-effectively as possible and leave any Disputes as to which Collaborating Supplier is responsible, which Collaborating Supplier should bear the cost of fixing the Incident or Problem and any associated legal issues until resolution of the relevant Incident or Problem;
- (c) the principle that co-operative behaviour and overall cost efficiency should be promoted. Accordingly, if a Tower Services Agreement, or a Supply Agreement, allows for the performance of a certain obligation in different ways, principle means that such Collaborating Supplier shall in good faith
 - (i) take the cost impact of its choice on the other Collaborating Suppliers into consideration when making such choice; and
 - (ii) refrain from knowingly choosing an option which would significantly and without justification increase the costs of any of the other Collaborating Suppliers or of the Authority and;
- (d) the principle that, in setting up cross-Supplier teams for delivery of Projects and/or Services for the Authority, the Collaborating Suppliers shall work on a matrix system and choose the best resource for each role rather than duplicating roles for more than one Collaborating Supplier.

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SIGNED by or on behalf of the Parties on the date set out above:

For and on behalf of the Customer Authority:

Name and Title	[REDACTED]
Signature	[REDACTED]
Date	14/4/14

For and on behalf of the Contractor:

Name and Title	[REDACTED]
Signature	[REDACTED]
Date	14 APRIL 2014

[REDACTED]

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**APPENDIX B
SERVICE DESCRIPTION**

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1. INTRODUCTION

- 1.1 The Authority has established the ICT 2015 programme to deliver a replacement for its existing Information and Communication Technology (ICT) services, currently provided primarily by a single outsource provider. The contract expires at the end of January 2015. To ensure alignment with the current direction of Government ICT, to encourage SME participation and to deliver efficiencies in its supply chain the Authority intends to break up this single provider arrangement into a number of discrete services provided under Towers
- 1.2 The programme will deliver Services to c. 1,368 people in one central London site and Norwich plus Services to the Authority's London Business Continuity site (Phase 1 Premises). All Services should be scalable as it is possible that the size of the Authority may change or other Government Departments could be supported. Further deployments to additional Authority sites may occur at a date to be confirmed (Phase 2 Premises).

2. PURPOSE

- 2.1 The PSN Connectivity Framework competition will deliver Wide Area Network, IL3 encryption overlay, and PSN/GCF gateway services in support of the replacement ICT services; providing access to other suppliers' services delivered by the ICT 2015 programme.
- 2.2 All connectivity and gateway services should meet the Authority's requirements and be scalable to support current and future environments. Services must also support transition methods that may require PSN Connectivity.

3. BACKGROUND TO THE AUTHORITY

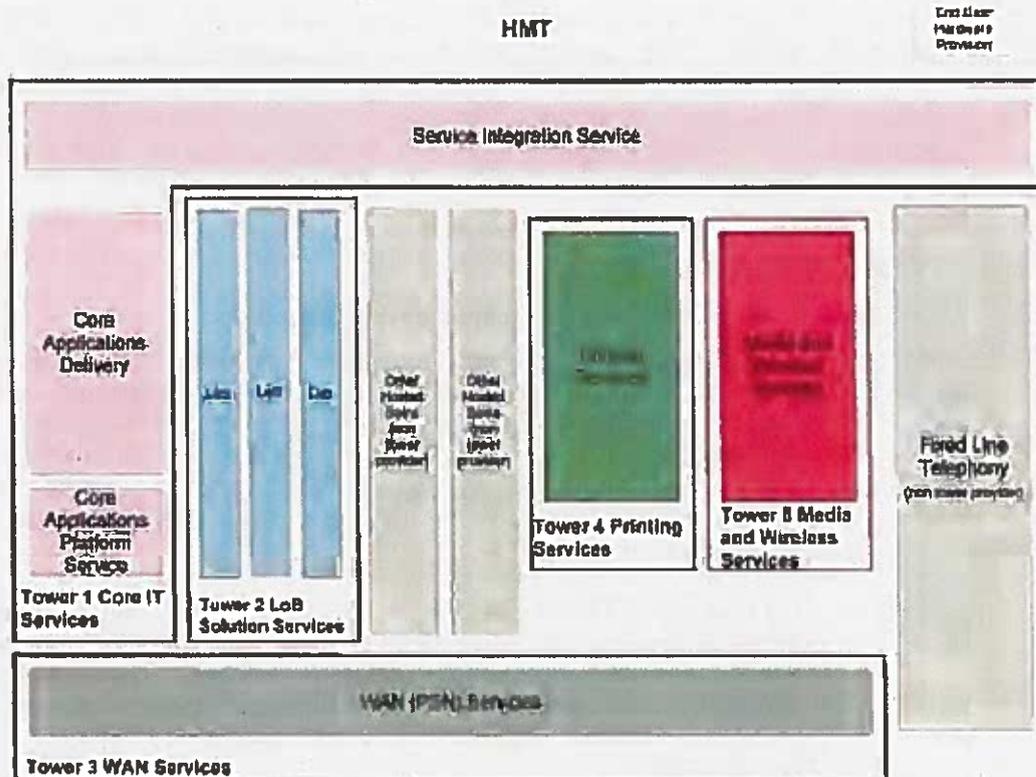
- 3.1 The Authority is the UK finance and economics ministry and sits at the heart of Government. The Authority's central role in maintaining control over public spending, setting the direction of the UK's economic policy and working to achieve strong and sustainable economic growth means that the Authority needs to work with people and organisations across a broad range of sectors and be able to respond rapidly to issues as they arise.
- 3.2 ICT underpins the delivery of all the Authority's work from delivering the Budget to improving regulation of the financial sector to protect customers and the economy. In the last 5 years ICT has been a critical enabler of the Authority's ability to respond to events such as the global economic crisis. It has also enabled the Authority to transform the way people in the Authority work, becoming a leader within central government for the way the Authority works flexibly and utilises the workplace.

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 4.1 The Potential Provider will be required to deliver connectivity services to the Authority's premises, and support access to services across the PSN delivered by other ICT 2015 suppliers. Carrier services will be capable of supporting data up to Official-Sensitive in line with the new Government Classification Scheme, which for the purposes of this procurement are to be aligned with the Authority's current operation of Restricted Services (BIL 3-3-4).
- 4.2 The Authority is transitioning its ICT supply chain to a new multi-sourced model and away from its current single outsource provider contract. In doing this the ICT 2015 Programme will need to re-procure on a disaggregated basis all of the primary ICT services used by the department.
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4.3 The future ICT Services have been broken up into a number of service towers. The diagram below illustrates how the overall structure of the Authority's ICT operating model will work in future.



4.4 This procurement only relates to Tower 3; PSN Connectivity will deliver WAN Services. The Tower 1 supplier will hold the Core IT Services role which will have oversight of the full ICT2015 supply chain, fulfilling managing agent functions and operating the service desk. Potential Providers will be expected to collaborate closely with Tower 1, and across other Towers where directed by Tower 1 or the Authority.

4.5 Tower 1 will supply desktop management, LAN, and infrastructure hosting services to the Authority, requiring further integration with Tower 3 at the infrastructure layer. Infrastructure hosting services will operate from a Supplier managed data centre which will be connected to the PSN at BIL 3-3-4. Until Tower 1 supplier selection occurs, it is unknown which PSNSP or DNSP provider will operate these services, therefore it is critical to the success of ICT2015 delivery that the Tower 1 suppliers and Tower 3 Potential Providers collaborate effectively to deliver end to end services between the infrastructure hosting and the desktop services operating from the Authority's premises.

4.6 The key objectives of the ICT2015 programme are:

- 4.6.1 To deliver an uninterrupted service to the Authority's users that meets business requirements and minimises business disruption.
- 4.6.2 To ensure the new Service is cost effective and value for money.
- 4.6.3 To provide a scalable Service that other public bodies could join.

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- 4.6.4 To ensure that appropriate Authority staff are in place to deliver the programme and manage the new ICT Service
- 4.6.5 To align with HM Governments ICT Strategy.
- 4.7 Towers 1, 4, and 5 services are currently being procured, and contracts should be in place by March 2014. Design and build will commence soon after contract completion, with the planned testing and pilot phase occurring between June and August and user migration occurring between September 2014 and December 2014. Migration will account for critical Authority business activities. PSN Connectivity services must be available to ensure delivery timescales are achieved.

6. SCOPE OF REQUIREMENT

- 5.1 The Tower 3 supplied PSN services must deliver the following:
 - 5.1.1 **WAN Connectivity:** All Authority Phase 1 premises will be connected to the PSN in the initial delivery. The capability to scale the services to support transition requirements and any future expansion of the Authority's customer base at these and other sites (Phase 2 premises) must be accommodated. All premises must have the capability to directly route to other gateway and PSN Services located across the PSN, with no single points of failure.
 - 5.1.2 **IL3 Overlay:** ICT2015 services will operate up to Official-Sensitive BIL 3-3-4 (IL3) services will be required to deliver comparable assurance. IL3 overlay services must be fully integrated with the PSN IPED to enable connectivity to other PSN Service Provider services at the same level of assurance where required. Services should be subject to PGA accreditation.
 - 5.1.3 **GCF/GSI:** Gateway services will be provided to enable continued operational access to any GSI services required by the Authority. This will primarily be for IL3 mail relay services (an existing GCF contract vehicle will maintain these services).
 - 5.1.4 **Internet Gateway Services:** To support desktop browsing services from ICT2015 connected end user devices. This should support browse down capability from BIL 3-3-4. Filtering and policy management services (e.g. whitelisting) must be fully configurable and manageable by the Authority or its agents. The Tower 1 Supplier will manage this service on behalf of the Authority.
 - 5.1.5 **PSN Services:** Gateway services to other PSN Services (intra and inter DNSP/PSNSP) must be accessible from ICT2015 end user devices and infrastructure hosting services. This must support the capability to browse down from BIL 3-3-4 to BIL 2-2-4.
 - 5.1.6 **Operational and Service Management:** The Potential Provider must collaborate with other ICT2015 suppliers, and any other suppliers as may be engaged to deliver Authority services (e.g. GCloud supplier services operating across PSN or via GSI or Internet Gateway services). The Potential Provider will recognise the agent status of the Tower 1 supplier, when selected, and work to integrate their services with the ICT2015 operational model.

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6. SERVICE LEVELS AND PERFORMANCE

6.1 The Authority will measure the quality of the Potential Provider's delivery by the Service Levels defined in the Contract Call-Off.

7. LOCATIONS

7.1 The Services will be delivered to Phase 1 Premises defined in the cost model during the initial delivery.

7.2 The Services may be delivered to Phase 2 Premises defined in the cost model at a date to be agreed.

8. IMPLEMENTATION MILESTONES

8.1 The Key Implementation Milestones for the Tower 1 provider are provided in the table below for reference. PSN Connectivity must support the delivery of Tower 1 services; milestone 3 is a key deliverable in support of ICT2015

No.	Key Implementation Milestone	Key Implementation Milestone Date	Description of Implementation Milestone
1	Programme Initiation Complete	16 th May 2014	Start up deliverables for Tower solution comprising Project Initiation Document (PID) (including Scope, Risks, Issues, Dependencies, Assumptions, Workstream ToRs) and a Detailed Implementation Plan (including activity plan, resourcing plan, product breakdown with descriptions) approved by the Authority
2	Design Complete	30 th May 2014	A set of design documentation covering all ICT2015 Supported Systems and Services, comprising high level designs and low level designs approved by the Authority
3	Connection to the Authority WAN Completed	11 th July 2014	Connectivity to the Authority WAN infrastructure established by the Supplier and approved by the Authority in accordance with agreed design specifications.
4	Migration & Roll-Out Design Complete	25 th July 2014	The delivery of the detailed plans to facilitate the migration and deployment of Authority systems, users and their data approved by the Authority
5	Build Complete	15 th August 2014	The completion of implementation and delivery of all ICT2015 Supported Systems and Services approved by the Authority in accordance with agreed design specifications.
6	UAT Complete	29 th August 2014	The successful completion of the user acceptance testing of all ICT2015 Services (to the satisfaction of the Authority).

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No.	Key Implementation Milestone	Key Implementation Milestone Date	Description of Implementation Milestone
7	Pilot Complete	19 th September 2014	The successful completion of the set of Pilot evaluation criteria (to be agreed with the Authority) to enable permission to proceed to the full user roll-out to all Authority Registered Users.
B	New Service Ready (full roll-out commences)	26 th September 2014	The Suppliers ICT2015 Services are available for roll-out to all Authority Registered Users. <i>(Planned Operational Service Commencement Date)</i>
9	Roll-out Complete	31 st December 2014	The successful completion of roll out of ICT2015 Services to Authority Registered Users. This is indicated by 100% of the In-scope users using only ICT2015 Services, including the completion of all service and user snags (to the satisfaction of the Authority) <i>(CPP Milestone)</i>

6. TRANSITION SERVICE

Weighting 15%

Guidance:

- Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below, and complete the relevant sections of the draft Schedule 18 Contract Call-Off where specified.
- Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 2000 word limit and be submitted in Word/PDF format.
- The Maximum score available for this questionnaire is 25.

Section 6: Potential providers are to describe their capability in delivering the services outlined in 6.1 – 6.5

#	Question	Max Score	Weighting %	Level 3 Response
6.1	<p>Potential Providers must provide timescales for the delivery of PSN Connectivity to the Authority major premises. This must support the planning process and should assume that no pre-existing infrastructure services (copper or fibre) exists at the Authority locations.</p> <p>Potential Providers should ideally conduct a desk based survey to support their response.</p>	5	20%	<p>Level 3 Response</p> <p>Compliant – Level 3 are committed to meeting the delivery timescales as presented in the ITT. We have outlined these in the implementation Plan</p> <p>Our current standard lead-time for delivery of Ethernet (10Mbps, 100Mbps, 1,000Mbps) services is in line with the PSN provisioning SLA of 45 working days. Level 3 work very closely with our tail circuit providers and have set escalation processes and procedures in place. By invoking these we are often able to improve on this further.</p> <p>Level 3 confirms that all pricing supplied has been based on a desk-based survey of our network reach, local PoPs and different technologies that could be used in PSN-connected WANs.</p> <p>We want to provide the highest service level possible and during our analysis we looked at ADSL as a potential offering, which would be meet a low-cost provision. However, due to its:</p> <ul style="list-style-type: none"> • Lack of Quality of Service (QoS); • Asynchronous bandwidth; • Maximum speed being only 24Mbps; • Tall circuit providers' mean time to repair exceeding four (4) hours, outside of the Authority's SLA

			<p>requirement, and</p> <ul style="list-style-type: none"> It being a contended service. <p>we did not think ADSL was a fit-for-business-purpose solution, and so have designed the PSN-connected WAN with Ethernet circuits.</p> <p>Level 3 are conscious of the lead-time for Ethernet circuits but are fully committed on a timely delivery of service.</p> <p>Our knowledge and experience recently allowed us to connect up a PSN customer site in under 22 working days by making use of surplus voice circuits. We will always work hard to exceed set timescales.</p>
<p>6.2</p> <p>Potential Providers will be required to project manage the delivery of the Connectivity services and provide progress reports to the Customer Authority.</p> <p>Following completion of the Tower 1, 4, and 5 competitions, potential providers will be required to work with the wider programme implementation team to deliver end to end services.</p> <p>Potential Providers should state their approach to delivery in the context of the wider ICT2015 programme.</p>	<p>5</p>	<p>20%</p>	<p>Compliant</p> <p>Level 3 has many years of experience successfully working with other providers in multi-party arrangements and relationships in all roles, e.g. being the main contractor, subcontractor, connectivity provider, service provider. The importance of joint working and joint service delivery is of great importance to the way Level 3 has built its reputation. In recent years we have successfully collaborated with a number of service providers, such as into HM Prisons (with HP), the Crown Prosecution Service (with Logica, now CGI), HM Revenue & Customs (with Capgemini) and the National Probation Service (with Steria). Level 3 prides itself on the effective joint working relationships that have been formed in these other services, and our ability to manage and be managed. Although we will assist with troubleshooting faults across a service, we reserve the right to lobby an appropriate charge for time spent if the fault was not found to relate to Level 3 service (where appropriate), and will work these issues through with the Tower 1 Supplier.</p> <p>Level 3 views the interaction with the Tower 1 Supplier as a critical component to achieving its part in successful delivery</p>

Level (3)

		<p>of the programme. Whilst a degree of formality should exist to ensure the Programme is delivered in a controlled manner, Level 3 believes that the interaction should be viewed more as collaboration, being responsive to stakeholders and the change environment, rather being than a straight supplier/client-type relationship.</p> <p>To achieve this Level 3 will align key members of the transition team with the Tower 1 Supplier. As a minimum, the team members will include:</p> <ul style="list-style-type: none"> • A Programme Director • Appropriate Governance and Controls • A Customer Service Manager • Facilitate Service Transition • A Solutions Architect • An established network Technical Design Authority • Work Stream Leads: • A dedicated Project Manager • A supporting Level 3 Programme Management Office • A Customer Order Manager <p>Making available best resources will facilitate better interaction and build collaborative team spirit, invaluable to a successful transition.</p> <p>Level 3 would look to provide the Tower 1 Supplier with early sight of all planned deliverables. This socialising of plans will ensure that any issues and gaps are highlighted as early as possible in the process and minimise the delivery risk for all parties. Level 3 proposes to present deliverables through clearly defined, time boxed (at agreed regular intervals reducing any ad hoc reporting) presentations that will be scheduled at agreed intervals which are practical for the Tower 1 supplier.</p> <p>During the conformation and mobilisation stage the above roles and functions will work in close collaboration with the Customer Authority and Tower 1 Supplier subject matter experts, engaging as and when necessary to achieve</p>
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				successful sign-off on all deliverables.
6.3	Potential Providers should provide an outline Implementation plan and record this in the Contract Call-off Schedule 18, Appendix B. The plan should align with the implementation milestones outlined in this ITT, Appendix B.	5	25%	Level 3 clearly understands that following approval of deliverables by the authority in the conformation stage there may be a need to update these deliverables for various reasons (e.g. as other Towers are awarded, or when there are changes in the Customer Authority's business priorities). The process by which Level 3 and other Towers interact should be part of the overall Transition governance and reporting. Any updates to Transition deliverables should be highlighted through the agreed governance and reporting process and dealt with in a controlled manner. Compliant We have completed the Implementation Plan in the Contract Call-off Schedule 18, Appendix B of Appendix C.
6.4	Potential Providers should complete Contract Call-off Schedule 18, Appendix 9, providing a test integration plan to the Authority. Test criteria that shall apply must be stated. The plan should align with the implementation milestones outlined in this ITT, Appendix B, with reference to delivering potential end to end testing across the PSN with other Tower Suppliers.	5	20%	Compliant We have provided the Test Plan as a separate attachment Summary: [REDACTED]
6.5	The PSN Connectivity services delivered to Authority premises may be required to support migration activities (e.g. an increase in bandwidth allocation for specific periods during the migration). Potential Providers should state how they will accommodate the scalability required to support this requirement if necessary. Potential Providers should refer to the cost model	5	15%	Compliant Compliant [REDACTED]

for their response as applicable.

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7. SERVICE INTEGRATION

Weighting 15%

Guidance:

- Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below, and complete the relevant sections of the draft Schedule 18 Contract Call-Off where specified.
- Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 2000 word limit and be submitted in Word/PDF format.
- The Maximum score available for this questionnaire is 25.

Section 7: Potential providers are to describe their capability in delivering the services outlined in 7.1 – 7.12

#	Question	Max Score	Weighting %	Level 3 Response
7.1	Potential Providers should note that the ICT2015 services will be subject to a revised Customer PSN Code of Connection as new desktop and supporting services are deployed to replace the current incumbent services. It should be assumed that no existing PSN compliance certificate is in place. Potential Providers should state their capability and approach to support the Authority and its managing agent through the compliance process and to enable end to end connectivity.	5	5%	Compliant Level 3 has been integral part of PSN programme from its inception. We were first supplier to achieve PSN certification for our IPVPN network, covering GCN and DNSP services. We have completed our own Code of Connection and Code of Interconnection under PSN programme and have CLAS consultants available to support the Authority and its Managing Agent through Codes of Connection required by either party.
7.2	The Authority will require Potential Providers to provide GSI gateway services. These must be able to support existing	5	5%	Compliant We can support connectivity for hosted services from Tower 1 Supplier via IPED-traffic directed to GSI Gateway service; or we can send traffic directly to GSI Gateway. Connectivity with Tower 1 Supplier across GCN using IPED will depend on configuration and exchange of encryption keys between parties, part of IPED.

		<p>testing. Level 3 aim to complete this with Vodafone. April 2014 on schedule to deliver GSI Gateway services for another PSN customer and will deliver GSI Gateway services for the Authority.</p>
<p>7.3</p>	<p>5</p>	<p>5%</p>
<p>7.4</p>	<p>5</p>	<p>5%</p>

services operating at IL 3-3.4. The Authority will maintain an existing GCF service contract for access to these services. The Tower 1 provider may provide hosting services from its PSN connected data centres, and direct mail traffic to the GSI gateway service. Potential Providers must state their approach to delivering this requirement. Any limitations to this approach, or assumed responsibilities of the Tower 1 supplier, must be stated. GSI bandwidth requirements are defined in the cost model. Potential Providers must describe their capability and capacity to enable the Authority to consume services from any PSN Service Provider. These must include access from the IL 3-3.4 encryption domain delivered to the Authority

Potential Providers must describe their capability and capacity to provide Internet Gateway services for desktop browsing from

Compliant

Level (3)

<p>end user devices operating from customer premises, and from VPN terminated end user devices supported by the Tower 1 supplier. Note that VPN client services, appropriately secured and including ingress, will be maintained by the Tower 1 supplier. Full policy control and whitelisting/blacklisting of services must be within the control of the Tower 1 supplier on behalf of the Authority. Potential Providers should describe how this service will be provisioned.</p>		
<p>The Tower 1 Supplier will be appointed following OJEU competition, expected in March 2014. Following supplier selection, the Contract Call-Off Form Schedule 18, Appendix 2, paragraph 9, will be subject to change to reflect the status of the managing agent. Potential Providers must confirm their acceptance of this proposed change.</p>	<p>5</p> <p>5%</p>	
<p>The Tower 1 Data Centre(s) will be PSN connected. Data Centres will host the core</p>	<p>5</p> <p>40%</p>	<p>Compliant</p> <p>Level 3 will deploy a similar approach and methodology with regards to the integration of critical services from DNSPs/PSNSPs as we do for the take-on of new projects and sites.</p>

Level(3)

<p>77</p> <p>Potential Providers should set out their BC/DR plan in the Contract Call-off Schedule 18, Appendix 13</p>	<p>application hosting service used by the Authority which are considered critical services. The DNSP/PSNSP used by Tower 1 will be unknown until Tower 1 Supplier selection occurs, but may potentially be any DNSP/PSNSP provider Potential Providers to state their approach to supporting the integration of critical services across DNSPs/PSNSPs. Potential Providers should also state their commitment to collaborating with ICT2015 Tower Suppliers in the delivery of the end to end services. "Encryption Services" (specified below) will be required to support the end to end integration, and support for this should be referenced in responses.</p>	<p>5</p>	<p>5%</p>	<p>We will hold a Start-Up meeting with DNSP/PSNSP, which will set out in detail all aspects of the tasks ahead. Our Design Consultant will discuss technical requirements and gather information to allow secure communication between the Authority and DNSP/PSNSP. Point of Contact details will be collated and provided to all Project personnel. On receipt of PSN connectivity order, the assigned Project Manager will coordinate all Service Delivery stages from Order submission to Connectivity completion, encryption implementation and service turn-up. Project meetings each week at a minimum ensures progress is made at every step. Level 3 are committed to working hard and well with ICT2015 Tower Suppliers to deliver end-to-end services. We have many years' experience successfully working with other providers in multi-party arrangements and relationships in all roles. In recent years we have successfully collaborated with a number of service providers - e.g. into [REDACTED] [REDACTED] Currently we are working with a number of providers on the DECC/BIS contract, [REDACTED] being one. Although we will assist with troubleshooting faults across a service, we reserve right to lobby an appropriate charge for time spent if the fault is found not to relate to Level 3 service We are happy to discuss requirements and agree what will not fall within bounds of contract with the Authority, and how this is best handled for the Authority and Level 3.</p> <p>Encryption Services: Level 3 is one of four Government Conveyance Network (GCN) providers and has been an integral part of the IPED agreement. We've built our IPED environment, however, testing between various Data Network Service Providers (DNSPs) not started. We are due to complete testing with other DNSPs who've signed up to IPED, March 2014. For the Authority, connection to GCN will be provided as standard, allowing access over GCN to other shared services such as GSI Gateway services at IL3 (via IPED agreement).</p>
<p>Compliant</p> <p>Noted and we confirm we have provided a BC/DR plan document ("Business Continuity Plan Overview") [attached] as requested in Contract Call-off Schedule 18, Appendix 13. We can also provide our BC/DR documents for our Customer</p>				

				NOC, EMEA NOC & ETSC and for BCP plans too, as required.
	The Tower 1 Supplier will be appointed following OJEU competition. The Supplier may be a DNSP or PSNSP with a direct contractual relationship with the Authority. Potential Providers should state whether they would support the development and operation of a PSN collaboration agreement, subject to a change control to be defined within the Call-Off Contract Schedule 18 paragraph 3 at a later date, should the Authority consider this a requirement following Tower 1 Supplier selection.			Compliant Level 3 supports the development and operation of PSN Collaboration/Cooperation agreement. Our preference is to use the pro forma Cooperation Agreement in Schedule 6.7 of the Call-Off Terms as basis of any requirement of supplier collaborator (with amendments if necessary).
7.8		5	5%	
7.9	Potential Providers will be expected to provide representation at joint ICT2015 governance boards. Potential Providers should state compliance with this requirement.	5	5%	Noted and fully compliant. Our representative at joint ICT2015 governance boards will be a Customer Service Manager for Government accounts.
7.10	Potential Providers will be expected to align with the Authority change management processes, and should state their approach.	5	10%	Compliant Please also refer to item 1 in the supporting 'Price' document in conjunction with Appendix E. Yes – Level 3 confirms we will align with the Authority change management processes, subject to seeing final details of the processes. Our proven working relationship with the Authority and previous experience and success with DEC's

		<p>Tower model support this.</p>
<p>7.1.1</p>	<p>Potential Providers are to describe their approach to problem management, both pro-active and reactive, and align with ICT2015 supplier problem management.</p>	<p>5</p> <p>5%</p> <p>Compliant</p> <p>Please also refer to item 1 in the supporting 'Price' document in conjunction with Appendix E.</p> <p>Our comprehensive approach to problem management is FTIL v3-based (process attached). As such, we implement and adhere to principles, standards and guidelines for service operation as described therein. This encompasses Post-Incident Reviews, Root Cause Analysis (RCA), and proactive and reactive analysis of customer tickets.</p> <p>Our experienced problem management team use mature processes in line with our ISO20000 accreditation</p>

Level (3)

		<p>They become involved once an incident has been resolved, embarking on post-incident reviews to understand what happened, which internal/external processes failed.</p> <p>For the Authority, we will use our experience of problem management, e.g. with [redacted] and work with cross-functional teams to resolve root cause on incidents, driving down repeat incidents.</p> <p>[further important wording attached Further Response Question 7.11]</p>												
<p>Potential Providers are to describe their approach to the management and escalation of emergency outages.</p>	<p>5</p>	<p>5%</p> <p>Compliant</p> <p>For Scheduled Emergency Maintenance resulting in service outage, we will give the Authority as much advance written notice as is reasonably practical including planned duration of outage. Any periods beyond advised time for which such an outage continues, will be considered periods of Service Unavailability.</p> <p>Level 3 is focused on resolving service issues and has defined priorities and severities for customer notification of issues. Our Network Control Centre has another escalation process to maintain high availability of Level 3's network backbone. Table below defines classification of incidents when reported to NOC:</p> <table border="1" data-bbox="646 1008 790 2004"> <thead> <tr> <th>Ticket Priority</th> <th>Fault Severity</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Critical</td> <td>Total loss of service</td> </tr> <tr> <td>2</td> <td>Major</td> <td>Partial loss/impaired service</td> </tr> <tr> <td>3</td> <td>Minor</td> <td>Service quality degradation</td> </tr> </tbody> </table> <p>Once fault resolved and service fully restored, service desk contacts customer for confirmation of resolution and when agreement confirmed, trouble-ticket closed</p> <p>See also "Extra 7.12"</p>	Ticket Priority	Fault Severity	Definition	1	Critical	Total loss of service	2	Major	Partial loss/impaired service	3	Minor	Service quality degradation
Ticket Priority	Fault Severity	Definition												
1	Critical	Total loss of service												
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8. CONNECTIVITY SERVICE

Weighting 5%

Guidance:

- Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below, and complete the relevant sections of the draft Schedule 18 Contract Call-Off where specified
- Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 1500 word limit and be submitted in Word/PDF format.
- The Maximum score available for this questionnaire is 40.

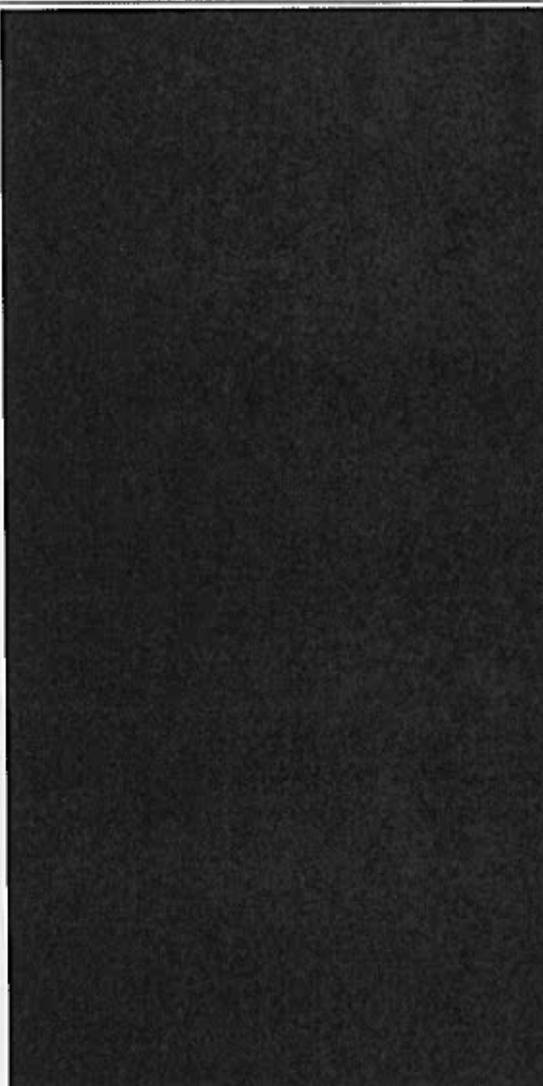
Section 8: Potential providers are to describe their capability in delivering the services outlined in 8.1 – 8.8

#	Question	Max Score	Weighting %	Level 3 Response																											
8.1	The Potential Provider must confirm that it can provide PSN connectivity to the premises defined in the cost model provided. Connectivity service requirements are stated in the cost model. Where other carrier service providers are required to support delivery, this should be stated. Potential Providers should provide detail on the proposed PSN PoPs used to support delivery of the services (both for resilient and non-resilient options) in their responses	5	20%	<p>Compliant</p> <p>Level 3 confirms compliance and ability to provide PSN connectivity to the Authority locations. We will use other carriers to provide tail circuit connectivity into all sites, except Horse Guards, as this address is currently being connected directly to our network and will be complete before proposed contract award date. This greatly reduces project timescales for the Authority; there is minimal lead-time.</p> <p>This offers the Authority both cost-saving to their largest sites and reduced provisioning timescales to where Level 3 are on-net. Horse Guards site will be best for interconnect between the legacy network and a PSN-connected network; and means we can start migrating sites earlier than otherwise expected, because the site is on-net.</p> <p>In the table below are the PSN PoPs used to support service delivery for resilient and non-resilient options. For non-resilient options, please read just Pop1 column.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Site Name</th> <th>Pop1</th> <th>Pop2</th> </tr> </thead> <tbody> <tr> <td>Horseguards</td> <td></td> <td></td> </tr> <tr> <td>Rosebery Court</td> <td></td> <td></td> </tr> <tr> <td>Eastcheap Court</td> <td></td> <td></td> </tr> <tr> <td>Eastgate</td> <td></td> <td></td> </tr> <tr> <td>Temple Quay House</td> <td></td> <td></td> </tr> <tr> <td>Coventry</td> <td></td> <td></td> </tr> <tr> <td>Victoria</td> <td></td> <td></td> </tr> <tr> <td>Sanctuary Buildings</td> <td></td> <td></td> </tr> </tbody> </table>	Site Name	Pop1	Pop2	Horseguards			Rosebery Court			Eastcheap Court			Eastgate			Temple Quay House			Coventry			Victoria			Sanctuary Buildings		
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<p>Services must be scalable, and allow for increasing/decreasing the bandwidth that the Authority will consume. Potential Providers should state:</p> <p>a) The process that supports such changes.</p> <p>b) Timescales to implement such changes. Descriptions must consider upgrades to the existing infrastructure where required.</p> <p>c) The limitations that infrastructure may present in support of increases to the bandwidth.</p>	<p>5</p> <p>10%</p>	<p>Compliant</p> <p>Level 3 confirms services will be scalable, and allow for increasing/decreasing bandwidth the Authority will consume. We will deploy fit-for-purpose PSN WAN with scalability and flexibility. Access circuits, deployed will have plenty of scope for bandwidth increases; need to order a new larger circuit will not be immediately concerning. We will deploy our Commit-with-Usage model: sites will receive the bandwidth they require on sizeable access circuits but they will not be hard-capped. To avoid the Authority's staff experiencing application or performance issues as a result of hitting bandwidth capacity and therefore impacting staff productivity and user experience, the site can burst and use all access circuit's available bandwidth. We will only bill the Authority for bandwidth used, not whole access circuit. Service reports and access to Level 3's 24/7 online portal will allow the Authority to monitor bandwidth usage at all sites. This information will provide visibility of current bandwidth usage and insight into bandwidth usage trends. The portal is a great tool for understanding and predicting future bandwidth need, allowing the Authority to plan and if necessary pre-order physical circuit upgrades in good time prior to services being degraded or the end-user experience being impacted. Standard lead-times on Ethernet circuits are 95 working days.</p> <p>In light of description above:</p> <p>a) A modify change order would normally be required to adjust the cap on a shaped circuit but with this design this is not required.</p> <p>b) Configuration change to adjust the shaping normally takes ten (10) working days although new process is being developed to allow this to be done in 48hrs via</p>																																								

	<p>The Authority shares premises with other Government Departments. Potential Providers must describe their capability and approach to supporting the shared use of PSN connectivity Infrastructure for other PSN customers. PSN connectivity for other consumers may be procured following separate competitions, with multiple PSN Connectivity suppliers providing services.</p>		<p>c) customer portal. However, this change process isn't relevant with our proposed design as circuits are not hard-capped. In event new circuit is required, standard lead times will apply. 65 working days for Ethernet circuits. circuits will be left fully open and so only highest bandwidth available on access circuit is limit. However, if new circuit is ordered/required, we may upgrade router to ensure router can handle QoS at higher bandwidths with the encryption overlay</p> <p>Compliant</p>
8.3	<p>Potential Providers must state all pre-requisites and obligations on the Authority to support delivery of Premises</p>	5	<p>10%</p> <p>Compliant</p>
8.4	<p>Potential Providers must state all pre-requisites and obligations on the Authority to support delivery of Premises</p>	5	<p>10%</p> <p>Compliant</p>

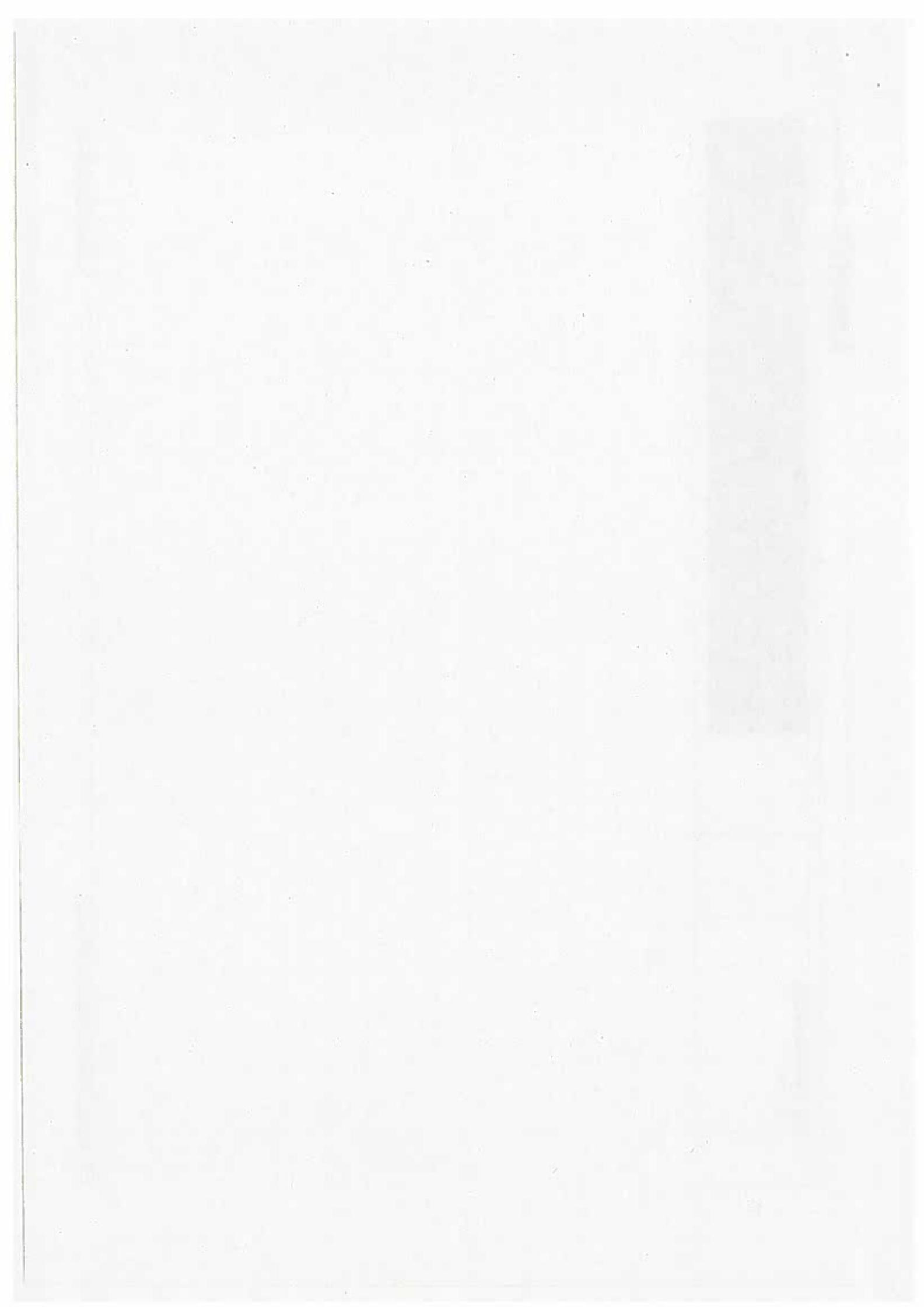
Level (3)

<p>Equipment (PE) at Authority premises. Any assumptions made should be stated.</p>		
<p>8.5 A minimum of CTC clearance is required for unescorted access within Authority premises. All other personnel will require escorted access. Potential Providers to state whether they have CTC cleared personnel who will implement and maintain the services, or that they accept that they will require escorted access and will ensure the Authority receives at least 24 hours notice prior to access being required.</p>	<p>5</p> <p>10%</p>	
<p>8.6 Potential Providers must confirm that, upon contract completion, it will complete due diligence activities with</p>	<p>5</p> <p>20%</p>	<p>Compliant On contract award, Level 3 will hold a Start-Up meeting with the Customer Authority Site which will set out in detail all aspects of Service Delivery. The Service Engineer will discuss the Technical requirements, arrangements and any necessary visits to site to</p>

	<p>the Authority prior to orders being placed for PSN Connectivity and associated services The connectivity services to be deployed are not expected to vary significantly from the scenarios used in the cost model for Phase 1 Premises.</p>		<p>conduct data capture, and due diligence will be scheduled and the Authority consulted. Project point of contact details will be collated and provided to all project personnel. On receipt of PSN network circuit orders, the assigned Project Manager will coordinate all Service Delivery stages – from order submission to circuit delivery completion and CPE installation, Take-On, encryption implementation and LAN cutover following current Stages 1 and 2 processes</p>
<p>8.7 The Authority requires Intruder Detection and Prevention Services such that will support its obligations (and that of its agents) under GPG13. Potential Providers must describe the services it can provide and describe where the costs are allocated in the cost model.</p>	<p>5</p>	<p>10%</p>	<p>Compliant</p> <p>Attached Project Initiation Document (PID) provides guidance around processes we use for supporting new customers</p> <p>[REDACTED]</p> <p>Costs for this are included in Internet Gateway Service on the Gateway Service sheet, Appendix E.</p>
<p>8.8 Potential Providers should set out their Security Plan in the Contract Call-off Schedule 18, Appendix B.</p>	<p>5</p>	<p>10%</p>	<p>Compliant</p> <p>We confirm we have provided this as a separate attachment:</p>

9. ENCRYPTION SERVICE		Weighting 10%	
Guidance:			
<ul style="list-style-type: none"> • Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below. • Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 700 word limit and be submitted in Word/PDF format. • The Maximum score available for this questionnaire is 15. 			
Section 8: Potential providers are to describe their capability in delivering the services outlined in 9.1 – 9.3			
#	Question	Max Score	Weighting %
9.1	<p>Potential Providers must describe their capability to deliver PGA encryption services to support PSN Connectivity between the Customer Authority premises at Business Impact Level (BIL) 3-3-4.</p> <p>Potential Providers must fully describe the status of this capability (i.e. whether it is an available service, or in test or development) and provide supporting timescales if the service is not yet available. Timescales should be aligned to Potential Provider's implementation plan.</p>	5	40%
			Compliant

9.2	<p>Potential Providers must describe their capability to deliver PGA encryption services to support PSN Connectivity between Authority premises and other PSN Service Provider encryption services at Business Impact Level (BIL) 3-3-4.</p> <p>Potential Providers must fully describe the status of this capability (i.e. whether it is an available service, or in test or development) and provide supporting timescales if the service is not yet available. Timescales should be aligned to Potential Provider's implementation plan.</p>	5	40%	Compliant
9.3	<p>Potential Providers must provide a description of any impact/overhead for the encryption services on the availability and quality of the connectivity services. These must reference the appropriate Service Levels</p>	5	20%	Compliant



5. CUSTOMER PORTAL AND PERFORMANCE MONITORING SERVICES

Guidance:

- Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below.
- Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 1000 word limit and be submitted in Word/PDF format.
- The Maximum score available for this questionnaire is 25

Section 6: Potential providers are to describe their capability in delivering the services outlined in 5.1 – 5.5

#	Question	Max Score	Weighting %	Level 3 Response
5.1	<p>The measurement period and Authority specific service levels that shall apply to the services for availability, reporting, and invoicing are defined the draft Call-Off Form Schedule 18.</p> <p>Potential Providers are to confirm that the measurement period and service levels specified are acceptable.</p>	5	50%	<p>Compliant</p> <p>Level 3 confirms the measurement period and service levels specified are acceptable. Our proven working relationship with the Authority, as well as previous experience with [REDACTED] support this. [REDACTED] are both ongoing contracts to provide [REDACTED]. We are delivering over 25 sites in total, with circuits ranging from 100Mb to 10Gb, with encryption overlay. Currently we are delivering to [REDACTED] sites in total, with additional sites being added, the timescales were extremely tight the main Priority Sites are installed and the Non Priority sites are on track to be delivered to time. The circuits we are delivering range from 100Mb to 10Gb with encryption overlay.</p>
5.2	<p>As stated in the operating model, the Tower 1 Supplier will be the Authority managing agent whilst the Authority will retain contractual ownership of the PSN Connectivity Framework contract. Management agent status will be conferred following Tower 1 supplier selection, expected in March 2014.</p> <p>The Tower 1 supplier will provide the Authority with a consolidated view of the health of all the ICT2015 services, raise incidents with relevant</p>	5	20%	<p>Compliant</p> <p>Level 3 confirms this deployment does not place any limitations on the Tower 1 Supplier providing the management agent function specified. Our experience working with [REDACTED] Tower model, and [REDACTED] supports this.</p>

	<p>Tower Suppliers as necessary, and receive and compile reports for review by the Authority.</p> <p>Potential Providers should state whether their deployment places any limitations on the Tower 1 Supplier providing the management agent function specified.</p>				
<p>5.3</p>	<p>Potential Providers should state whether automated service alerts can be provided for consumption by the Tower 1 Supplier, and provide supporting detail. Alerts should be standards based (e.g. SNMP) as the receiving management services are not yet known.</p> <p>Full consideration should be given to the IL3 overlay requirements in providing a response. The Tower 1 supplier should be assumed to be operating at the same impact level.</p>	<p>5</p>	<p>10%</p>	<p>Compliant</p> <p>Automated service alerts can be provided for the Tower 1 Supplier with the correct authorisation from the Authority.</p> <div style="background-color: black; width: 100%; height: 100%;"></div>	
<p>5.4</p>	<p>Reports shall be provided at the end of each reporting period in a format agreed with the Authority.</p>	<p>5</p>	<p>10%</p>	<p>Compliant</p> <p>Level 3 confirms reports will be provided at the end of each reporting period in a format agreed with the Authority. It would be beneficial and efficient for all if the format agreed was to be the same for Tower 1, the Authority and Level 3</p>	
<p>5.5</p>	<p>Potential Providers to describe their approach to provision of a sustainable IT management and reporting service, with evidence of ISO 14001:2004 certifications.</p>	<p>5</p>	<p>10%</p>	<p>Compliant</p> <p>Overview: Level 3 is committed to providing sustainable IT management and reporting, as shown by our ISO14001 certification [attached]. We work to ISO14001 principles where appropriate to company operations and the UK Public Sector.</p> <p>We can provide reporting hardcopy; we recommend the Authority uses our MyLevel3 portal to download the reports in</p>	