

Schedule 2

Services Description

Schedule 2: Services Description

1 Definitions

1.1 In this Schedule, the following definitions shall apply:

“Acceptance into Service”	a set of criteria used to ensure that a service meets its functionality, and the Authority is ready to operate the new service when it has been deployed;
“Active Directory”	stores information about objects on the Authority network and makes this information easy for administrators and users to find and use. Active Directory uses a structured data store as the basis for a logical, hierarchical organization of directory information;
“Administrator Services”	a solution that enables self-administration for certain tasks for designated Authority users;
“Advanced IVR”	a call steering application using natural language understanding through an open question and disambiguation;
“Agent”	a member of staff employed or engaged by the Authority or any other Authority suppliers who handles incoming or outgoing customer calls or Web Chats. An Agent also might handle account inquiries, customer complaints or support issues. An Agent who manages both incoming and outgoing customer calls is also referred to as a "Blended Agent" (see the definition of "Blending" below);
“Agent Desktop Client”	a software application that provides Agents with all the information they need to perform their functions;
“Agent Desktop Client: Standard”	the basic Agent Desktop Client that Agents will use;
“Agent Desktop Client: Supervisor”	an Agent Desktop Client with additional functionality to the Agent Desktop Client: Standard that enables Supervisors to monitor calls received by Agents to ensure standards are being maintained;
“Agent Service Observe”	ability for a Supervisor to be able to 'listen in' to a live call between an Agent and a customer. The Supervisor may also contribute to the call if required;
“Agent Services”	functional interactions across supported media types and all other functionality an Agent requires to complete their work;
“AHT”	the acronym for "Average Handle Time", which is a calculation that measures the amount of time an Agent spends handling a customer's call or query, including the talk time, hold time, and any after-call work required to resolve the issue;

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“API”	the acronym for "Application Programming Interface", which is a set of defined rules that enable different applications to communicate with each other;
“ASR”	the acronym for "Automated Speech Recognition", which involves the use of machine learning or artificial intelligence (AI) technology to process human speech into readable text;
“Asset Management Database” or “AMDB”	a database containing all data needed to support Availability Management and may be part of the Configuration Management Database. The AMDB is used by Availability Management to gather information needed to support report generation, statistical analysis, and availability forecasting;
“Authorisation Service”	the ability to identify an Agent and the role in which they are entitled;
“Authority System”	the Authority’s computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Authority or the Supplier in connection with this Contract which is owned by the Authority or licensed to it by a third party and which interfaces with the Supplier System or which is necessary for the Authority to receive the Services;
“Automated Payment Service”	a solution allowing customers to make payments via an electronic payment system;
“Availability Management”	the practice of ensuring that services deliver agreed levels of availability to meet the needs of customers and users;
“Availability Plans”	a plan to ensure that all existing and future availability requirements for IT services can be provided cost effectively;
“Back End System Integration Service”	a service to allow integration between relevant system components in order for the Agents to carry out their work;
“Blending”	the ability for Agents to be able to handle both inbound or outbound calls from the Supplier System according to the Authority’s business strategy (and references to “Blended” shall be construed accordingly). Reference to “Without Blending” would mean an Agent can handle inbound or outbound calls but not both;
“Browser”	an application for accessing websites;
“Business Group” or “BG”	a group of Agents, Supervisors and Service Lines that are aligned to the Services;
“Business Objects”	a centralised suite of reporting and analytics tools for business intelligence;

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“CAB”	Change Advisory Board as defined in Schedule 21 (<i>Governance</i>);
“Call Back Solution”	a solution that enables the customer to leave their name and number so an Agent can call back at an agreed time, and “Call Back” shall be construed accordingly;
“Capacity Management”	the practice of right-sizing IT resources to meet current and future needs;
“Casebase”	Service Desk trouble-shooting guide which assists Authority Agents with the aim of first contact resolution;
“Case Manager”	an Agent who has a named customer assigned to them for queries;
“Central Activity Monitor”	a service that gives the ability to see all activity within the Supplier System;
“Central Configuration and Control”	the ability to administrate and control the Supplier System centrally; to include functions such as: an operational hierarchy, business logic and a “go back” feature;
“Change Management”	the process of tracking and managing an Operational Change throughout its entire life cycle;
“Change Record”	contains all the details of an Operational Change, documenting the lifecycle of a single Operational Change;
“Citrix”	virtualization software that enables Agents to work from remote locations;
“CLI”	the acronym for "Calling Line Identification", which allows the person receiving a call to see the caller's number;
“CMDB” or “Configuration Management Database”	means a database used by an organization to store information about hardware and software assets;
“Co-Browsing Service”	this enables Agents to collaborate with the customer's Browser in real time and “Co-Browsing” and “Co-Browse” shall be construed accordingly;
“Complaints Process”	a systematic method for receiving, recording, and responding to complaints made by the Authority to ensure that complaints are responded to efficiently and effectively and learnt from;
“Configuration Item or “CI”	refers to the fundamental structural unit of a configuration management system. Examples of CIs include individual hardware or software components;
“Consultancy Service Request” or “CSR”	consultancy work that is requested by the Authority when only Supplier resource is required to deliver the outcome. It includes (but is not limited to): <ul style="list-style-type: none">• requests requiring an element of Supplier project management;

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	<ul style="list-style-type: none">• engagement of 3rd party services; and/or• emerging Services - to introduce new functionality to the platform;
“Contact Centre Modernisation Programme” or “CCMP”	the Authority’s programme name whose scope is to procure a new Supplier System and the associated Services, as further described in this Schedule;
“Continual Service Improvement” or “CSI”	a method to identify and execute opportunities to improve IT processes and services, and to objectively measure the effects of these efforts over time;
“Continual Service Improvement Plan”	a plan to measure CSI;
“Conversational Platform”	Authority technology that allows customers to interact with an Authority Virtual Agent in a way that is like a human conversation. This involves the use of automatic speech recognition and Natural Language Call Steering;
“Conversational Quality (MOS-CQ)”	call quality measurement which rates the overall quality of a call, taking into account listening quality, as well as conversational aspects such as whether or not delay or echo effected the call;
“Conversation User Interface”	various methods in which the voice channel can interact with a customer;
“Core Contact Centre Architecture”	the Supplier’s proposed core components which would make up the Authority’s DCCC;
“Correction Action Plan” or “CAP”	a plan that is to be completed by the Supplier when there has been a Performance Failure. They require the Supplier to provide detailed information on the reason for the failure and also document progress of all relevant necessary corrective actions intended to prevent further failures. There is scope to combine multiple Performance Failures for a particular Supplier in the same CAP template, to avoid unnecessary duplication, if the cause of the multiple failures is attributed to the same underlying cause and the corrective actions are the same for all failures;
“CRM”	the acronym for "Customer Relationship Management", which refers to the principles, practices, and guidelines that an organization follows when interacting with its customers;
“CSV”	the acronym for "Comma-Separated Values" file, which is a text file format that uses commas to separate values;
“CTI”	the acronym for "Computer Telephony Integration", which is the technology that integrates the Supplier System with Agents’ computers;

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“Customer Interaction Service”	the IVR solution;
“Customer Satisfaction”	a measure of how products and services supplied by the Authority meet or surpass customer expectation;
“CVV”	the acronym for "Card Validation Value", which is a 3 digit number that is printed on the back of credit or debit cards;
“DA Languages”	a language translation service;
“Data Warehouse Export Service”	the ability to extract data from the Supplier System;
“Definitive Media Library”	a secure information technology repository in which an organisation's definitive, authorised versions of software media are stored and protected;
“Delivery Plans”	detailed individual plans for the delivery of specific components of the Services;
“Department of Work and Pensions” or “DWP”	known in this document as the Authority;
“Development Environment”	the Development Environment will be used to develop code which meets the defined criteria agreed between the Authority and the Supplier. At the point at which a code release becomes stable, it can be considered for promotion into the Test Environment;
“Digital Channels Contact Centre” or “DCCC” or “DC3”	the internal name given to the Authority’s new Supplier System;
“Directorate”	the Authority's services (e.g. Child Maintenance, Pension Services) which can be made up of one or many Business Groups;
“DNIS”	the acronym for "Dialled Number Identification Service", which is a service offered by telecom providers that helps the call receiver to identify the number the caller dialed;
“DTMF”	the acronym for "Dual-Tone Multi-Frequency", which are in-band telecommunications signals sent over voice frequencies. A technology used with touch tone phones, best known to users as the sound made when pressing a number key;
“DWP Feedback”	an Authority tool which provides business audit capability across voice and omnichannels;
“DWP Place”	based on ServiceNow technology, the service management platform used by the Authority to interact with the Supplier. Incidents, Problems, Service Requests and Operational Changes will be assigned a ticket reference on DWP Place;

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“DWP Preferences”	a service that stores and defines what channels a customer can or wants to use – stores telephone numbers e.g., for outbound calls;
“Early Life Support”	the support of newly migrated Business Groups that have been migrated from NGCC to the new DC3 Supplier System;
“Early Life Support Plan”	included as part of Implementation, a plan that covers the support of newly migrated Business Groups that have been migrated from NGCC to the new DC3 Supplier System;
“ECMS”	the acronym for "Enterprise Content Management Store", which is the Authority's document management solution;
“Emergency Change”	an Operational Change that must be implemented as soon as possible to eliminate an error that is negatively impacting the business or operations of the Authority to a high degree or could do so in the future. These are driven by high priority Incidents only;
“End of Life”	the stage of a product in which it becomes outdated or unsupported by the manufacturer;
“End of Support”	a situation in which a company ceases support for a product or service;
“Enhanced P1 Incident”	is the same as a Major Incident;
“Erlang C Formula”	a traffic modelling formula that provides a way to calculate the probability that a caller waits for an Agent, given a particular traffic intensity and the number of available Agents;
“Event Management”	the process that monitors all events that occur through the IT infrastructure;
“FAT Testing”	the acronym for "Field Acceptance Testing", which is a form of initial quality control to identify problems and defects while they can still be corrected relatively painlessly and inexpensively;
“FIDO”	the acronym for "Fast Identification Online", which is a set of open, standardised authentication protocols intended to ultimately eliminate passwords, which are often ineffective and outdated from a security perspective;
“Flash Player”	computer software for viewing multimedia contents, executing rich Internet applications, and streaming audio and video content created on the Adobe Flash platform;
“FTE”	Full-time Equivalent;
“G-Cloud”	an online catalogue where public sector customers can buy cloud-based computing services such as hosting, software and cloud support;

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“GP”	General Practitioner;
“GUI”	Graphical User Interface;
“Hardware”	tangible components or delivery systems that store and run the written instructions provided by the Software;
“Help Desk”	the single point of contact help desk set up and operated by the Supplier for the purposes of this Contract;
“Historical Reporting Service”	a business intelligence practice that tracks the performance of the Supplier System and Agents over time;
“ID&V”	the acronym for "Identification and Verification", which is the process of confirming that an individual or entity is legitimate and accurate;
“Implementation Plan”	as defined in Schedule 1 (<i>Definitions</i>);
“Implementation Services”	all services described in Paragraphs 3.15 and 11 of this Schedule and in Schedule 13 (<i>Implementation Plan</i>);
“Incident Management”	the practice of restoring services as quickly as possible after an Incident;
“Incident” or “Service Incident”	<p>a reported occurrence of a failure to deliver any part of the Services in accordance with the Authority Requirements or the Performance Indicators.</p> <p>An Incident or Service Incident includes, but is not limited to, an unplanned interruption or a reduction in the quality of an IT service or a failure of a Configuration Item (CI) that has not yet impacted an IT service. Incidents can include failures or degradation of services reported by users, technical staff, the Supplier, or automatically from event monitoring tools;</p>
“Interaction Integration Service”	the ability of the Supplier System to be able to integrate with various systems;
“IP”	Internet Protocol;
“ITHC”	the acronym for "IT Health Check", which is a series of controlled ethical hacking tests and actions designed to deliberately identify and expose security vulnerabilities that might be present in IT solutions;
“ITIL”	Information Technology Infrastructure Library;
“IVR”	the acronym for "Interactive Voice Response", which is a technology that allows telephone users to interact with a computer-operated telephone system through the use of voice and DTMF tones input with a keypad;

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“JIRA”	a proprietary issue tracking product developed by the company Atlassian that allows bug tracking and agile project management;
“Key Word Library”	library of words which are of interest to the Authority taken from transcripts;
“Knowledge Articles”	knowledge base articles featuring a set of information about a product as a user guide or to solve common problems;
“Knowledge Article Database”	a database that stores and retrieves knowledge to improve understanding, collaboration, and process alignment. This is found in DWP Place;
“Knowledge Management”	the collection of methods relating to creating, sharing, using and managing the knowledge and information of an organisation;
“Knowledge Management Integration Supplier System”	a service that makes information available to Agents to assist them as and when required;
“Known Error”	a Problem that is successfully diagnosed and either a work-around or a permanent resolution has been identified;
“Language Services Teams”	an internal Authority interpretation service that deals with customers whose first language isn’t English or Welsh;
“LEAP”	the acronym for "Legal Entitlement and Administrative Practices", which is an exercise in systematically reviewing of cases at risk of being underpaid to help the Authority ensure it has met its legal responsibilities;
“Major Incident”	a Major Incident (also known as an Enhanced P1 Incident) is defined as a high impacting Incident affecting multiple sites, users and/or multiple core Services;
“Management Information Services”	a collection of systems which report on data relevant to the operation of the Supplier System;
“MFA”	is the acronym for "Multi-Factor Authentication", which is an electronic authentication method in which an Agent is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism;
“N”	the minimum capacity needed to power or cool a data center at full IT load. By definition, N does not include any redundancy, making it susceptible to single points of failure;
“N+1”	N+1 redundancy provides a minimal level of resiliency by adding a single component to the N architecture to support a failure or allow a single machine to be

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	served. When one system is offline, the extra component takes over its load;
“Natural Language Call Steering”	a call routing solution that lets customers use their own words to describe why they are calling the Authority;
“Next Generation Contact Centre” or “NGCC”	the name of the Authority’s existing supplier system;
“NGN”	Non-Geographic Number;
“Non-Standard Service Request”	a Service Request from the Service Catalogue that requires initial triage by the Authority before being sent to the Supplier. This would typically be raised on DWP Place. Also known as “Ad-Hoc Service Requests” ;
“Normal Change”	any Operational Change that is not a Standard Change or Emergency Change and will flow through the full end to end process;
“OAuth”	the acronym for "Open Authorization", which is an industry-standard protocol for authorization;
“OFCOM”	Office of Communications;
“OIDC”	the acronym for "OpenID Connect", which is an open authentication protocol that works on top of the OAuth 2.0 framework;
“Operational Change”	<p>has the meaning given to it in Schedule 22 (<i>Change Control Procedure</i>).</p> <p>Operational Changes include all Service Requests (and any other changes involving the addition, modification, or removal of anything that could influence the IT Environment and any related Services) that are described as falling within the scope of the Services in this Schedule 2, other than:</p> <ul style="list-style-type: none">(a) Self-Administered Service Requests; and(b) Non-Standard Change Requests, PWRs and CSRs that are agreed by the Parties to require a Contract Change (which will be handled in accordance with the Change Control Process);
“Out of the Box”	immediate functionality of the hardware or software without customizing it;
“P1 Incident”	a Severity 1 Service Incident, as defined in Paragraph 3.5 of Part B of Annex 1 to Schedule 3 (<i>Performance Levels</i>);
“P2 Incident”	a Severity 2 Service Incident, as defined in Paragraph 3.5 of Part B of Annex 1 to Schedule 3 (<i>Performance Levels</i>);

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"P3 Incident"	a Severity 3 Service Incident, as defined in Paragraph 3.5 of Part B of Annex 1 to Schedule 3 (<i>Performance Levels</i>);
"P4 Incident"	a Severity 4 Service Incident, as defined in Paragraph 3.5 of Part B of Annex 1 to Schedule 3 (<i>Performance Levels</i>);
"PAN"	the acronym for "Primary Account Number", which is the card identifier found on payment cards, such as credit cards and debit cards;
"PCA"	the acronym for "Percentage of Calls Answered", which is the percentage of telephone calls answered with respect to the total call volume;
"PCI Security Standards Council"	a global forum that brings together payments industry stakeholders to develop and drive adoption of data security standards and resources for safe payments worldwide;
"Peak Testing"	the method of placing a load on the server for a short time to emulate the heaviest demand that would be generated at peak user times;
"Pen Testing"	a penetration test, being an authorized simulated attack performed on a computer system to evaluate its security;
"Performance Monitoring Reports"	has the meaning given in Schedule 3 (<i>Performance Levels</i>);
"Performance Review Meeting"	has the meaning given in Schedule 3 (<i>Performance Levels</i>).
"Power BI"	a Microsoft provided, unified, scalable platform for self-service and enterprise business intelligence (BI);
"Predictive Dialling Mode"	a method of making several automated outbound calls from a list of telephone numbers without using Agents;
"Preview Dialling Mode"	a method in automated outbound calls that presents the customer's record to the Agent before placing the call;
"Problem"	a Problem is defined as the cause or potential cause of one or more Incidents;
"Problem Management"	an IT service management process tasked with managing the life cycle of underlying Problems;
"Production Environment"	the environment where the latest Authority approved versions of Software, products, or updates that comprise the Supplier Solution are pushed live to the intended users. This is the environment where the end user can see, experience, and interact with the Supplier System;
"Project Work Order" or "PWO"	follows a PWR and is the Authority's official order/confirmation for the Supplier's work to commence in respect of the relevant PWR;

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“Project Work Request” or “PWR”	requiring significant engagement with the Supplier and often comprising of a number of further inter-dependent requests and CSRs to see a request through to completion. A PWR must be used where the proposed solution is to give rise to the Authority purchasing 'non-catalogue' capital items e.g. software, hardware and the purchase of licences so that the financial impact of procuring these items can be maintained. A PWR that is approved by the Authority will be followed by a Project Work Order (PWO);
“PSTN”	Public Switched Telephone Network;
“PTAS”	Public Telephony Access Service;
“QR code”	a machine-readable code consisting of an array of black and white squares, typically used for storing URLs or other information for reading by the camera on a smartphone;
"Quality Management Service"	a tool used to highlight training needs and ensuring policies are being adhered to when Authority Agents are conversing with customers;
“Quality Monitoring Service”	a call monitoring service to allow the Authority to listen to and evaluate the interaction and information sharing between Agents and customers;
“RBAC”	the acronym for "Role-Based Access Controls", which is a policy-neutral access control mechanism defined around roles and privileges;
“Real-Time Reporting Service”	a business intelligence practice that consists of gathering up-to-the-minute data and relaying it to Authority users as it happens;
“Recording Service”	a solution that records any customer telephone conversation with the Authority;
“Release Levels”	refers to the current version of the relevant Software;
“Response Time”	the round trip time taken to process a message or request of the IT Environment and/or the Services, and shall be measured from the moment the last packet of data which relates to a particular message is received at the external interface of the IT Environment until a response is generated and the first block of data leaves the external interface (including, for the avoidance of doubt, the time taken for any necessary processing);
"RFC", “RFC7478”, “RFC8827”, “RFC8835”, “RFC3261”	Request for Comments (RFC) is a formal document from the Internet Engineering Task Force (IETF) that contains specifications and organizational notes about topics related to the internet and computer networking, such as routing, addressing and transport technologies. IETF is a

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	large international community that includes researchers, vendors, operators and network designers who are concerned about the internet's operation and evolution, and "RFC7478", "RFC8827", "RFC8835", "RFC3261" are particular examples of such RFCs;
"Risk Management"	the continuing process to identify, analyze, evaluate, and treat loss exposures and monitor risk control and financial resources to mitigate the adverse effects of loss;
"Root Cause Analysis"	the method used to identify the underlying cause of a Problem or Incident within the Supplier System and/or the underlying cause of a Performance Failure;
"Root CA"	a public key certificate that identifies a root certificate authority (CA);
"Root Cause Analysis Report"	reports that should be raised by the Supplier for every P1 Incident, P2 Incident and Major Incident and as required under Schedule 3 (<i>Performance Levels</i>) setting out the relevant Root Cause Analysis;
"RPA"	the acronym for "Robotic Process Automation", which is also known as software robotics, and uses automation technologies to mimic back-office tasks of human workers;
"SAML"	the acronym for "Security Assertion Markup Language", which is an XML-based open-standard for transferring identity data between two parties;
"Scripting Service"	assists Agents when dealing with customers by giving the Agent pertinent questions to ask in relation to the customer's call;
"Security Assurance Vulnerability Supplier"	a separate supplier who reviews the security of the Supplier System;
"Self-Administer"	the ability for the Authority to raise and implement a Service Request internally without Supplier intervention (and " Self-Administration " shall be construed accordingly);
"Self-Administered Service Requests"	any Service Request which can be Self-Administered in accordance with the requirements set out in this Schedule;
"Self-Serve"	actions undertaken by customers on Authority customer-facing systems;
"Service Availability"	has the meaning given in Paragraph 2 of Part B of Annex 1 to Schedule 3 (<i>Performance Levels</i>);
"Service Catalogue"	a defined list of: (i) Standard Service Requests; and

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	(ii) Non-Standard Service Requests, PWRs and CSRs that have a pre-defined price as set out in the Service Catalogue;
“Service Desk”	run by the Authority and aligned to the ITIL framework, a central point for the Supplier to contact the Authority;
“Service Fulfilment”	the process which enables Authority users to access the DWP Place Service Catalogue, in order to browse and request IT products and services, approve requests, place orders, track, monitor and confirm delivery of service;
“Service Line”	the naming convention given for a group of Agents’ and their specific skill sets. Customer calls are then routed appropriately based on these skill sets;
“Service Management Platform”	DWP Place;
“ServiceNow”	a cloud-based platform for automating IT management workflows. Known within the Authority as DWP Place;
“Service Request”	a request for a new IT service or a change to an existing service;
“Services”	has the meaning given in Schedule 1 (<i>Definitions</i>);
"SIP" or "Session Initiation Protocol"	is a signalling or transmission protocol that enables a phone system to transmit voice traffic over an internet connection instead of traditional phone lines;
“SIP INFO”	SIP method which provides additional optional information;
“SIP NOTIFY”	SIP method used to send notifications to a subscriber about a certain event or resource;
“SIPS”	is the acronym for "Session Initiation Protocol Secure", which is an encrypted version of SIP;
"SIP Trunking"	refers to the backbone of phone lines used by multiple users that connects to a telephone network, and "SIP Trunk" shall be construed accordingly;
“SIT”	the acronym for "Special Information Tone", which is an in-band international standard call progress tone consisting of three rising tones indicating a call has failed;
“SMAT”	Service Monitoring and Alarm Testing. More commonly known as operational readiness testing;
“SMS”	Short Message Service;
“Soak Testing”	a method of testing a system with a typical production load, over a continuous availability period, to validate

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	system behaviour under production use and " Soak Test " shall be construed accordingly;
" Softphone Telephony "	internet-based phone systems that can be used on any connected device. They allow Agents to make and receive phone calls via the internet without the need for dedicated hardware, and " Softphone " shall be construed accordingly;
" Software "	has the meaning given in Schedule 1 (<i>Definitions</i>);
" Software Level Matrix "	details of each item of Software or application and its relevant version level;
" Speech Analytics Service "	an application that is used to provide the exact reason for customers' calls by analysing the voice call, transcribing this into text and finally analysing the text for specific words and " Speech Analytics " shall be construed accordingly;
" Splunk Platform "	Software that helps capture, index and correlate real-time data in a searchable repository;
" SRA "	the acronym for "Strategic Reference Architecture", which is an Authority umbrella term for application, business, data and technical reference architectures. This "digital blueprint" provides a long-term view of how the Authority will grow and develop and creates a common approach to development;
" SRTP "	the acronym for "Secure Real-Time Transport Protocol", which is an extension of Real-time Transport Protocol (RTP) that features enhanced security measures;
" Staging Environment "	this environment is configured as a "close to" exact match (hardware, software, patching etc.) of the Production Environment all configured to the same level, although is not scaled to handle the production volumes. At the point code has reached a satisfactory state, with no open P1 Incidents or P2 Incidents, the release can be progressed into the Production Environment;
" Standard Change "	an Operational Change to a service or infrastructure for which the approach is pre-approved, relatively common and has an accepted established procedure to provide a specific Operational Change requirement;
" Standard IVR "	interaction capability with the customer using methods such as DTMF and / or ASR;
" Standard Service Request "	a low risk, low impact service request from the Service Catalogue requiring limited time and resource to implement. This would typically be raised on DWP Place, are pre-defined and approved workflows exist;
" Supervisor "	responsible for leading a team of Agents. Duties might include listening in on live calls, coaching and reviewing performance;

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“Supplier System”	has the meaning given in Schedule 1 (<i>Definitions</i>);
“Supplier Training Services”	the training methods provided by the Supplier to the Authority;
“Survey Service”	a tool to allow customers who contact the Authority to be transferred to a survey application after a call or a webchat where direct feedback regarding their experience can be captured, stored and analysed;
“Test Automation”	the use of software separate from the software being tested to control the execution of tests and the comparison of actual outcomes with predicted outcomes;
“Test Environment”	<p>when code is successfully passing unit tests and has been deployed to the Test environment it will undergo functional and non functional testing. As this environment is more representative of the Production Environment, additional defects are likely to be detected.</p> <p>Defects will be subject to investigation and re-testing by the Authority and Supplier teams within the Development Environment and repeated until the code successfully completes the Test phase. At this point the code can be considered for promotion into the Staging Environment;</p>
“Textphone”	a phone with a screen and a keyboard, designed for people with hearing problems;
“Textphone Solution”	a solution accessed via the Agent Desktop Client that allows Agents to take calls from the speech or hard of hearing community without the Agent requiring a physical device;
“Text-To-Speech” or “TTS”	technology that enables text to be converted into speech sounds imitative of the human voice;
“TLS 1.2”	is used by endpoint devices and applications to authenticate and encrypt data securely when transferred over a network;
“Training Plan”	a document that communicates to management and stakeholders details of the proposed training program;
“Train the Trainer”	a method on tutoring potential or existing Authority instructors so they can deliver training in their area of expertise in the most comprehensive, concise and cohesive way;
“Transition Plan”	as defined in Schedule 1 (<i>Definitions</i>);
“USB”	Universal Serial Bus;
“Virtual Agent Service”	a software program that provides automated customer service without the help of a human Agent by leveraging natural language processing and “Virtual Agent” shall be construed accordingly;

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“VPN”	Virtual Private Network;
“Voice Automation Service”	a capability that allows customers to obtain Authority support via voice commands and complete basic tasks and “Voice Automation” shall be construed accordingly;
“Voice Media”	the voice channel e.g. telephone call;
“Voice Recording”	the act of recording all of the voices in a phone conversation;
“Voice Recording Reviewer Service”	a service that gives the Authority the ability to search through voice recordings;
“WAN”	Wide-Area Network;
“Web Chat Application”	a text-based system that allows customers and Agents to communicate in real-time using easily accessible web interfaces, and “Web Chat” shall be construed accordingly;
“WebRTC”	Web Real-Time Communications;
“Word Error Rate (WER)”	Word Error Rate;
“WFM” or “Work Force Management”	a software solution that helps organisations streamline and automate the processes that manage workers' time, organise and deploy their labour force efficiently;
“Working Time Regulations”	The Working Time Regulations 1998, which states that employees cannot work more than 48 hours a week on average; and
“Wrap Code”	the code, which is selected by the Agent at the conclusion of the call that identifies the nature of the call.

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2 Introduction

- 2.1 The Department for Work and Pensions (referred to in this document as the **"Authority"** or **"DWP"**) is responsible for welfare, pensions, and child maintenance policy within the UK. As the UK's biggest public service department, it administers the State Pension and a range of working age and disability benefits to around 20 million UK citizens. These citizens, along with a variety of other user groups, e.g. users with power of attorney, responsible adults, legal representatives etc. (referred to in this document as **"Customers" or "customers"**) contact the Authority through the platform that is to be provided as part of the Services. The Authority is committed to doing everything it can to enhance the overall customer experience of our customers.
- 2.2 Customers calling from within the UK contact the Authority via free of charge Non-Geographic Numbers (NGNs) when wishing to start, validate or query their benefit claims. NGNs are answered by advisors within the Authority's Next Generation Contact Centre (NGCC) which is the largest platform of its kind across all UK Government Departments and is one of the largest in Europe. The current managed service solution for NGCC ensures that all the Authority's Business Groups can connect with and support customers from circa 200 locations, while also offering specialist services such as debt recovery and support for customers with complex needs.
- 2.3 The Authority's priorities include:
- 2.3.1 running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment;
 - 2.3.2 creating a fair and affordable welfare system which improves the life chances of children;
 - 2.3.3 delivering outstanding services to the Authority's customers; and
 - 2.3.4 deliver efficiently: transform the way we deliver our services to reduce costs and increase efficiency.
- 2.4 The Authority's public services include:
- 2.4.1 Job Centre Plus – helping people move from benefits into work, helping employers to advertise jobs;
 - 2.4.2 Carers and Disability – Carers and Attendance allowances, Disability Living allowance, Personal Independence Payment (PIP);
 - 2.4.3 The Pension service – State Pension, Pension Credit, Winter Fuel payment;
 - 2.4.4 Child Maintenance service – assisting where parents have separated; and
 - 2.4.5 Specialist services – card payments, debt recovery and support for more complex needs.

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- 2.5 The current platform is delivered on behalf of the Authority by BT. The need of customers to access the Authority's services is not negotiable. Therefore, this Contract enables the Authority to continue to deliver these services and that any transition from the current platform does not result in service failures across our contact centres. The Contact Centre Modernisation Programme's (CCMP) scope is to oversee the migration of contact centre services and associated integration products to the new platform and partner service provider.
- 2.6 CCMP is tasked with building a new platform to replace the current NGCC platform. This current platform is based on Genesys technology, specifically Genesys Engage v8.5 solution. The new platform will at least replicate the current contact centre capabilities and be the enabler for new features and capabilities once delivered. The new platform will ensure that c. 96m calls per annum from customers can be answered, but also enhances our ability to develop and deploy future solutions and improvements at pace which will reduce the Authority's costs, improve customer experience and modernise our services. The platform will be used by the Authority's 36,000 advisors and Supervisors working in 27 Business Groups from over 200 different locations.
- 2.7 The new platform that replaces the NGCC platform will be called the Digital Channels Contact Centre (DC3). The DC3 platform will be sized based on current understanding of future demand, expected customer interaction volumes and the need to offer user access to the NGCC platform from existing Authority contact centres, Authority offices, outsourcers and also for home-based workers.

3 Overview of the Services

- 3.1 This Programme is directly aligned to the Authority's strategy and departmental plans to transform our services and deliver an effective welfare system for customers when they need it, while reducing costs and achieving value for money for taxpayers.
- 3.2 These principles are:-
- 3.2.1 Where possible reuse existing investments in solutions and hardware.
 - 3.2.2 Should scale up and down as required.
 - 3.2.3 Must deliver no less than the capability we have today.
 - 3.2.4 Must accommodate future emerging technologies and be evergreen.
 - 3.2.5 Must align to Digital & DWP Strategy, whilst reflecting value for money.
 - 3.2.6 Must have the ability to expand to omni-channels and enable a single view of customer interactions.
 - 3.2.7 Optimise operational control for platform management, simple and medium complexity changes.

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- 3.3 The Authority needs to procure a cloud based omnichannel contact centre solution which must incorporate the standard inbound and outbound routing elements of a modern contact centre, future channel services, call recording and speech analytics.
- 3.4 CCMP requires a managed service from the Supplier.
- 3.5 By following a managed services approach, it will underpin the Authority's aims of:-
 - 3.5.1 Improving the quality of services delivered to operational groups, enabling operational targets and Performance Indicators to be met.
 - 3.5.2 Improving the delivery of public services by maintaining and improving the availability of services whilst reducing costs.
 - 3.5.3 Exploring the reduction in cost of public services through innovation schemes and more effective spend on innovative technologies.
 - 3.5.4 Continuing to meet regulatory requirements and accepted best practice for contact centres whilst also being capable of adapting to new policy and legislation.
 - 3.5.5 Delivery capability and infrastructure to avert service failure, access to services for customers will remain paramount.
- 3.6 The expectation through this managed service is that the Supplier will:-
 - 3.6.1 Engage in a strategic approach with the Authority.
 - 3.6.2 Support the implementation and smooth running of the new contact centre solution.
 - 3.6.3 Analyse processes against best industry practice.
 - 3.6.4 Provide a skills safety-net, and training, to increase the Authority's own capabilities.
 - 3.6.5 Enable the Authority to meet its legal, security and policy objectives.
 - 3.6.6 Provide a good return on investment.
- 3.7 The Supplier's main focus will be in providing support to the Authority's Digital Channel Contact Centre (DC3). However, the Authority requires a more dynamic approach to supporting the contact centre environment whereby collaboration between both Parties ensures fresh perspective on the services from the Supplier's own customer base experience and a focus on automated solutions to aid the Authority in their day-to-day activities.
- 3.8 As the Authority is made up of several separate Business Groups, a Transition Plan (which will form part of the overall Implementation Services) will be required from the Supplier to plan and describe the order and timescales for transitioning those Business Groups. Further details of the

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Implementation Plan and associated requirements can be found in Schedule 13 (*Implementation*).

- 3.9 Suitable and realistic timescales are required from the Supplier in their Transition Plan, which need to take account into account the Authority's transition date, with each Business Group, once transitioned, receiving up to 3 months of Early Life Support (dependent on the size and complexity of the Business Group).
- 3.10 This transition needs to be seamless so there is minimal impact on the customers which rely on the services, and the civil servants who support it.
- 3.11 Activities will include, but not be limited to:-
 - 3.11.1 Close supervision of the Business Group Agents at go-live.
 - 3.11.2 Feedback mechanism back into the build teams for refinement of the delivery.
 - 3.11.3 Refinement of the expected support processes (& Knowledge Management).
 - 3.11.4 Enhanced early monitoring.
 - 3.11.5 Scrutiny and refinement of the in-life Event Management thresholds.
 - 3.11.6 Incident Management and Problem Management.
 - 3.11.7 Early Life Support.
- 3.12 The Authority plans to operate a phased transition with the consideration of a small pilot Business Group as the initial proof of concept/pilot for core functionality. During the successive phases a different Business Group will be chosen as the next proof of concept/pilot. The expectation is that this will then increase in terms of complexity and size. The sequencing and potential groupings of the migration will be planned with the Supplier with consideration of:
 - 3.12.1 call volumes (not too large as a pilot group, ramping up in size);
 - 3.12.2 Agent numbers (not too large as a pilot group, ramping up in size);
 - 3.12.3 number of sites (not too large as a pilot group, ramping up in size);
 - 3.12.4 technically straightforward (e.g. not a Business Group with a complex customer telephony journey / routing within the IVR or between Business Group internal functions); and
 - 3.12.5 relative deployment simplicity.
- 3.13 Paragraphs 4 to 15 of this Schedule sets out the detailed scope and requirements relating to the Services to be provided by the Supplier.
- 3.14 The Authority's requirements for the Operational Services comprise of all of the requirements set out or referred to in Paragraphs 4 to 10 (inclusive) and

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12 to 13 (inclusive) of this Schedule, together with all other Authority Requirements set out in other parts of the Contract that relate to the Operational Services (including, but not limited to, as set out in Schedule 3 (*Performance Levels*)).

- 3.15 The Authority's requirements for the Implementation Services principally comprise of the requirements set out or referred to in Paragraph 11 of this Schedule, together with all other Authority Requirements set out in other parts of the Contract that relate to the Implementation Services (including, but not limited to, as set out in Schedule 13 (*Implementation Plan*)). The Supplier must also ensure that the requirements set out in the other Paragraphs of this Schedule are reflected and addressed in its performance of the Implementation Services so as to ensure that the new platform that is implemented following completion of the Implementation Services meets all of those requirements.
- 3.16 The Authority's requirements relating to Social Value comprise of the requirements set out or referred to in Paragraph 14 of this Schedule, together with all other Authority Requirements set out in other parts of the Contract that relate to Social Value (including, but not limited to, as set out in Schedule 3 (*Performance Levels*), Schedule 4 (*Standards*) and Schedule 33 (*DWP Additional Requirements*)).
- 3.17 The Authority's requirements for the Optional Services (where instructed by the Authority pursuant to Clauses 5.10 to 5.12 (*Optional Services*)) comprise of all of the requirements set out or referred to in Paragraph 15 of this Schedule, together with all other Authority Requirements set out in other parts of the Contract that relate to the Optional Services (including, but not limited to, as set out in Schedule 3 (*Performance Levels*)).
- 3.18 Each of the detailed requirements in Paragraphs 4 to 15 are marked as "Must", "Should" or "Could".
- 3.19 Where a requirement is marked as "Must", it reflects an essential requirement that must be addressed and reflected in the Supplier Solution and in the Services that are provided by the Supplier. Where a requirement is marked as "Should" or "Could", it reflects a requirement that the Authority wishes to see addressed and reflected in the Supplier Solution, but the Supplier will only be contractually obliged to meet that requirement in the performance of the Services if the Supplier has confirmed in the Supplier Solution that it will meet that requirement.
- 3.20 References to "Related Schedules" in Paragraphs 4 to 15 below are intended to identify certain Schedules that are of particular relevance, but such references (including, but not limited to, where a Paragraph is marked as "N/R") are not exhaustive, and the Supplier's duties to comply with the requirements set out in this Schedule are without prejudice to the Supplier's duties to provide the Services and otherwise perform its obligations under the Contract in accordance with all relevant terms of the Contract.
- 3.21 Without prejudice to the terms of Paragraph 3.19, the Supplier acknowledges and agrees that:

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- 3.21.1 all of the costs of performing the Implementation Services are included within the Milestone Charges set out in Schedule 15 (*Charges and Invoicing*); and
- 3.21.2 the costs of performing all of the Operational Services are included within the Service Charges set out in Schedule 15 (*Charges and Invoicing*). This includes, without limitation, the costs of delivering all Operational Changes, Service Requests, Self-Serve and Self-Administer items that are set out or referred to in this Schedule 2 (Services Description), with the exception of:
 - (a) any Standard Service Requests that the Authority has agreed require the Supplier to incur additional cost in order for the Supplier to implement/perform and that, in turn, the Authority has agreed will have an additional Charge expressly marked against them in the agreed Service Catalogue; or
 - (b) any PWRs, CSRs or Non-Standard Service Requests that are not covered in the Service Catalogue and the Authority has agreed need to be referred to the Change Control Procedure set out in Schedule 22 (*Change Control Procedure*).

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4 Solution

4.1 Core Contact Centre Architecture

4.1.1 Related Schedule: N/R

4.1.2 Detailed requirements:

Number	Requirement Type	Description	Priority
DES1	Non-functional	The Supplier System must be able to support approximately 90 million calls a year, then be scalable to increase/decrease in line with business requirements.	Must
DES2	Non-functional	The Supplier System must be capable of accommodating up to 35,000 configured user accounts with 17,000 concurrent users, then be scalable to increase/decrease in line with business requirements.	Must
DES3	Non-functional	The Supplier must ensure that the critical components of the Supplier System can support, at least, an N+1 redundancy within a data centre.	Must
DES4	Non-functional	The Supplier must ensure that the critical components of the Voice Recording platform can support, at least, an N+1 redundancy within a data centre.	Must
DES5	Non-functional	The Supplier System must provide the capability for graceful failover, and the service to continue to operate in the event of meteorological, geological, political and other disasters.	Must
DES6	Non-functional	The Supplier must ensure that the Supplier System runs efficiently and effectively on the Authority's standard desktop build both now and in the future as it evolves and consequently the applications should be end-user device and desktop independent.	Must
DES7	Non-functional	The Supplier must ensure that roadmaps are maintained for the full Supplier System and that there is a standard mechanism for: <ul style="list-style-type: none">• seeking the Authority input into future capability development;• publishing and discussing the roadmap; and• determining exploitation opportunities. The Authority also requires to be represented on and make use of any user communities or strategy/capability development bodies.	Must
DES8	Non-functional	The Supplier System must be designed to handle single application failures without any impact to the service, nor undocumented limitations to speed, capacity etc.	Must

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DES9	Non-functional	The Supplier must ensure that all Supplier System applications and GUIs are supported on Citrix.	Must
DES10	Non-functional	The Supplier must ensure all data accesses, retrieval or update, shall be resilient to both transactional and end to end system failure. Data integrity shall be maintained i.e. committed transactions should neither duplicate nor lose data.	Must
DES11	Non-functional	The Supplier must be responsible for the development of systems and processes required for maintaining the operation of the Services.	Must
DES12	Non-functional	The Supplier must ensure that the Supplier System conforms to applicable WebRTC RFC's e.g. RFC7478, RFC8827, RFC8835.	Must
DES13	Non-functional	The Supplier must ensure that the Supplier System conforms to RFC3261 and other applicable RFCs.	Must
DES14	Non-functional	The Supplier System must allow for maintenance role profiles for colleagues who need to access the platform to perform system checks and/or fixes to the relevant components.	Must
DES15	Non-functional	The Supplier must ensure that the Supplier System is encrypted at rest and in transit. The underlying storage must also be encrypted.	Must
DES16	Non-functional	The Supplier must ensure they are compliant with the Authority's wishes to use their own certificates in a BYOK (Bring Your Own Key) model.	Must
DES17	Non-functional	The Supplier must work with other Authority suppliers as required to achieve the end-to-end Target Performance Levels for the Services.	Must
DES18	Non-functional	The Supplier System should be cloud based and geo-located onshore within the United Kingdom.	Should
DES19	Non-functional	The Supplier should produce, maintain, and share throughout the lifetime of the Contract a live services manual that documents live configuration of the end-to-end integrated Services, enabling the Authority to understand and operate the Services.	Should
DES20	Non-functional	The Supplier System should be hosted geographically in UK data centres radially distanced, typically at least 40km from each other ensuring there is no shared infrastructure e.g., circuits, ducting, higher order mux, power supplies and feed etc.	Should
DES21	Non-functional	The Supplier should provide all relevant information required to enable end-to-end systems transaction processing measurements to be produced.	Should
DES22	Non-functional	The Supplier System error/informational warnings should be in plain English so that end users easily understand what the issue is and the actions that they need to take. Likewise, they are created to each specific error instance so if these need to be captured and relayed on to support teams then they are clear and allow them to take the appropriate action.	Should

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DES23	Non-functional	The Supplier should ensure that if certain agreed applications are unavailable (either planned or unplanned) a suitable error message be displayed to the Authority, advising them of the current position, actions to take and expected downtime.	Should
DES24	Non-functional	The Supplier System should comply with the Authority's preferred policy of blocking all 3 rd party cookies.	Should
DES25	Non-functional	<p>The Supplier should ensure in the event of a component failure the time for replacement components to be brought online to restore service should be minimised. For the purposes of this requirement the following shall apply:</p> <ul style="list-style-type: none"> • Cold Standby – Where a component and the server it runs on is shutdown and hence a “substantial” amount of time (the definition of substantial being as agreed between the Parties from time to time in respect of the relevant component) will be required for a component to start up and take over the running of the item it is replacing. Manual intervention is probably required. • Warm Standby – Where a component is up and running but still some time will be required for it to take over operation of the item it is replacing. In addition, some manual intervention may be required e.g. setting configuration. • Hot standby – Where a component is up and running and pre-configured to automatically take over. 	Should

Number	Requirement Type	Description	Priority
DES26	Functional	The Supplier System must support persistent “nailed-up connection” for Agents where it maintains an extended telephone call with the Agent.	Must
DES27	Functional	The Supplier System must transcode attachments i.e. convert to an alternative format e.g. MS Word to PDF to disrupt introductions of macros etc.	Must
DES28	Functional	The Supplier must ensure the Supplier System is compatible with the Authority's existing commonly used headsets. These include but are not limited to the Poly (formerly Plantronics) Savi 7200 range, the Poly EncorePro range and the Jabra BIZ 2400 D.	Must
DES28	Functional	The Supplier should ensure the Supplier System does not tie the Authority into the use of any particular Browser application and should be compatible with current versions of Chrome, Edge, Safari, or Firefox.	Should

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4.2 **Session Border Controllers (SBC)** are advanced voice traffic management devices. SBCs act as a single network management solution that addresses all security and application concerns.

4.2.1 Related Schedule: N/R

4.2.2 Detailed requirements

Number	Requirement Type	Description	Priority
SBC1	Functional	The Supplier must provide SBCs that, in the event of failure, ensure that conversations already in progress continue.	Must

Number	Requirement Type	Description	Priority
SBC2	Non-Functional	The Supplier must ensure that the SBCs have sufficient capacity to handle the required number of calls and required number of encrypted sessions.	Must
SBC3	Non-Functional	The Supplier must provide physical SBCs that are able to handle the required call volumes.	Must
SBC4	Non-Functional	The Supplier must provide SBCs that are able to handle the required call arrival rate.	Must
SBC5	Non-Functional	The Supplier must ensure that the SBCs be installed in a resilient and redundant fashion.	Must

4.3 **Session Initiation Protocol (SIP) Trunking** – SIP is a signalling or transmission protocol that enables a phone system to transmit voice traffic over an internet connection instead of traditional phone lines. SIP Trunking refers to the backbone of phone lines used by multiple users that connects to a telephone network.

4.3.1 Related Schedule: N/R

4.3.2 Detailed requirements:

Number	Requirement Type	Description	Priority
SIP1	Functional	The Supplier must ensure there shall be 20,000 trunks into each data centre, these shall be configured as an active-active environment.	Must

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SIP2	Functional	The Supplier must ensure that Call Line Identification (CLI) must be delivered using E164 number format.	Must
SIP3	Functional	The Supplier must ensure the SIP Trunk service supports the passing of data between the PSTN and the platform for items such as CLI, DNIS, etc.	Must
SIP4	Functional	The Supplier must ensure the SIP Trunks support all emergency services, e.g, 999 etc.	Must

Number	Requirement Type	Description	Priority
SIP5	Non-Functional	The Supplier must ensure that each data centre is provisioned with a resilient SIP Trunk, able to carry 20,000 SIP channels.	Must
SIP6	Non-Functional	The Supplier must ensure the bearers that will be delivered into each data centre have sufficient capacity to carry an additional 5000 channels without the provision of a new bearer circuit.	Must
SIP7	Non-Functional	There must be sufficient interconnect capacity between the Supplier and the Authority's telephony network provider to allow unimpeded flow of calls between the network provider and the Supplier even in the event of an interconnect path failing or degrading.	Must
SIP8	Non-Functional	The Supplier must ensure the underlying bearer technology necessary to transport the full production SIP channel sizing is delivered and configured within the data centres as part of the initial build of the service.	Must
SIP9	Non-Functional	The Supplier must ensure that 200 channels be provisioned for the non-production environment as part of the initial build of the service.	Must
SIP10	Non-Functional	The Supplier must ensure the SIP channel service and underlying access circuits be capable of increasing from 20000 to 25000 resilient channels into each data centre. (i.e. 50k total).	Must
SIP11	Non-Functional	The Supplier must ensure the SIP channel service and underlying access circuits be capable of decreasing from 20000 to 15000 resilient channels into each data centre. (i.e. 20k total).	Must
SIP12	Non-Functional	The Supplier must ensure the SIP channels support transport of DTMF, via SIP INFO, SIP NOTIFY, In Band and RFC2833/RFC4733.	Must
SIP13	Non-Functional	The Supplier must ensure SIP channels service support high quality CODECS such as G711, OPUS, iLBC, etc. and transcoding between them.	Must
SIP14	Non-Functional	The Supplier must ensure where the SIP channel service uses WebRTC the payload must be encrypted along with any signalling data.	Must
SIP15	Non-Functional	The Supplier must ensure where the SIP channel service uses WebRTC the core platform must "proxy" the end-to-end data streams so that neither the calling party, called party, or the core platform has its TCP IP addresses exposed.	Must

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SIP16	Non-Functional	The Supplier must ensure the SIP channel service should support use of secure protocols e.g. SIPS (Secure SIP) and SRTP (Secure Real-Time Transport Protocol).	Must
SIP17	Non-Functional	The Supplier must ensure there are sufficient geographic dialling codes (5000 per data centre location).	Must
SIP18	Non-Functional	The Supplier should ensure production SIP Trunks be provisioned to deliver and terminate into the UK based data centres as required.	Should

4.4 Voice Media

4.4.1 Related Schedule: N/R

4.4.2 Detailed requirements:

Number	Requirement Type	Description	Priority
VM1	Functional	The Supplier System must provide the capability for Agents to make, receive, control and end voice sessions using Voice Media.	Must
VM2	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Make call	Must
VM3	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Answer call	Must
VM4	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Clear call	Must
VM5	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Hold call	Must
VM6	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Call forwarding – busy / no answer / all calls	Must
VM7	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Warm transfer	Must
VM8	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Cold transfer	Must
VM9	Functional	The Supplier System shall ensure that Voice Media provides standard telephony features including, but not limited to: Call park and retrieve	Must

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VM10	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Call pickup	Must
VM11	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Multi-Party conferencing. This must cater for up to 5 parties in a call.	Must
VM12	Functional	The Supplier System must ensure that Voice Media provides standard telephony features including, but not limited to: Caller ID presentation	Must
VM13	Functional	The Supplier System must ensure Calling Line Identity (outbound CLI) enables the option to present an agreed geographic or non-geographic presentation number to the person called. Number assignment to be based on, but not limited to: <ul style="list-style-type: none"> • Service Line or associated skill group • Individual Agent • Outbound campaign (under outbound services) • Business Group(s) • Default (non assigned) 	Must
VM14	Functional	The Supplier System must ensure that emergency calls (999, 112) shall provide access to the public emergency services, under normal operation.	Must
VM15	Functional	The Supplier must ensure that the Supplier System works with the existing Authority's solution for payments i.e., PCI Pal.	Must
VM16	Functional	The Supplier must ensure that the Supplier System works with the existing Authority's solution for translation services i.e., DA Language.	Must
VM17	Functional	The Supplier System should ensure that emergency calls (999, 112) shall have, where possible the approximate geographic location reported to the emergency services.	Should

Number	Requirement Type	Description	Priority
VM18	Non-Functional	The Supplier must ensure that they can calculate and report on Voice Quality Mean Opinion Score (MOS) as per the relevant Performance Indicators in Schedule 3 (<i>Performance Levels</i>), Part A of Annex 1, Paragraph 1.	Must
VM19	Non-Functional	The Supplier should ensure that they can calculate and report on Conversational Quality (MOS-CQ) or MOS – LQ and delay, estimated on actual live call data collected at a Softphone level. Such reporting shall be achievable to a granular endpoint device level.	Should

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4.5 Dial Plan and Number Management

4.5.1 Related Schedule: N/R

4.5.2 Detailed requirements:

Number	Requirement Type	Description	Priority
DPN1	Non-functional	The Supplier must maintain the Supplier System in accordance with the Authority's voice dial and numbering plan (which contains the Authority site access codes, extension number ranges and DDI numbers).	Must
DPN2	Non-functional	The Supplier must ensure that the numbering plan shall be applied to all Authority personnel/sites operating contact centre services.	Must
DPN3	Non-functional	The Supplier must provide detailed information to the Authority on how the numbering plan shall require to be managed during transition when not all Authority sites/staff have been converted.	Must

4.6 Outbound Voice – provides an automated outbound calling capability to customers where debt or payments need to be collected. Customer contact numbers are fed into a 'calling list', automatically dialled and delivered to Agents when someone answers the call. This provides the Authority with a very efficient dialling capability by only connecting calls to Agents when a live person is reached and not a voice mail or busy tone.

4.6.1 Related Schedule: N/R

4.6.2 Detailed requirements:

Number	Requirement Type	Description	Priority
OBV1	Functional	The Supplier must provide a proactive outbound dialler solution.	Must
OBV2	Functional	The outbound dialler Supplier System must be OFCOM compliant and ensure the Authority adheres to OFCOM regulations in relation to the use of automated outbound dialler Supplier Systems and silent calls. OFCOM regulations must be applied to, and be complied with, in the Services in their entirety.	Must

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OBV3	Functional	The Supplier System must provide the capability to exclude customers from being called by the outbound dialler. This shall be based on either customer account or phone number and should be set by campaign or globally for the entire service.	Must
OBV4	Functional	The Supplier System must be able to detect tones where the person has not answered the call e.g., busy tone, voicemail, SIT i.e., a call should be sent to an Agent only when a person answers the call.	Must
OBV5	Functional	The Supplier System must enable the Authority to add, amend and delete outbound dialling campaigns, as well as associate the campaign with the appropriate dialling list(s). The dialling campaign shall include the following configurable elements: <ul style="list-style-type: none"> • Mode: progressive, preview etc. For preview dialling, this should include a timeout option whereby the contact is automatically dialled once the timer expires; there should be an option for the Agent to accept the contact prior to the timer expiring, or when in preview mode and no timeout has been set. There should be an option to configure whether the Agent hears the call progress analysis of the dial and for the Agent to determine the next action based on the outcome of the dial. 	Must
OBV6	Functional	The Supplier System's campaign tool must provide a real-time & Historical Reporting Suite for outbound campaign performance.	Must
OBV7	Functional	The Supplier must ensure the outbound Supplier System is capable of operating: <ul style="list-style-type: none"> • Predictive Dialling Mode with Blending and Without Blending capability; and • Enables a group of Agents to be automatically presented with a dialler initiated outbound call dependent upon predicted availability. Without the selection of the outbound (Blending) service, Agents shall only be able to handle outbound calls or inbound calls but not both. Where Blending operation is configured, predicted status shall take account of priority settings within the central routing and queuing. 	Must
OBV8	Functional	The Supplier must ensure that the outbound Supplier System can utilise solutions such that Agents can handle a mixture of inbound or outbound calls according to the Authority defined business strategies (e.g. Blending).	Must
OBV9	Functional	The Supplier must ensure that the outbound Supplier System can utilise individual Agent profile definition in the allocation of Agent outbound capability.	Must
OBV10	Functional	The Supplier must ensure that the outbound Supplier System can have a "do not dial list" for an indefinite period and this can be across all campaigns and systems.	Must
OBV11	Functional	The Supplier must ensure that the outbound Supplier System can provide for the creation and management of campaigns and scripting by non-technical intuitive tools sets integrated into control and supporting:	Must

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		<ul style="list-style-type: none"> List import, having the ability to add data to the system telling the dialler which people to contact. This data may be a simple list of names and telephone numbers but is more likely to contain additional information to support targeting and multimedia contact. 	
OBV12	Functional	The Supplier System should provide APIs to enable and support integration of the outbound dialler solution into the Authority preferences. This component among other things stores telephone numbers e.g. for outbound dialler calls.	Should
OBV13	Functional	The Supplier System should provide the Authority with ability to securely upload files which are to be loaded to the dialler for outbound calling. Files will be sent from various sources relating to the campaign for which it would be used.	Should
OBV14	Functional	The Supplier System should have the ability to link telephone numbers back to a single customer e.g. a customer may have a home number, work number or mobile number.	Should
OBV15	Functional	The Supplier System should accommodate up to 10 customer phone fields per customer record, with the ability to prioritise phone number fields.	Should
OBV16	Functional	<p>The Supplier System should ensure the outbound dialling campaign includes the following configurable element:</p> <ul style="list-style-type: none"> campaign pacing. 	Should
OBV17	Functional	<p>The Supplier System should ensure the outbound dialling campaign includes the following configurable element:</p> <ul style="list-style-type: none"> campaign CLI. 	Should
OBV18	Functional	<p>The Supplier System should ensure the outbound dialling campaign includes the following configurable element:</p> <ul style="list-style-type: none"> campaign schedule. 	Should
OBV19	Functional	<p>The Supplier System should ensure the outbound dialling campaign includes the following configurable element:</p> <ul style="list-style-type: none"> campaign outcomes/dispositions. 	Should
OBV20	Functional	<p>The Supplier System should enable the Authority to add, amend and delete outbound dialling campaigns, as well as associate the campaign with the appropriate dialling list(s). The dialling campaign should include the following configurable elements:</p> <ul style="list-style-type: none"> Destination: based on the outcome of the dial the campaign should be configured to either pass the call to an Agent, a recorded message, an IVR, invoke a retry strategy, or close the contact. 	Should
OBV21	Functional	The Supplier System should ensure the associated customer data within the dialler records must be passed with the call to support Agent screen-pops or to be used within an IVR/Voice Automation Text-to-Speech services.	Should

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OBV22	Functional	The Supplier System should provide the Authority with the ability to add, amend and delete various dialling retry strategies to maximise outbound contact and efficiency, and to associate these with the relevant campaigns/lists. This should include a number of timed retries against specific outcomes (e.g. busy – retry every 5 minutes for a maximum of 5 attempts) then either switch numbers or close the contact. There should be a maximum number of retries set against the customer record across all phone numbers. In addition to retries, the service should provide Agents with the option to reschedule calls, either to the same number, another number on record, or a new number provided, for a specific date and time.	Should
OBV23	Functional	The Supplier System should enable the Authority to add, amend, copy and delete outbound CTI screen-pop configuration for each dialler campaign. This capability should provide a GUI to allow the Authority to define the layout, both in terms of design and content, and what customer data entities from the dialling list to include within the outbound screen-pop. There should be the capability of including several optional controls to support managing the call e.g. buttons to transfer the call to a recorded announcement or an IVR service, as well as any additional HTML/CSS/JavaScript deemed appropriate by the Authority.	Should
OBV24	Functional	The Supplier System should enable the Authority to generate end of day dialler due diligence file(s) to update the Authority source systems with the result of outbound dialler calls.	Should
OBV25	Functional	the Authority should be able to associate Agents with the relevant campaigns based on their skills. Multiple campaigns must be able to run simultaneously.	Should
OBV26	Functional	The Authority should have the ability to add, amend and delete which outbound due diligence files are generated.	Should
OBV27	Functional	The Authority should have the ability to add, amend and delete the scope of customer records included within the outbound due diligence file e.g. linked to specific start of day files and specific campaigns.	Should
OBV28	Functional	The Authority should have the ability to add, amend and delete the dialler results to include within the Outbound due diligence files e.g. any bad numbers identified (from the start of day tidy process and from an actual dial), abandoned calls, or any other specific dialler or Agent outcomes deemed in scope by the Authority.	Should
OBV29	Functional	There should be the control for the Authority to schedule the automated creation of the end of day outbound due diligence files at specific times to support system batch processes; these can be different times on different days and can change on public holidays.	Should
OBV30	Functional	The Supplier System should enable the Authority to configure a maximum abandoned rate on predictive and progressive.	Should

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OBV31	Functional	The Supplier System should enable the Authority to create campaign templates or copy existing campaigns to enable quick configuration of new campaigns.	Should
OBV32	Functional	The Supplier System should enable the Authority to flush (purge / cleanse) inactive campaigns as well as active campaigns (with live Agents currently associated with the active campaign).	Should
OBV33	Functional	The Supplier System should enable the Authority to restore flushed campaigns.	Should
OBV34	Functional	The Supplier System should enable the Authority to append dial lists for active and inactive campaigns.	Should
OBV35	Functional	The Supplier System should enable the Authority to move cases to another campaign.	Should
OBV36	Functional	The Supplier System should enable the Authority to filter dial lists based on values held in the dial list records and prioritise them for contact e.g. to prioritise large debts first.	Should
OBV37	Functional	The Supplier System should enable the Authority to prioritise outbound campaigns over inbound calls.	Should
OBV38	Functional	The Supplier System should enable the Authority to extract dial lists from active and inactive campaigns for analysis e.g. to analyse outcomes against each outbound record, identify which Agent completed actions against a case and identify incomplete cases that can be issued out to Agents to be worked manually.	Should
OBV39	Functional	The Supplier System should provide real-time data which will allow the Authority to track campaign progress including percentage of campaign completed, outcomes / dispositions, contacted cases, pending cases, active Agents, estimated time to campaign completion, abandoned percentage and right party connects.	Should
OBV40	Functional	The Supplier System should provide Agents with the ability to re-schedule calls on outbound campaigns. Agents should be able to schedule same day call backs with ability to set the time or set future day calls backs with the ability to set date and time.	Should
OBV41	Functional	The Supplier System should provide the capability for the Authority to define different CLI and for these to be presented to customers when making outbound calls. The Authority should be able to define the outbound calls CLI in relation to the following groups: outbound dialler campaign; Agent skill grouping; and Agent.	Should
OBV42	Functional	The Supplier should ensure the outbound Supplier System shall be capable of operating Preview Dialling Mode with Blending and Without Blending capability. This enables the Agent to request and review a record before initiating the call. Without the selection of the outbound (Blending) service, Agents shall only be able to handle outbound calls or inbound calls but not both.	Should

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OBV43	Functional	The Supplier should ensure that the outbound Supplier System can import calling lists from the Authority systems, whilst other calling lists are being executed. Formats for imported lists to include but are not limited to CSV (Comma-separated values file).	Should
OBV44	Functional	The Supplier should ensure that the outbound Supplier System can enable the definition of treatments, including scheduling re-calls, for unsuccessful calls on each calling list.	Should
OBV45	Functional	The Supplier should ensure that the outbound Supplier System can provide the ability to group calling lists into campaigns for outbound dialling.	Should
OBV46	Functional	The Supplier should ensure that the outbound Supplier System can provide the ability to create campaign sequences and automatic Agent assignment to campaigns according to predefined thresholds.	Should
OBV47	Functional	The Supplier should ensure that the outbound Supplier System can provide the ability to support multiple campaigns, with multiple separate data feeds simultaneously providing calling lists without degradation of service performance.	Should
OBV48	Functional	The Supplier should ensure that the outbound Supplier System can provide for the creation and management of campaigns and scripting by non-technical intuitive tools sets integrated into control and supporting: • List validate, including the ability to cross-check data to remove duplicate data, to remove invalid records and cross-check against “Do not call” and other preference records.	Should
OBV49	Functional	The Supplier should ensure that the outbound Supplier System can provide for the creation and management of campaigns and scripting by non-technical intuitive tools sets integrated into control and supporting: campaign flow (determining how attempts are made); retry options; rescheduling; and alternate communications options (send a text message or email).	Should
OBV50	Functional	The Supplier should ensure that the outbound Supplier System treats all Agents involved in calling campaigns at any one or more sites as one “virtual” pool of resources or as segregated resources.	Should
OBV51	Functional	The Supplier should ensure that the outbound Supplier System can provide for the creation and management of campaigns and scripting by non-technical intuitive tools sets integrated into control and supporting: Data targeting, the ability to control which calls are made when to maximise decision-maker contact rates, examples to include: • prioritising high-value contact; • calling timing based on demographic; and • geographic activity awareness.	Should

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OBV52	Functional	The Supplier should ensure that the outbound Supplier System can provide functionality within the Agent Desktop Client to allow the Authority to cancel records dynamically from an active call list, according to rules set down by the Authority. This facility to be available to Agents and Supervisors.	Should
OBV53	Functional	The Supplier should ensure that the outbound Supplier System can, where configured by the Authority, automatically dial the next contact number in the Authority call list upon no answer on an outbound call.	Should

4.7 Multi-Media Outbound

4.7.1 Related Schedule: N/R

4.7.2 Detailed requirements:

Number	Requirement Type	Description	Priority
MMO1	Non-functional	The Supplier should Authority plan, design, install, test and provide all infrastructure required to provide functionality to allow Agents to make multimedia outbound contacts. This should include all physical infrastructure, licenses and software as necessary.	Should
MMO2	Non-functional	The Supplier should ensure that the multimedia outbound service is capable of supporting all appropriate interaction types including, but not limited to email and SMS.	Should
MMO3	Non-functional	The Supplier should ensure the multimedia outbound service should make use of the existing Authority notification service.	Should

Number	Requirement Type	Description	Priority
MMO4	Functional	The Supplier should ensure that the multimedia outbound solution is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
MMO5	Functional	The Supplier should ensure the multimedia outbound solution is fully integrated with the Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should

4.8 Web Chat Support

4.8.1 Related Schedule: N/R

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4.8.2 Detailed requirements:

Number	Requirement Type	Description	Priority
WCS1	Non-Functional	The Supplier must plan, design, install, test and provide all infrastructure required to provide functionality to allow Agents to receive, initiate and interact with Web Chat conversations. The Supplier must include all physical infrastructure, licenses and software as necessary. This would also apply for any integration with an externally sourced Web Chat application or service.	Must

Number	Requirement Type	Description	Priority
WCS2	Functional	The Supplier System must provide a Web Chat Application. It would be used as an option, where there are sufficient Agents, for the customer to be able to use when looking at the contact information displayed for a particular Authority webpage. The Agent Desktop Client would need to be set up to allow for both calls and Web Chat. The Agent skillset would need to be configured to allow calls and Webchat.	Must
WCS3	Functional	The Supplier must ensure that, in support of the Web Chat Application, the features of the Agent Desktop Client (Agent Desktop Client: Standard Agent and Agent Desktop Client: Supervisor) provided by the Supplier as part of the Supplier System include, but are not limited to: <ul style="list-style-type: none">• Answer;• Transfer;• Hang Up; and• Conference.	Must
WCS4	Functional	The Supplier must ensure that the Web Chat Application is compliant with applicable accessibility standards and ensure that these standards are incorporated in any future developments.	Must
WCS5	Functional	The Supplier must ensure that the use of the Web Chat Application does not require the customer to download any specific software in order to initiate and interact in a Web Chat session.	Must
WCS6	Functional	For the Authority to optimise the customer experience the Supplier System should have the capability to integrate with different available channels, possibly on different vendor platforms. The customer, along with any context gathered, should be passed from the source platform to the target platform on the appropriate channel, to support a seamless customer experience. For example, a voice customer has been identified and their intent established but are currently	Should

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		waiting in a long queue, the Authority may decide to push this interaction to Web Chat where there is availability, so the relevant information and context is passed to enable a Web Chat session to be initialised.	
WCS7	Functional	The Supplier should ensure the Web Chat Application is fully integrated with the Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should
WCS8	Functional	The Supplier should ensure that the Web Chat Application is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
WCS9	Functional	The Supplier should ensure that an Agent is able to transition between omni-channels.	Should
WCS10	Functional	The Supplier should ensure that, in support of the Web Chat Application, the Agent Desktop Client can select from a library of standard responses and response templates to be inserted into a Web Chat reply. Responses should be suggested to the Agent based on the category of the incoming Web Chat. Responses and templates shall include, but not be limited to, fields to allow personalisation of the response, to include but not limited to, customer name and Agent name	Should
WCS11	Functional	The Supplier should ensure the Web Chat Application enables Web Chat interactions to be proactively offered to customers. Proactive Web Chat interactions shall be offered based upon the behaviour of the customer on the Authority web site including, but not limited to, repeated visits to the same page, extended periods of time viewing the same page, exiting an incomplete web form.	Should
WCS12	Functional	The Supplier System should provide the Authority with the ability to define and implement the rules to determine when a proactive Web Chat interaction will be offered to the customer.	Should
WCS13	Functional	The Supplier System should ensure that, in support of the Web Chat Application, the features of the Agent Desktop Client: Supervisor provided by the Supplier as part of the Supplier System include, but are not limited to: <ul style="list-style-type: none"> • Monitor; • Coaching; • Intrude; and • Take Over. 	Should
WCS14	Functional	The Supplier should ensure that information regarding the customer's session with the Authority web site, prior to requesting a Web Chat, shall be passed with the Web Chat request to the routing and queuing mechanism.	Should
WCS15	Functional	The Supplier should ensure that data received with the Web Chat request shall be used to determine or influence the routing rule(s) used by the routing and queuing mechanism to handle that Web Chat request.	Should

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WCS16	Functional	The Supplier System should ensure that information regarding the customer's session with the Authority web site, prior to requesting a Web Chat can be passed to and displayed in the Agent Desktop Client.	Should
WCS17	Functional	The Supplier System should ensure that the Web Chat Application is capable of presenting Agents with a minimum of 4 simultaneous Web Chat sessions.	Should
WCS18	Functional	The Supplier System should ensure that a transcript of each Web Chat interaction with the customer is stored in the contact history repository and accessible to the Authority.	Should
WCS19	Functional	The Supplier System should allow the customer to perform a download of the Web Chat interaction should they require.	Should
WCS20	Functional	The Authority should be able to email the Web Chat interaction upon the customer's request.	Should

4.9 Omni-Channel Support

4.9.1 Related Schedule: N/R

4.9.2 Detailed requirements:

Number	Requirement Type	Description	Priority
OCS1	Functional	The Supplier System should be compatible with emerging web standards for voice, video and text-based messaging, and be capable of processing customer contact carried over these protocols.	Should
OCS2	Functional	For the Authority to optimise the customer experience the Supplier System should have the capability to integrate with different available channels, possibly on different vendor platforms. The customer, along with any context gathered, should be passed from the source platform to the target platform on the appropriate channel, to support a seamless customer experience. For example, a voice customer has been identified and their intent established but are currently waiting in a long queue; the Authority may decide to push this interaction to Web Chat where there is availability, so the relevant information and context is passed to enable a Web Chat session to be initialised.	Should
OCS3	Functional	The Supplier should ensure that an Agent is able to transition between omni-channels i.e turn a webchat into a voice call and vice versa.	Should

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4.10 Central Configuration and Control

4.10.1 Related Schedule: N/R

4.10.2 Detailed requirements:

Number	Requirement Type	Description	Priority
CCC1	Functional	The Supplier System must ensure the Central Configuration and Control shall combine and integrate management and administration of all core Supplier System functionality by an operational hierarchy and business logic.	Must
CCC2	Functional	The Supplier System must ensure the Central Configuration and Control shall combine and integrate management and administration of all core Supplier System functionality by technology components and service entities.	Must
CCC3	Functional	The Supplier System must support a hierarchical model to differentiate between normal elevated users who have access to their business area and "Super Admins" who have full access.	Must
CCC4	Functional	The Supplier System must have RBAC (role-based access controls) that prevents unauthorised access and profile management (defined functionality per user), that can be segregated by directorate. This will include a top-level view to consolidate reports across the Authority.	Must
CCC5	Functional	The Supplier System must allow business administration of configuration changes via a Graphical User Interface with appropriate supplier support as needed. This will support a "go back" feature incorporating version control to go back to any previous configuration to enable swift recovery of services if a configuration error occurs.	Must
CCC6	Functional	The Supplier System should provide Central Configuration and Control comprising a single logical mechanism for the integrated management of the end-to-end customer interaction	Should
CCC7	Functional	The Supplier System should ensure the Central Configuration and Control is integrated with and supports operational administration of the entire core Supplier System providing: <ul style="list-style-type: none">• Usage tracking and billing capabilities;• Visual cross service call flow designer;• Full core Supplier System administration and provisioning;• 3rd party integration capabilities;	Should

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		<ul style="list-style-type: none">• Secure auditable change activity;• Rollback functionality; and• A range of functionality and operationally oriented administration tiers.	
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Number	Requirement Type	Description	Priority
CCC8	Non-Functional	The Supplier System must allow authorised users to view and amend the levels of access that standard users have to the Supplier System that is Self-Administer and easily accessible.	Must
CCC9	Non-functional	The Supplier System must provide a business continuity capability that will make it easy to rapidly provision new sites for customer contact and business groups as and when required.	Must
CCC10	Non-functional	The Supplier System should have Mass Import / Export capabilities for SAP, ORACLE, MSSQL (utilising ODBC, JDBC etc.)	Should

4.11 **Agent Desktop Client** – A unified advisor desktop for Agents to handle all interactions, voice and other channels.

4.11.1 Related Schedule: N/R

4.11.2 Detailed requirements:

Number	Requirement Type	Description	Priority
AGD1	Functional	The Supplier System must be configurable to have the ability to allow voice interactions to be answered manually when delivered to an Agent.	Must
AGD2	Functional	The Supplier System must be configurable to allow an Agent to extend their after-call work period manually.	Must
AGD3	Functional	The Supplier System must be configurable to allow an Agent to be automatically put into an after-call work state at the end of a voice interaction. After this period the Agent will automatically be placed into a "Ready" state. This needs to be configurable on a duration basis, and by Service Line.	Must
AGD4	Functional	The Supplier System must be configurable to allow an Agent to have the ability to initiate outbound (non-dialler) calls.	Must

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AGD5	Functional	The Supplier System must be configurable to allow an Agent to place an inbound voice interaction on hold and retrieve it.	Must
AGD6	Functional	The Supplier System must be configurable to allow an Agent to have the ability to transfer voice interactions. Examples include, but are not limited to, internal Agents, queues, and external to third parties such as a local authority.	Must
AGD7	Functional	The Supplier System must be configurable to allow an Agent to have the ability to place themselves into a "Ready" state.	Must
AGD8	Functional	The Supplier System must be configurable to allow an Agent to have the ability to initiate a consultation, i.e. a call with a 3 rd party, Agent or otherwise, yet not transfer the original call.	Must
AGD9	Functional	The Supplier System must be configurable to allow (or restrict) an Agent's ability to make international calls.	Must
AGD10	Functional	The Supplier System must be configurable to allow an Agent to be able to manually select After Call Work (ACW) following an inbound or outbound voice interaction.	Must
AGD11	Functional	The Supplier System must be configurable to allow an Agent to be able to send DTMF tones via any applicable SIP transport mechanism.	Must
AGD12	Functional	The Supplier System must be configurable to allow an Agent to be able to set call outcome codes against the interaction.	Must
AGD13	Functional	The Supplier System must be configurable to allow an Agent to be automatically put back into a Ready state from an after-call work state. This needs to be configurable on a duration basis, and by Service Line.	Must
AGD14	Functional	The Supplier System must be configurable to allow an Agent to place an outbound voice interaction on hold and retrieve it.	Must
AGD15	Functional	The Supplier System must be configurable to allow an Agent to initiate a conference where a third party (such as, but not limited to, an interpreter) can join the call.	Must
AGD16	Functional	The Supplier System must be configurable to allow an Agent to make an outbound (non-dialler) call from the Agent Desktop Client online with class of service settings for that Agent or Agent group.	Must
AGD17	Functional	The Supplier System must be configurable to allow voice calls that are not answered to be placed back in the original delivery queue.	Must
AGD18	Functional	The Supplier System must allow an Agent to transfer an interaction to an alternative Agent along with any applicable attached data e.g. context.	Must
AGD19	Functional	The Supplier System must be configurable to prevent an Agent from being allowed to make premium rate calls.	Must

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AGD20	Functional	The Supplier System must be configurable to prevent an Agent from being allowed to make adult rate calls.	Must
AGD21	Functional	The Supplier System must have a real time status indicator so that an Agent is aware of which media channels they are logged into.	Must
AGD22	Functional	The Supplier System must allow the length of time of after call work an Agent receives to be configurable to an individual Agent level for accessibility purposes.	Must
AGD23	Functional	The Supplier System must be configurable to allow an Agent to be able to end a voice interaction.	Must
AGD24	Functional	The Supplier must be able to pass any individual call related “Attached Data” captured within the Supplier System (Call Routing, IVR, SIP Headers) and present it with the Agent Client Desktop in conjunction with the Voice Media being presented.	Must
AGD25	Functional	The Supplier System must be configurable to have the ability to allow voice interactions to be auto, forced, answered when delivered to an Agent.	Must
AGD26	Functional	The Supplier System must allow someone with Supervisor privileges to be able to barge in on a voice interaction.	Must
AGD27	Functional	The Supplier System must provide a Web Chat facility on a web page and route the interaction to a suitable Agent.	Must
AGD28	Functional	The Supplier System must allow someone with Supervisor privileges to coach members of their team for chat interactions.	Must
AGD29	Functional	The Supplier System must enable Agents to have the ability to initiate a voice consultation call whilst handling an alternative interaction channel e.g. Web Chat.	Must
AGD30	Functional	The Supplier System must enable Agents to have the ability to initiate an internal consultation instant message whilst handling a Web Chat interaction.	Must
AGD31	Functional	The Supplier System must be configurable so that Web Chat interactions can be manually answered when delivered to an Agent.	Must
AGD32	Functional	The Supplier System must be configurable so that Web Chat interactions can be auto answered when delivered to an Agent.	Must
AGD33	Functional	The Supplier System must allow Agent responses to have an auto-correct capability for Web Chat.	Must
AGD34	Functional	The Supplier System must allow a customer to end a Web Chat interaction.	Must
AGD35	Functional	The Supplier System must allow an Agent to end a Web Chat interaction.	Must
AGD36	Functional	The Supplier System must ensure an Agent is able to send hyper-linked URL’s whilst handling a Web Chat interaction.	Must

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AGD37	Functional	The Supplier System must enable an Agent to receive a Web Chat interaction via the Agent Desktop Client.	Must
AGD38	Functional	The Supplier System must enable an Agent to set an outcome code against each Web Chat interaction.	Must
AGD39	Functional	The Supplier System must enable an Agent to select from a configurable library of standard responses into the Web Chat channel.	Must
AGD40	Functional	The Supplier System must give Agents the ability to go 'ready' on the Web Chat channel.	Must
AGD41	Functional	The Supplier System must be configurable to allow an Agent to go into a 'not ready' state (with a reason), for any interaction type.	Must
AGD42	Functional	The Supplier System must allow an authorised person to, as an example, manage contacts and contact history, including but not be limited to the ability to delete a contact, merge and update a contact.	Must
AGD43	Functional	The Supplier System must allow authorised person to merge two contacts together and provide a reason as required.	Must
AGD44	Functional	The Supplier System must enable an Agent to contact a customer via any available contact information.	Must
AGD45	Functional	The Supplier System must allow an Agent to logout of the Agent Desktop Client application, and ensure that any dormant connections are cleanly disconnected e.g. if a PC is shut down.	Must
AGD46	Functional	The Supplier System must allow an Agent to search for a contact and view their interaction history both inbound and outbound for all media types.	Must
AGD47	Functional	The Supplier System must allow an Agent to see a contact's recent correspondence with the Authority whilst handling an interaction.	Must
AGD48	Functional	The Supplier System must enable the Agent to add a new contact to the customer contact database.	Must
AGD49	Functional	The Supplier System must have a configurable queue depth threshold.	Must
AGD50	Functional	The Supplier System must ensure that when a queue depth threshold is applied on a queue and the applicable threshold is met the call must play a busy tone.	Must
AGD51	Functional	The Supplier System must be configurable to allow someone with Supervisor permissions to be able to remotely log Agents out of the Supplier System.	Must
AGD52	Functional	The Supplier System must be configurable to allow the Authority's employees with higher level administrator permissions to enforce a 'global' log off capability – for example in the case of a software upgrade or Supplier System testing.	Must

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AGD53	Functional	The Supplier System must provide both speed dial functionality and a searchable directory to support internal / external transfers and conferencing, to be configurable by the Authority based on business area. The Supplier System supplier will allow the Authority to structure and order such a directory in line with it's business needs.	Must
AGD54	Functional	The Supplier System must provide its own Agent Client Desktop that is configurable by the Authority – for example for accessibility purposes, or for role-based access purposes.	Must
AGD55	Functional	The Supplier System must have a bespoke list of not ready codes to be configurable by the Authority. Not ready codes must be available to Agents on either a global (available to all Agents) or operational level (available to Agents only in that operational unit).	Must
AGD56	Functional	The Supplier System must ensure the Agent Desktop shall be delivered as either: • Agent Desktop Client: Standard; or • Agent Desktop Client: Supervisor.	Must
AGD57	Functional	The Supplier System must ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Presentation of all available call and customer related information and contact history.	Must
AGD58	Functional	The Supplier System must ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Configurable presentation and / or availability of Agent Desktop Client features and functions based upon interaction type or Agent profile.	Must
AGD59	Functional	The Supplier System must ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Hot Desking, providing support for flexible Agent location whilst maintaining their unique settings.	Must
AGD60	Functional	The Supplier System must ensure the Agent Desktop Client shall deliver an agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Call control: answer/drop, hold/unhold, mute, conference, and make/ transfer calls using toolbar buttons.	Must
AGD61	Functional	The Supplier System must ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard:	Must

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		<ul style="list-style-type: none"> • Agent state control and display, including log in/out, ready/not ready & reason codes with integration into Central Activity Monitor. 	
AGD62	Functional	<p>The Supplier System must ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard:</p> <ul style="list-style-type: none"> • Outbound service delivery interface. 	Must
AGD63	Functional	The Supplier System must allow interaction channels to be "Blended" to Agents.	Must
AGD64	Functional	The Supplier System should have the capability for a user defined dictionary.	Should
AGD65	Functional	The Supplier System should have the capability for a global dictionary.	Should
AGD66	Functional	The Supplier System should allow someone with Supervisor privileges to coach Agents within voice interactions.	Should
AGD67	Functional	The Supplier System should enable Supervisors to listen to calls side by side with an Agent via a compatible splitter cable or the equivalent.	Should
AGD68	Functional	The Supplier System should allow someone with Supervisor privileges to monitor (listen in silently) voice interactions of Agents.	Should
AGD69	Functional	The Supplier System should allow an Agent to pull a Supervisor into the call.	Should
AGD70	Functional	The Supplier System should be configurable to allow an Agent to make an outbound call from a "speed-dial" style directory contained within the Agent Desktop Client.	Should
AGD71	Functional	The Supplier System should have the ability to capture, and present, real-time Agent shift performance data for all channels – including, but not limited to, length of current interaction, length of time in a not ready status, running total of interactions.	Should
AGD72	Functional	The Supplier System should be configurable to remotely put an Agent into a not ready state. This needs to be configurable on a duration basis, and by Service Line.	Should
AGD73	Functional	The Supplier System should allow an Agent to see all their previous interactions associated to the applicable media type.	Should
AGD74	Functional	The Supplier System should place the Agent into a 'not ready' state when a voice call is not answered by the targeted Agent.	Should
AGD75	Functional	The Supplier System should enable Agents to have the ability to initiate chat conferences with other Agents whilst handling a chat interaction.	Should
AGD76	Functional	The Supplier System should give Agents the ability to transfer chat interactions to other chat queues and to other Agents.	Should
AGD77	Functional	The Supplier System should be configurable, so an auto-response is given if all Agents are busy.	Should
AGD78	Functional	The Supplier System should enable an Agent to be able to add notes to Web Chat interactions.	Should

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AGD79	Functional	For all channels the Supplier System should enable an Agent to see how long they have been handling the current interaction for.	Should
AGD80	Functional	Upon Web Chat initiation, the Supplier System should automatically generate a configurable 'Agent' greeting and automatically present it to the customer.	Should
AGD81	Functional	The Supplier System should show any Web Chat messages sent to the customer by the Agent as being sent from "Agent First Name".	Should
AGD82	Functional	The Supplier System should make visible the Web Chat channel to an Agent within the list of channels in the Agent Desktop Client.	Should
AGD83	Functional	The Supplier System should be able to display all previous interactions along with the applicable channel type.	Should
AGD84	Functional	The Supplier System should enable an Agent to amend the assigned contacts details whilst handling an interaction.	Should
AGD85	Functional	The Supplier System should be configurable to allow an Agent to change the 'look' of their Agent Desktop Client in line with any requirements.	Should
AGD86	Functional	The Supplier System should allow an Agent to use keyboard shortcuts within Agent Desktop Client to carry out commands.	Should
AGD87	Functional	The Supplier System should be configurable to give the Agent Desktop Client the ability to warn Agents if the customer is awaiting a response back to a Web Chat.	Should
AGD88	Functional	The Supplier System should be configurable to allow an Agent to add common attachment types – for example .pdf, .docx, to the response to a Web Chat interaction.	Should
AGD89	Functional	The Supplier System should be configurable to restrict the size of attachments.	Should
AGD90	Functional	The Supplier System should be configurable to allow an Agent once they have selected the presentation CLI they wish to use, that CLI will be applied by default to all outbound calls they make, until they select a new CLI, or they log out.	Should
AGD91	Functional	The Supplier System should have the ability for administrators and Supervisors to remotely change an Agent's state on the platform (including signing an Agent out) within their assigned hierarchy permissions.	Should
AGD92	Functional	The Supplier System should be configurable to allow someone with Supervisor permissions to be able to remotely change an Agent's status.	Should
AGD93	Functional	The Supplier System should have the capability for live call monitoring for Supervisor roles, with no impact on the status of the live call, and for customers to be informed this may happen. This needs to include situations where Agent and Supervisor are at different locations.	Should

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AGD94	Functional	The Supplier System should have the capability for Supervisors who are live call monitoring a call, to be presented with the call information pop-up as received by the Agent when they first connected with the customer. For example, CLI.	Should
AGD95	Functional	The Supplier System should have the capability for Supervisors to barge in and optionally take control on a live call, and for customers to be informed this may happen. This needs to include where Agent and Supervisors are at different locations.	Should
AGD96	Functional	The Supplier System should have the capability for Supervisors who use the barge in functionality to be presented with the call information pop-up received by the Agent when they first connected with the customer.	Should
AGD97	Functional	The Supplier System should have the ability for wrap to be automatically closed after a configurable period of time, after which an Agent moves to a state configurable by the Authority.	Should
AGD98	Functional	The Supplier System should allow for a Supervisor role profile (desktop GUI) giving access to real-time and historical reporting, voice recordings, user configuration, routing configuration, outbound dialler management and Agent resource management (for example (but not limited to) assigning Agent skillsets, creating forecasts and schedules).	Should
AGD99	Functional	The Supplier should ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Line of business and call work code input with integration into activity monitor.	Should
AGD100	Functional	The Supplier System should ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Phone Directory: search and display for automated calling (external and internal parties), with integration to Presence and Instant Messaging.	Should
AGD101	Functional	The Supplier System should ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Textphone Solution delivery interface.	Should
AGD102	Functional	The Supplier System should comply to the Authority's strategy for application development in that all client-side presentation should be within a Browser leveraging HTML5.	Should
AGD103	Functional	The Supplier System should allow someone with Supervisor privileges to monitor a chat interaction of Agents.	Should
AGD104	Functional	The Supplier System should ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent	Should

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		Desktop Client: Supervisor: • All functionality as delivered under Agent Desktop Client: Standard; and: • Agent Service Observe.	
AGD105	Functional	The Supplier System should ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Real time reporting: Delivery of customisable individual real time reporting and adherence integration from Work Force Management and Central Activity Monitor; queue and call volume display, individual and aggregated group performance data.	Should
AGD106	Functional	The Supplier System should ensure the Agent Desktop Client shall deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Standard: • Ticker tape/ banner alerting, allowing for broadcast message across specified Agent grouping and/or geographic locations.	Should
AGD107	Functional	The Supplier shall ensure that a phone directory can add and remove entries for automated calling (external and internal parties), with integration to presence and instant messaging.	Should
AGD108	Functional	The Supplier System should be able, to display the “Category”, “First Name” and “Last Name” fields populated with the customer entered data for each new Web Chat interaction that arrives.	Should
AGD109	Functional	If the Agent Desktop Client is prompting the Agent to accept the Web Chat, then the Supplier System should display “Category”, “First Name” and “Last Name” fields to the Agent.	Should
AGD110	Functional	The Supplier System should ensure that the options for presenting the customer details include, but are not limited to, a whisper to the Agent headset and screen pop in the Agent Desktop Client.	Should
AGD111	Functional	The Supplier System could be configurable to allow an Agent to select a presentation CLI from a list of possible CLIs, each time they make an outbound call.	Could
AGD112	Functional	The Supplier System could be configurable so that an Agent, if they only have one presentation CLI to choose from, that CLI will be automatically assigned to every outbound call they make, without the Agent needing to select this for each outbound call.	Could
AGD113	Functional	The Supplier System could ensure the Agent Desktop Client can deliver an Agent interface for the presentation and handling of all interaction types. Functionality provided to include for Agent Desktop Client: Supervisor: • Group real time reporting; delivery of customisable real time reporting and adherence integration with an activity monitor.	Could

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AGD114	Functional	The Supplier System could have the ability to identify where the termination of a call took place and who terminated the call. For example, by a caller, an Agent or Supplier System.	Could
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Number	Requirement Type	Description	Priority
AGD115	Non-Functional	The Supplier System must ensure the Central Configuration and Control shall combine and integrate management and administration of all Supplier System functionality by both: <ul style="list-style-type: none">• operational hierarchy and business logic; and• technology components and service entities.	Must
AGD116	Non-Functional	The Supplier must ensure the Agent Desktop Client is provided in accordance with the Authority Security Standards and Policies – See Schedule 5 (<i>Security Management</i>).	Must
AGD117	Non-Functional	The Supplier must ensure that Agent Services shall be provided in support of any media delivery by the Supplier System. This shall include but not limited to: <ul style="list-style-type: none">• Voice telephony – inbound;• Voice telephony – outbound;• Non-voice Interaction Services; and• Web Chat.	Must
AGD118	Non-Functional	The Supplier must ensure all interactions, voice, and other channels, shall be done via the Agent Desktop Client. No hard/physical phones will be used on the new platform. The platform also needs to support SIP endpoints.	Must
AGD119	Non-Functional	The Supplier must provide Agent Services in support of Agent functional interactions across supported media types.	Must
AGD120	Non-Functional	The Supplier must provide all software and licences to allow Agent Services to operate within the Supplier System as consumers.	Must
AGD121	Non-functional	The Supplier should ensure that the administrative and end user interfaces should be device agnostic. Appropriate functionality should be accessible via desktop, tablet , laptop and notebook.	Should

4.12 Scripting Service

4.12.1 Related Schedule: N/R

4.12.2 Detailed requirements

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Number	Requirement Type	Description	Priority
SCR1	Non-Functional	The Supplier should plan, design, install, test and provide all infrastructure required to provide a Scripting Service to guide Agents through interactions. This shall include all physical infrastructure, licenses and software as necessary. This would apply for any externally sourced Scripting Service.	Should
SCR2	Non-Functional	The Supplier should ensure that the Scripting Service provides open, standards-based integration to the Authority back-end systems including, but not limited to, XML, ODBC and SOAP.	Should

Number	Requirement Type	Description	Priority
SCR3	Functional	The Supplier should ensure that the Scripting Service can be used with all appropriate supported interaction types including but not limited to inbound calls and outbound calls.	Should
SCR4	Functional	The Supplier should ensure that the Scripting Service provides a graphical call script designer suitable for use by the Authority administrative user.	Should
SCR5	Functional	The Supplier should ensure that Scripting Service allows call scripts to be updated in real time without the need to log Agents out and into the service.	Should
SCR6	Functional	The Supplier should ensure that the Scripting Service allows call scripts to be navigated in multiple ways, providing the Agent with flexibility in call flow whilst ensuring compulsory steps are covered.	Should
SCR7	Functional	The Supplier should ensure that the Scripting Service provides a Browser-based Agent interface.	Should
SCR8	Functional	The Supplier should ensure that the Scripting Service is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
SCR9	Functional	The Supplier should ensure the Scripting Service is fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should

4.13 **Interaction and Contact History** – The Authority requires a single and centralised routing engine that captures, processes, routes interactions and enables reporting on the entire lifecycle of historic customer interactions on any media channel.

4.13.1 Related Schedule: N/R

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4.13.2 Detailed requirements:

Number	Requirement Type	Description	Priority
ICH1	Functional	The Supplier System should have the ability to record interaction events into an interaction history database. This may include information such as, but not limited to: <ul style="list-style-type: none">• Contacted via a voice call;• Sent or received an email;• Used the Web Chat facility; and• Had an outbound call made to them. Where possible a notes field should be available to record a summary of the interaction.	Should
ICH2	Functional	The Supplier System should ensure Agents should be able to add ad hoc notes to any interaction before completing them.	Should

Number	Requirement Type	Description	Priority
ICH3	Non-functional	All data stored by the Supplier System within the interaction history must be stored in compliance with the Authority's data security requirements.	Must
ICH4	Non-functional	All data stored by the Supplier System within the interaction history must be stored in compliance with the Authority's data retention policies.	Must
ICH5	Non-functional	The Supplier System should make call and customer information accessible to call handling and contact history systems to enable integration with the existing Authority's systems.	Should

4.14 **Agent Skill Definition** – The qualities and abilities of Authority Agents to handle calls and interactions with customers.

4.14.1 Related Schedule: N/R

4.14.2 Detailed requirements:

Number	Requirement Type	Description	Priority
ASD1	Functional	The Supplier System must allow for individual Agent call handling capability definition levels: For routing purposes, the Business Groups of the Authority require individual Agent call handling skills to be defined in numeric levels.	Must

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		These levels will support the need for the individual Agent call handling capability definition of an Agent, the types of Agent, and the ability to cover more than one individual Agent call handling capability definition.	
ASD2	Functional	The Supplier System must ensure that skills are cumulative i.e. they can be added to when being configured and not be defined as a single skill definition per skill e.g. a skill definition would be English AND Welsh rather than a single English/Welsh skill.	Must
ASD3	Functional	The Supplier System must provide individual Agent call handling capability definition comprising individual allocation of Agent capability profiles.	Must
ASD4	Functional	The Supplier System must provide any one or more of the following functions: <ul style="list-style-type: none"> • Allocation of a single or individual Agent call handling capability; • Weighted prioritisation/competency of capabilities allocated; and/or • Allocation of overflow and interflow capability. 	Must
ASD5	Functional	The Supplier System should allow skills to be “demanded” and expanded as per the routing definition.	Should
ASD6	Functional	The Supplier System should have the ability for the available Agent’s skill level configuration to be set to automatically widen (increase available Agents) when, but not limited to, the Percentage of Calls Answered (PCA) drops below an agreed level.	Should
ASD7	Functional	The Supplier System should support the blended routing and presentation via the Agent Desktop Client of interaction types including but not limited to inbound voice, outbound voice, non-voice channels.	Should

4.15 **Resource Configuration** – the method and processes of configuring Agents, skills and positions using the Supplier System.

4.15.1 Related Schedule: N/R

4.15.2 Detailed requirements:

Number	Requirement Type	Description	Priority
RC1	Functional	The Authority should be able to apply granular access control, according to the ‘principle of least privilege’, enabling both ‘standard’ and ‘administrative’ user accounts.	Should

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Number	Requirement Type	Description	Priority
RC2	Non-functional	The Authority may need to change the platform hierarchy structure – ‘User Roles and Hierarchy’, services must support change here. (For example, in respect to user management and reporting).	Should

4.16 **Single Sign On (SSO)** - The Supplier System should support SSO for managing user access to the different components of the platform.

4.16.1 Related Schedule: N/R

4.16.2 Detailed requirements:

Number	Requirement Type	Description	Priority
SSO1	Non-Functional	Any system or service delivered as part of the Supplier System should be accessed by the Authority users through single sign-on.	Should
SS02	Non-Functional	The Supplier System should meet the Authority’s authentication methods for single sign on which are restricted to SAML or OIDC (OpenID connect). The Supplier System’s authorisation methods should be restricted to SAML 2.0 or OAuth 2.0 only.	Should

4.17 **Softphone** - Contact centre advisors will use a desktop environment with a Softphone. All interactions and call handling will be done this way. No hard/physical phones will be used on the new platform. The platform also needs to support SIP endpoints.

4.17.1 Related Schedule: N/R

4.17.2 Detailed requirements:

Number	Requirement Type	Description	Priority
SOF1	Functional	The Supplier System must ensure that Voice Media can operate with Softphone Telephony devices.	Must
SOF2	Functional	The Supplier System must support Softphone (& headset) for the users.	Must

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SOF3	Functional	The Supplier must provide a single desktop environment with a softphone. The Supplier System must provide APIs to enable and support integration of telephony controls into the Authority desktop, the single colleague view, a desktop with built in telephony controls.	Must
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4.18 **Textphone Replacement Service** – a solution is required for hard of hearing customers to contact the Authority without Authority Agents requiring to use a physical Textphone.

4.18.1 Related Schedule: N/R

4.18.2 Detailed requirements:

Number	Requirement Type	Description	Priority
TEX1	Functional	The Supplier must provide a Textphone Solution accessed via the single Agent Desktop Client to enable suitably skilled Agents to take Textphone calls rather than using a physical Textphone, as well as other interactions i.e. voice & Web Chat. This application will provide the facilities to offer increased levels of customer service to the speech or hearing-impaired community.	Must
TEX2	Functional	The Supplier should ensure that the Textphone Solution shall provide the following functionality: • Utilise the Agent Desktop Client for media presentation and control of Soft Textphone interactions.	Should
TEX3	Functional	The Textphone Solution should provide the following functionality: • The ability to transfer Textphone calls to any other Textphone skilled Agent with the addition of notes (equivalent to a voice call warm transfer).	Should
TEX4	Functional	The Textphone Solution should provide the following functionality: • Text conversations shall be automatically recorded and stored. The recordings shall be automatically deleted in line with the Authority's retention period.	Should
TEX5	Functional	The Textphone Solution should provide the following functionality: • Availability of interactive text responses with similar functionality to the IVR functionality allowing call direction on caller input.	Should
TEX6	Functional	The Textphone Solution should provide the following functionality: • Identification of audio calls for presentation of an audio message and automatic disconnection.	Should
TEX7	Functional	The Textphone Solution should provide the following functionality: • The ability to send comfort announcements to callers while calls are waiting to be answered.	Should
TEX8	Functional	The Textphone Solution should provide the following functionality:	Should

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		• The Authority configurable messaging facilities to allow callers to leave a message if the service or Agents are not available.	
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4.19 **Administrator Services** - a solution that enables self-administration for certain tasks for designated Authority users.

4.19.1 Related Schedule: N/R

4.19.2 Detailed requirements:

Number	Requirement Type	Description	Priority
ADM1	Functional	The Supplier must provide all users of Administrator Services, on a per service basis, access to functionality according but not limited to the following categories: <ul style="list-style-type: none"> • Work Force Management service; • Scheduling and forecasting; • Service configuration and user administration; • Outbound service; • Campaign and list management; and • Service configuration and user administration. 	Must
ADM2	Functional	The Supplier must provide full audit facilities for activity undertaken by Administrator Services within the Supplier System.	Must
ADM3	Functional	The Supplier must provide access to log files as required by the Authority.	Must
ADM4	Functional	The Supplier must handle all log files in accordance with the requirements of the Authority.	Must
ADM5	Functional	The Supplier should provision reporting applications allowing the definition and presentation, by Administrator Services users, of analysed output comprising: <ul style="list-style-type: none"> • analysis of means. 	Should
ADM6	Functional	The Supplier should provision reporting applications allowing the definition and presentation, by Administrator Services users, of analysed output comprising: <ul style="list-style-type: none"> • activity/heat maps. 	Should
ADM7	Functional	The Supplier should provision reporting applications allowing the definition and presentation, by Administrator Services users, of analysed output comprising: <ul style="list-style-type: none"> • call driver reports. 	Should
ADM8	Functional	The Supplier should provision reporting applications allowing the definition and presentation, by Administrator Services users, of analysed output comprising: <ul style="list-style-type: none"> • correlation reports. 	Should

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ADM9	Functional	The Supplier shall provision reporting applications allowing the definition and presentation, by Administrator Services users, of analysed output comprising: • First call re: Supplier System, topic and relationship reports.	Should
ADM10	Functional	The Supplier shall provision reporting applications allowing the definition and presentation, by Administrator Services users, of analysed output comprising: • talk time reports.	Should
ADM11	Functional	The Supplier should provision reporting applications allowing the definition and presentation, by Administrator Services users, of analysed output comprising: • trend reports.	Should

Number	Requirement Type	Description	Priority
ADM12	Non-functional	The Supplier must provide a "menu matrix" of roles and permissions that can be configured and tailored to reflect current and future roles, functions and hierarchies within the Authority's structure and organisation. Supplier System access, functionality and usage are to be determined by Role Based Access Control (RBAC). Providing only pre-configured roles (e.g. "user", "Supervisor", "administrator") with defined levels of access that cannot be changed will not provide the Authority with the required degree of flexibility as the business develops and roles change	Must
ADM13	Non-functional	Users performing "administrator" style access at an application level must NOT have access to the data carried by the Supplier System unless other RBAC specifically grants them that access.	Must
ADM14	Non-functional	The Supplier System must allow the Authority authorised administrators to perform business administration of configuration changes (in line with agreed user role permissions), where agreed and practicable, with appropriate supplier support.	Must
ADM15	Non-functional	The Supplier System must reference a common specified clock source for time synchronisation. The stratum of this clock source should be described.	Must

4.20 **Automated Payment Service** – a solution allowing customers to make payments via an electronic payment system. The Supplier must integrate with the Authority's existing solution (see Paragraph 8).

4.20.1 Related Schedule: N/R

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4.20.2 Detailed requirements:

Number	Requirement Type	Description	Priority
APS1	Functional	The Supplier must ensure that the Automated Payment Service is designed and implemented in such a way as to remove the Supplier System from the scope of the Payment Card Industry Data Security Standards (PCI DSS).	Must
APS2	Functional	The Supplier must ensure that the Automated Payment Service enables customer card payments to be taken by the Authority without displaying, recording or retaining the customer's complete Primary Account Number (PAN).	Must
APS3	Functional	The Supplier must ensure that the Automated Payment Service enables customer card payments to be taken by the Authority without displaying, recording or retaining the customer's Card Validation Value (CVV).	Must
APS4	Functional	The Supplier must ensure that the Automated Payment Service prevents DTMF tones entered from the customer's telephone keypad, whilst entering their PAN and/or CVV, from being heard by the Agent or the Voice Recording service.	Must
APS5	Functional	The Supplier must ensure that whilst callers are interacting with the Automated Payment Service the Agent shall be prevented from hearing or seeing the caller input including, but not limited to, DTMF tones and spoken or typed information. Notwithstanding, the Agent shall remain engaged in the call.	Must
APS6	Functional	The Supplier must ensure that the Automated Payment Service is automatically disconnected from the call on completion of the payment.	Must
APS7	Functional	The Supplier must ensure that, as an option and on request of the Authority, the Automated Payment Service is fully integrated with the Authority's transactional applications.	Must
APS8	Functional	The Supplier must ensure that the Automated Payment Service is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Must
APS9	Functional	The Supplier must ensure the Automated Payment Service is fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Must
APS10	Functional	The Supplier must ensure that card payment details shall not be displayed, recorded or retained, although the Work Force Management Services and Management Information Services shall maintain a consistent record of the end-to-end interaction, indicating that customers have interacted with the Automated Payment Service along with the entire interaction with the IVR and / or Agent.	Must

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5 Call Delivery

5.1 **Public Telephony Access Service** – The Supplier must provide access to the UK PSTN network.

5.1.1 Related Schedule: N/R

5.1.2 Detailed requirements:

Number	Requirement Type	Description	Priority
PTAS1	Functional	The Supplier System must have the capability to make and receive calls from the UK's public switched telephone network (PSTN).	Must
PTAS2	Functional	The Supplier System must allow calls inbound and outbound to and from any number as defined from the OFCOM national numbering plan and support any amendments to it.	Must
PTAS3	Functional	The Supplier System must have the ability to define a class of service either platform wide by directorate, team or any other level of granularity to restrict international calling.	Must
PTAS4	Functional	The Supplier System must have the ability to define a class of service and restrict dialling any number as defined within the OFCOM national numbering plan.	Must
PTAS5	Functional	The Supplier System must allow the Authority to stagger the porting of telephone numbers from the incumbent carrier provider to the new provider based on a migration plan defined by the Authority.	Must
PTAS6	Functional	The Supplier System must have the capability to distribute calls across multiple platforms to support a staggered migration between the Authority's old and new contact centre platforms. This must be configurable by the Authority.	Must
PTAS7	Functional	The Authority requires the ability to provision and configure new telephone phone numbers as the Authority deems necessary.	Must

Number	Requirement Type	Description	Priority
PTAS8	Non-Functional	The Supplier System must include all physical infrastructure, licensing and inter-operational support as necessary to deliver the Public Telephony Access Service (PTAS).	Must
PTAS9	Non-Functional	The Supplier System must ensure alignment of geographic numbers and number groups, to Services configuration to meet the Authority's business outcomes.	Must

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PTAS10	Non-Functional	The Supplier System must have sufficient capacity for the number of "deliver to numbers" that the Authority requires with sufficient capacity for expansion.	Must
PTAS11	Non-Functional	The Supplier System must provide resilient and redundant capability to deliver calls to the platform.	Must
PTAS12	Non-Functional	The Supplier System must have the capacity and capability to handle and support high volumes of calls and telephony activity, including high numbers of concurrent users / customers queuing and accessing the automated service.	Must
PTAS13	Non-Functional	The Supplier System must provide flexibility of service, including the capability and capacity to meet a highly dynamic and fluctuating demand and support business priorities, this includes increased call volumes, concurrent users, and bringing additional locations into the virtual contact centre environment for to support peak demand.	Must
PTAS14	Non-Functional	The Supplier System must ensure sufficient capacity exists for addition of new geographic deliver to numbers.	Must
PTAS15	Non-Functional	The Supplier System must ensure sufficient capacity exists to support the predicted call arrival rate.	Must
PTAS16	Non-Functional	The Supplier System must ensure sufficient capacity exists between the Public Telephony Access Service and other carriers involved in call delivery.	Must
PTAS17	Non-Functional	The Supplier System must ensure that services are delivered from geographically separated points of presence.	Must
PTAS18	Non-Functional	The Supplier System must be delivered using circuits subject to diversity and separacy or an alternative resilient/redundant technology.	Must

5.2 **Inbound Voice and Interactions** - This provides an intelligent inbound routing capability which routes calls to the most appropriate advisor across the Authority's estate to service the customer's needs. Routing capabilities include the ability to check backend systems via database lookups for routing information such as 'Case Worker' details. This is then used to route the call to the appropriate Case Worker'. Additional required capabilities include 'Longest Waiting' advisor as well as 'Least Occupied' advisor.

5.2.1 Related Schedule: N/R

5.2.2 Detailed requirements:

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Number	Requirement Type	Description	Priority
IVI1	Functional	The Supplier System should allow customers to schedule Call Backs at a convenient time. This will be within time constraints defined by the Authority.	Should
IVI2	Functional	The Supplier System should allow customers to schedule Call Backs either to the presented CLI, an alternative user defined number or a number already held by the Authority.	Should
IVI3	Functional	The Supplier System should allow customers to use the schedule Call Back option at initial entry point or at any time while they're in the queue as defined by the Authority.	Should
IVI4	Functional	The Supplier System should allow Agents to be able to schedule call backs on behalf of the caller.	Should
IVI5	Functional	The Supplier System should provide conferencing facilities for use by Agents. This must allow both internal and external calls.	Should
IVI6	Functional	The Supplier System should have the facility to prioritise both internal and external calls according to the Authority defined business rules. (e.g. based on their identity, their intent, their relationship with the Authority and the performance of the service at that time).	Should
IVI7	Functional	The Supplier System should ensure that the Voice Automation Service has the capability to capture what a customer has said and pass this information to the Authority. The Authority may use this information as an example to store this information against the customer contact history record.	Should
IVI8	Functional	The Supplier System should ensure that the Voice Automation Service has the capability to capture audio from the customer to be used to display this information to the actual desktop. The Authority may use this information for example, to display information to the Agent Desktop.	Should
IVI9`	Functional	The Supplier System should ensure that the Voice Automation Service has the capability to capture what a customer has said and pass this information to the Authority. The Authority may use this information as an example to store into the Authority MI systems.	Should
IVI10	Functional	The Supplier System should ensure that the Voice Automation Service has the capability to capture audio from the customer to be used to display this information to improve recognition accuracy. The Authority may use this information as an example to display information to the Agent Desktop Client.	Should

5.3 **Interactive Voice Response (IVR)** - The Supplier System must have an IVR capability which includes DTMF (Dual Tone Multi-Frequency) and voice where customers, who have dialled a specific number, can hear, and select further options, aligned to the service

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they require, from a menu. The calls are then delivered to the respective queue and most appropriately skilled Agent or team. This will have an integration with the Authority's Conversational Platform – see Integrations below (Paragraph 8).

5.3.1 Related Schedule: N/R

5.3.2 Detailed requirements:

Number	Requirement Type	Description	Priority
IVR1	Non-Functional	The Supplier must plan, design, install and provide all infrastructure equipment and licensing necessary to provide the ability to answer and process customer interactions, in support of the Authority business strategies, by means of automated interactive dialogues. This must include all physical infrastructure, license and software as necessary.	Must

Number	Requirement Type	Description	Priority
IVR2	Functional	The Supplier System must have the ability to present attached data e.g. CLI, ID&V pass or fail (from multiple sources) to the Agent Desktop Client, upon arrival of an interaction.	Must
IVR3	Functional	The Supplier System must enable the Authority to add, amend, copy and delete inbound CTI screen-pop configuration for each inbound line of business or service. This capability must provide a GUI to allow the Authority to define the layout, both in terms of design and content, and what customer data entities from any CTI data gather to include within the inbound screen-pop.	Must
IVR4	Functional	The Supplier System must allow that, once passed ID & Verification checks, the customer has access to – via the IVR – Self-Serve information.	Must
IVR5	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: <ul style="list-style-type: none">• Support for a minimum of 5 (five) presented menu options.	Must
IVR6	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: <ul style="list-style-type: none">• The ability to capture a minimum of 3 (three) pieces of alpha numerical data and pass that data to the Authority for a database look up, such information to include but not be limited to; date of birth, national Insurance number, post code. The database response may be caller information or routing information, or both.	Must

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IVR7	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • The 'tagging' of information to the call, such information being the result of database lookup, or direct customer input, which can then be used for: a. subsequent 'screen pop' functionality within the Agent Desktop Client; and/or b. direct presentation in the Agent Desktop Client.	Must
IVR8	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • The provision of industry standard interfaces through which integration with the Authority systems can be achieved.	Must
IVR9	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • The ability for customers without the ability to enter DTMF numeric information, to be routed by default to a pre-determined routing point, as determined by the Authority.	Must
IVR10	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • Common dialogues and applications across multiple Business Groups.	Must
IVR11	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • DTMF barge-through – all announcements in the dialogue can be configured to be interruptible to allow customers to progress quickly through.	Must
IVR12	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • Type ahead – to permit rapid menu navigation.	Must
IVR13	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • Silence time-out – a silence time-out shall apply when no key is pressed when user input is expected, this period shall be as specified by each Business Group.	Must
IVR14	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: • Direct transfer to Agent by the caller pressing a key defined by the Business Group.	Must
IVR15	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver:	Must

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		<ul style="list-style-type: none"> • The ability to transfer the caller to the most appropriate Agent when a caller experiences difficulties at any point, for example a repeated failing to enter the required digits. 	
IVR16	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: <ul style="list-style-type: none"> • Full integration into routing and queuing on access and egress of Standard IVR. 	Must
IVR17	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: <ul style="list-style-type: none"> • The ability to provide for definition and/or real time change to announcements. 	Must
IVR18	Functional	Standard IVR must provide the configuration and integration based upon the Authority's business strategy to deliver: <ul style="list-style-type: none"> • Support for DNIS and CLI in interaction and dialogue treatment. 	Must
IVR19	Functional	The Supplier must ensure that the Advanced IVR shall provide the configuration and integration based upon the Authority's business strategy to deliver: <ul style="list-style-type: none"> • a Natural Language Call Steering application using natural language understanding using an open question. 	Must
IVR20	Functional	The Supplier System must provide the ability to support Welsh Language IVR options.	Must
IVR21	Functional	The Supplier System must be capable of delivering such interaction capability via Standard IVR, with interactions supported through DTMF and/or speech recognition.	Must
IVR22	Functional	The Supplier System must be capable of delivering such interaction capability via Advanced IVR, with integrations supported through natural language open dialogue interrogation.	Must
IVR23	Functional	The Supplier must ensure that the Advanced IVR shall provide the configuration and integration based upon the Authority's business strategy to deliver the following functionality: <ul style="list-style-type: none"> • equivalent data capture and handling capabilities to that delivered by Standard IVR. 	Must
IVR24	Functional	The Supplier must ensure that the Advanced IVR shall provide the configuration and integration based upon the Authority's business strategy to deliver the following functionality: <ul style="list-style-type: none"> • depending on the caller's spoken response, the system may ask the question again (with a slightly different prompt). 	Must
IVR25	Functional	The Supplier must ensure that the Advanced IVR shall provide the configuration and integration based upon the Authority's business strategy to deliver the following functionality: <ul style="list-style-type: none"> • a disambiguation menu. In a disambiguation menu, the caller needs to choose from one of several options (inline with Standard IVR functionality). 	Must

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IVR26	Functional	The Supplier must ensure that the Advanced IVR shall provide the configuration and integration based upon the Authority's business strategy to deliver the following functionality: • The application will assign a caller intent 'tag' to the call.	Must
IVR27	Functional	The Supplier must ensure that the Advanced IVR shall provide the configuration and integration based upon the Authority's business strategy to deliver the following functionality: • For callers who do not provide a response to the open-ended question, back off directed dialogue (Standard IVR) menus will be provided.	Must
IVR28	Functional	The Supplier System must ensure that the Customer Interaction Service provides 'text-to-speech' with the option for multiple UK English Language personas and dialects.	Must
IVR29	Functional	The Supplier System must ensure that the Customer Interaction Service provides 'text-to-speech' with the option of using a Welsh language voice.	Must
IVR30	Functional	The Supplier System must ensure in the event of a system failure the Customer Interaction Service should gracefully return customers to the core routing to allow for basic routing to Agents.	Must
IVR31	Functional	The Voice Automation Service must provide natural language Automated Speech Recognition (ASR), text-to-speech, pre-recorded messages and DTMF to give the Authority the capability to build a Conversation User Interface for the voice channel.	Must
IVR32	Functional	The Supplier must deliver the Customer Interaction Service fully integrated with the core Supplier System.	Must
IVR33	Functional	The Supplier System should have the capability to integrate with internal/external SMS gateways to provide the Authority with the flexibility to issue outgoing SMS to customers. The bulk issue of SMS and the external SMS gateway are NOT part of the scope of this Contract.	Should
IVR34	Functional	The Supplier System should provide the capability for on-going tuning support for Natural Language Call Steering applications including but not limited to: • Transactional analysis to determine how well callers are doing at completing tasks in the application. The analysis will also show/measure where callers are transferred out (failing or opting out) of the application and provide insight into why.	Should
IVR35	Functional	The Supplier System should provide the capability for on-going tuning support for Natural Language Call Steering applications including but not limited to: • Analysis of the user interface to determine the effectiveness of the application prompting and design.	Should
IVR36	Functional	The Supplier System should provide the capability for on-going tuning support for Natural Language Call Steering applications including but not limited to: • Consolidation of all the analysis into a tuning report, with presentation of results to the	Should

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		Authority. The tuning report will contain the details of the analysis as well as recommendations/action items that the Supplier suggests are done to improve the application. An executive summary shall be included to highlight the main findings and recommendations, as well as the application performance.	
IVR37	Functional	The Supplier System should provide the capability for on-going tuning support for Natural Language Call Steering applications including but not limited to: <ul style="list-style-type: none"> • Analysis of the caller interaction with the application and Agent via live call monitoring (on-site) or alternatively, listening to whole call recordings. 	Should
IVR38	Functional	The Supplier System should have the capability to integrate with an internal/external SMS gateway to provide the Authority with the flexibility to issue outgoing SMS to customers. The Supplier System should provide APIs to enable and support integration into the Authority's notifications, which provides access to a SMS gateway.	Should
IVR39	Functional	The Supplier System should provide the capability for on-going tuning support for Natural Language Call Steering applications including but not limited to: <ul style="list-style-type: none"> • Recognition analysis that will measure how well the system is doing at recognising what the caller is saying at a given dialog state in the application. 	Should
IVR40	Functional	The Supplier System should provide the capability for on-going tuning support for Natural Language Call Steering applications including but not limited to: <ul style="list-style-type: none"> • Implementation of the Authority-requested, and Supplier-approved, recommendations. The Supplier will include minor grammar changes, prompt changes, and recognizer/application parameter configuration changes as part of the standard tuning. 	Should
IVR41	Functional	The Supplier System should give the Authority the ability to add, amend, delete and record messages on the platform to meet time-critical requirements. This includes the provision of text to speech capability to enable urgent announcements to be configured and rapidly deployed by the Authority.	Should
IVR42	Functional	The Supplier System should ensure that the Customer Interaction Service provide accurate recognition for all English-speaking customers, accommodating a broad range of accents, dialects, pronunciation, pitch and tone, as well as clarity of diction, enunciation and style.	Should
IVR43	Functional	The Supplier should ensure the Customer Interaction Service has the capability to integrate with an internal/external SMS gateway to provide the Authority with the flexibility to issue outgoing SMS to customers.	Should
IVR44	Functional	The Supplier should ensure the Customer Interaction Service supports intent classification through natural language and DTMF input. This must be configurable by the Authority.	Should

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IVR45	Functional	The Supplier should ensure the Customer Interaction Service is able to use the established intent, context and any other information gathered during the journey in order to direct customers to the most appropriate resource. This must be configurable by the Authority.	Should
IVR46	Functional	The Supplier System should have the ability to recognise and verify speech authenticating callers.	Should
IVR47	Functional	The Supplier System should have the ability to view and extract reports, e.g. callers who have failed identification.	Should
IVR48	Functional	The Supplier should ensure the Customer Interaction Service supports customer identification and knowledge-based verification.	Should
IVR49	Functional	The Supplier shall ensure the Customer Interaction Service has customer identity enrolment and verification capabilities that supports voice biometrics.	Should
IVR50	Functional	The Supplier System could provide a feature which enables identification of unique CLI's which require different treatment e.g. customers with accessibility needs, text relay services and allow these callers to either by-pass the Voice Automation Service or experience a different journey.	Could
IVR51	Functional	The Supplier could ensure the Customer Interaction Service supports the use of innovative Identification and Verification approaches for example Fast Identification Online (FIDO).	Could

5.4 **Routing, Queuing and Messaging** - This provides an intelligent inbound routing capability which routes calls / interactions to the most appropriate and longest waiting Agent across the Authority's estate to service the customer's requirements.

5.4.1 Related Schedule: N/R

5.4.2 Detailed requirements:

Number	Requirement Type	Description	Priority
RQM1	Functional	The Supplier System must allow for when the Agent has logged in, and their profile is correct, they begin to take incoming calls from queues appropriate to their skillset and Business Group.	Must
RQM2	Functional	The Supplier System must provide the ability for a call to be routed to an Agent (Case Manager) who has had a particular customer assigned to them, and for that information to be presented in the Agent Desktop Client's GUI. Where the customer failed, or answered incorrectly to the request for details, the call would need to be placed back into a more general queue.	Must

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RQM3	Functional	The Supplier System must have an IVR capability where customers, who have dialled a specific number, can hear and select further options, aligned to the service they require, from a menu. "Press 1 for xxx" "Press 2 for yyy". The calls must then deliver to the respective queue and most appropriately skilled Agent or team.	Must
RQM4	Functional	The Supplier System must provide a queuing facility for the calls to be placed in whilst they wait to be delivered to the first appropriate available Agent.	Must
RQM5	Functional	The Supplier System must enable the Authority to configure, without limitation, queue length times, message slots, music on hold etc.	Must
RQM6	Functional	The Supplier System must have the ability for music and queue messages to be played whilst the caller is in a call queue.	Must
RQM7	Functional	The Supplier System must be able to play periodic messages, configurable by the Authority, whilst the caller is on hold.	Must
RQM8	Functional	The Supplier System must be able to play periodic messages whilst the caller is in a queue, which would relay further information, length of queue and alternative (Self-Serve) options to waiting in the queue.	Must
RQM9	Functional	The Supplier System must allow for the Agent to remove themselves from the call queues by logging out or by going into a 'not ready' state.	Must
RQM10	Functional	The Supplier System must allow the Authority administrators to configure Agents to receive calls on auto or manual answer, by Service Line.	Must
RQM11	Functional	The Supplier System must allow the Authority administrators configuring routing to create global variables which allow business change to be applied to multiple Service Lines via a central mechanism quickly and in one place.	Must
RQM12	Functional	The Supplier System must have the ability to route calls to Agents based on their proficiency level within a skill.	Must
RQM13	Functional	The Supplier System must provide alternative routing capability/logic for when a Case Manager is unavailable e.g. not logged in, not ready. In such instances, the call should be routed alternatively within the hierarchy e.g. to other members of the same team, or by site.	Must
RQM14	Functional	The Supplier System must have the easily configurable ability for appropriate personel to be able to remove a site from the call queuing capability when an emergency is in progress at that site and Agents must evacuate.	Must

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RQM15	Functional	The Supplier System must provide announcement differentiation to comprise any one or more of the following types as selected by the Authority in line with its business strategy: <ul style="list-style-type: none"> • Standard system announcements utilising a standard voice source; • Standard system announcements utilising a nominated recorded voice source(s); • Bespoke system announcements synthesized from a standard voice source; • Bespoke system announcements utilising a nominated recorded voice source(s); and • Bespoke system announcements synthesized from a nominated voice source(s). 	Must
RQM16	Functional	The Supplier System must ensure the creation of message and message change shall utilise existing audio announcement files as a source library.	Must
RQM17	Functional	The Supplier System must provide a customer hold function that utilises royalty-free music.	Must
RQM18	Functional	The Supplier System must allow the Authority administrators configuring routing to change messages rapidly. the Authority may need the same message to be played on multiple helplines, in this instance the service should allow a message change to be reflected on all relevant Service Lines.	Must
RQM19	Functional	The Supplier System must have the ability to integrate with the Authority's ID and verification system, which asks security questions and verifies the responses ahead of routing the customer through to an Agent.	Must
RQM20	Functional	The Supplier System must provide the Authority with the ability to define messaging announcements content and to construct and modify such content by the provision of media files for announcement and messaging.	Must
RQM21	Functional	The Supplier System must provide messaging announcements comprising a single logical mechanism for the definition and provision of all routing and queuing and Customer Interaction Service messaging announcements.	Must
RQM22	Functional	The Supplier System must ensure the messaging announcements allow announcement provision to comprise any one or more of the following types as selected by the Authority in line with its business strategy: <ul style="list-style-type: none"> • In support of standard system call conditions; • In support of call treatment outcomes; • In support of multi (different) in-queue customer messaging including dynamic content, including but not limited to; position in queue, estimated wait time, number of calls waiting; and/or • In support of Customer Interaction Service dialogues. 	Must
RQM23	Functional	The Supplier System must support the provision of announcements utilising a nominated voice source provide and manage all resources necessary in the provision of media files.	Must

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RQM24	Functional	The Supplier System must ensure the agreed “voice source(s)” shall include support for the Welsh language and regional dialects.	Must
RQM25	Functional	The Supplier System must ensure advisors defined in the environment are assigned a proficiency skill or several proficiency skills with an associated capability.	Must
RQM26	Functional	The Supplier System must have interaction routing logic that can be based on, but not limited to the following criteria: • Time of day.	Must
RQM27	Functional	The Supplier System must have interaction routing logic that can be based on, but not limited to the following criteria: • Multi priority call handling within a queue.	Must
RQM28	Functional	The Supplier System must ensure the Authority can make interaction routing logic changes.	Must
RQM29	Functional	The Supplier System must have interaction routing logic that can be based on, but not limited to the following criteria: • DNIS/ANI/CLI of the call.	Must
RQM30	Functional	The Supplier System must have interaction routing logic that could be based on, but not limited to the following criteria: • Flexible priority flagging, supporting set and change dependant on call status and path in real time.	Must
RQM31	Functional	The Supplier System must have interaction routing logic that could be based on, but not limited to the following criteria: • Percentage of calls received.	Must
RQM32	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: •Least occupied Agent routing.	Must
RQM33	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Average speed of Answer (ASA) routing.	Must
RQM34	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: •Longest free Agent.	Must
RQM35	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Last Agent spoken with.	Must

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RQM36	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Agent skill group availability.	Must
RQM37	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Look back routing to primary weighted skill.	Must
RQM38	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Overflow queue.	Must
RQM39	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Queuing time (in queue and predicted).	Must
RQM40	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Agent hierarchies (e.g. calls escalated from individual Agent to group of Agents).	Must
RQM41	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Individual Agent and Agent group skills.	Must
RQM42	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Emergency In Progress (EIP).	Must
RQM43	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Out Of Hours Checks (OOHC).	Must
RQM44	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Reduced Service Warnings (RSW).	Must
RQM45	Functional	The Supplier System must be capable of routing to individual Agents including but not limited to based on: • Closed queue.	Must
RQM46	Functional	The Supplier System must allow a customer to be able to dial a number and the call route to an Agent.	Must
RQM47	Functional	The Supplier System must allow an Agent to leave a number for someone to call them back, including, without limitation, to allow an external party (such as a GP) to be able to call back the	Must

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		<p>Agent (via an IVR).</p> <p>The IVR will play an error message and terminate the call if the following are true:</p> <ul style="list-style-type: none"> • Invalid entry: Too many empty or invalid re-tries; or • Agent missing 'extension skill' or not available. <p>In the above case of an error, Historical MI will show it as 'call ended in IVR'.</p> <p>One instance of 'Call Back' is permitted per Business Group to keep it segregated, to ensure no cross-over and MI is separate.</p>	
RQM48	Functional	<p>The Supplier System must allow call handling to comprise the following function at the direction of the Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> • Manual / auto answer and the ability to configure this on a per Service Line basis. 	Must
RQM49	Functional	<p>The Supplier System must allow call handling to comprise the following function at the direction of the Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> • Call hold and retrieve, with music on hold. 	Must
RQM50	Functional	<p>The Supplier System must allow call handling to comprise the following function at the direction of the Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> • Conference and warm transfer of calls, i.e consultative and blind style transfers. 	Must
RQM51	Functional	<p>The Supplier System must allow call handling to comprise the following function at the direction of the Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> • Redirect-On No Answer (RONA). 	Must
RQM52	Functional	<p>The Supplier System must allow call handling to comprise the following function at the direction of the Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> • Call ringing, or appropriate treatment while queued. 	Must
RQM53	Functional	<p>The Supplier System should allow call handling to comprise the following function at the direction of the Authority in support of its stated strategy:</p> <ul style="list-style-type: none"> • Whisper presentation. 	Should
RQM54	Functional	<p>The Supplier System should provide a range of queue management options including royalty-free music and messaging. Such features should be customisable and configurable by the Authority.</p>	Should
RQM55	Functional	<p>The Supplier System should enable the Authority to conduct audits and analysis on the entire routing system configuration in a simple way to quantify scale and complexity for both inbound and outbound Service Lines.</p>	Should

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RQM56	Functional	The Supplier System should provide the ability to check backend systems (CRM) via database (or similar) lookup for information such as 'Case Worker' and 'Case' details based on the information gathered through the ID & verification checks.	Should
RQM57	Functional	The Supplier System should enable the Authority to make use of previously established customer intent (through touch-tone IVR or Voice Automation) to provide personalised in-queue messaging.	Should
RQM58	Functional	The Supplier System should provide length of queue and alternative (Self-Serve) options whilst a customer is waiting in the queue.	Should
RQM59	Functional	The Supplier System should be capable of routing to individual Agents including but not limited to based on: <ul style="list-style-type: none">• Schedules created using the forecasting facility using Work Force Management.	Should
RQM60	Functional	The Supplier System should have the ability for the on-hold music to be turned off.	Should
RQM61	Functional	The Supplier System should be capable of loading individual Agents including but not limited to based on: <ul style="list-style-type: none">• forecasting and scheduling (if procured by the Authority).	Should
RQM62	Functional	The Supplier System could allow customers to elect to hang up whilst holding their place in queue on the expectation of a call back, either on current or alternative customer defined CLI. Management of the offer of this to the customer must be under the control of the Authority.	Could

6 Voice Recording & Analytics

6.1 **Recording and Storage** - All voice calls must be recorded for future playback for training and dispute handling. Applications will include Speech Analytics which is used to provide the exact reason for calls by analysing the voice call, transcribing this into text and finally analysing the text for specific words. This helps to determine the exact reason for the call and displayed on dashboards which show the trending calls and can also be used to measure first call resolution and Average Handle Time. This is also used to help highlight training needs within the Authority by comparing similar call types and measuring the resolution times e.g., why a call takes 10 minutes in 1 contact centre and 5 minutes in another contact centre for the same type of call.

6.1.1 Related Schedule: N/R

6.1.2 Detailed requirements:

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Number	Requirement Type	Description	Priority
RS1	Functional	The Supplier System must ensure that certain groups of Agents' calls are not recorded by default (any call type). Agents should have the ability to turn on the recording of calls e.g. by pressing a button on their call control application at the appropriate time. Once recording, Agents require the ability to stop and restart the recording. The recording needs to work in the Voice Recording solution in the same way as other recordings do, and a user will be able to download recordings.	Must
RS2	Functional	The Supplier System must ensure that the Voice Recording service provides the ability to record & store 100% of both inbound and outbound calls for 100% Agents. This needs to include associated call metadata to facilitate searching for recordings, and allow retrieval and play back of recorded calls.	Must
RS3	Functional	The Supplier System must ensure that calls are recorded in line with business rules as defined and amended by the Authority. Recordings and associated data/MI should be retained in accordance with business rules defined and amended/updated by the Authority.	Must
RS4	Functional	The Supplier System must ensure the Voice Recording service interoperates with payment providers to supply a PCI compliant payments service. This functionality must be agnostic to any possible telephone payment service.	Must
RS5	Functional	The Supplier System must ensure that the Voice Recording service provides the Authority with the ability to extract and transfer all Voice Recordings and associated meta data in a non-proprietary format to the Authority's storage service as and when required by the Authority, without recourse to any Operational Change Process or Contract Change request processes or any further costs to the Authority (i.e. in addition to the Service Charges specified in Schedule 15 (<i>Charges and Invoicing</i>)).	Must
RS6	Functional	The Supplier System must ensure that Voice Recordings are retained for a variable period in accordance with the Authority's business rules.	Must
RS7	Functional	The Supplier must ensure the Voice Recording service's recording format be non-proprietary, files must be downloadable and playable through common media players. Voice Recordings must be retrievable and playable from any Authority location determined by roles and access permissions.	Must
RS8	Functional	The Voice Recording service must provide the Authority with the ability to search and identify call recordings for playback using the Authority configured search criteria within seconds.	Must
RS9	Functional	The Supplier must ensure the Voice Recording service allows the Authority to use broad search parameters against high volumes of calls and return large volumes of results quickly.	Must

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RS10	Functional	The Supplier must ensure the search and replay of Voice Recordings must be capable of being restricted to the associated users of a Business Group, a group of Business Groups or to the whole environment based on user role and access privileges. An Authority business administrator should be able to construct and maintain these roles and access rights.	Must
RS11	Functional	The Supplier must ensure the Voice Recording service provides the Authority with the ability to meet obligations when in receipt of Freedom Of Information (FOI) requests, complaint cases etc. and requires the ability to extract call recordings and copy to external media.	Must
RS12	Functional	The Supplier must ensure the Voice Recording service maintains continuity of Voice Recording and metadata in the instance where a customer speaks to more than one Agent, and the Authority must be able to retrieve those calls that have been passed across multiple Agents.	Must
RS13	Functional	The Supplier must ensure the Voice Recording service gives the Authority the ability to delete Voice Recordings, this may be on a bulk, targeted or individual call basis by an authorised administrator with and appropriate audit trail.	Must
RS14	Functional	The Supplier must ensure the Voice Recording service provide an audit trail of call playback to identify individuals who have reviewed individual Voice Recordings.	Must
RS15	Functional	The Supplier System must ensure that the Voice Recording service can control when calls are recorded, to be configurable by the Authority based on business rules as defined by individual Authority business areas and individual Agents.	Must
RS16	Functional	The Supplier must ensure the Voice Recording service allows the Authority to add, move, modify and delete user accounts & hierarchies, preserving Voice Recordings in line with the relevant the Authority policies and procedures and ensuring continuity of associated data and search criteria. This will need to be achieved without recourse to any Operational Change Process or Contract Change request processes or any further costs to the Authority (i.e. in addition to the Service Charges specified in Schedule 15 (<i>Charges and Invoicing</i>)).	Must
RS17	Functional	The Supplier must ensure that the Voice Recording service support open, standards-based architecture and be compatible with leading third-party contact centre platforms to facilitate recording of the Authority voice calls from the contact platform. This must include receiving the relevant voice streams to capture the recordings, as well as the required meta data to support search & replay. The Authority must have the ability to configure recording rules to control when calls are recorded, based on business logic and data and span entire business areas down to individual Agents.	Must
RS18	Functional	The Supplier should ensure that the Voice Recording service has the capability to record, store, search, replay and extract 100% of all inbound/outbound calls within the Voice Automation Service.	Should

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RS19	Functional	The Supplier should ensure that the Voice Recording service is capable of ingesting Voice Recordings and meta data in a non-proprietary format to enable the Authority's legacy Voice Recordings to be imported, and for these to be searched and replayed by users alongside any new Voice Recordings generated within the new service provided under this Contract.	Should
RS20	Functional	The Supplier should ensure that the Voice Recording service is capable of ingesting Voice Recordings and meta data in a Verint format to enable the Authority's legacy Voice Recordings to be imported, and for these to be searched and replayed by users alongside any new Voice Recordings generated within the new service.	Should
RS21	Functional	The Authority should maintain the ability to search, retrieve and replay Voice Recordings migrated from existing systems in line with the data retention requirements.	Should
RS22	Functional	The Authority should have the ability to suspend Voice Recording by specific Agent.	Should
RS23	Functional	The Authority should have the ability to suspend Voice Recording by Service Line or Agent skill.	Should
RS24	Functional	The Supplier should ensure Voice Recordings be searchable by multiple Authority defined criteria including Agent name, Agent ID, extension, call duration, call reason (intent), contact ID (unique identifier for interaction), date (date range), time (range), DNIS, customer origin (dialled number), CLI, Direction (inbound, outbound, internal), number of holds, number of transfers, number of conferences, total hold time, wrap up time, matched Speech Analytics categories, call variable data (data written to call record), - this list is not exhaustive.	Should
RS25	Functional	The Supplier should ensure the Voice Recording service is maintained to ensure that as the call library grows there is no degradation in response times or result volumes.	Should
RS26	Functional	The Supplier should ensure the Voice Recording service can delete recordings on an automated basis in line with the Authority deletion policy, including the ability for the Authority to define and update the deletion criteria & policy.	Should
RS27	Functional	The Supplier should ensure the Voice Recording service support user provisioning via the Authority Active Directory.	Should
RS28	Functional	The Supplier should ensure the Voice Recording service implements a shared Authorisation Service for the Supplier System to identify user role. Avoid duplication of authorisation logic across each Supplier System component.	Should
RS29	Functional	The Supplier should ensure the Voice Recording service supports the Authority hierarchy structure and allow users to access Voice Recordings within their assigned hierarchy permissions.	Should
RS30	Functional	The Supplier should ensure the Voice Recording service provides open APIs that allow for external systems to securely access its functionality, including, but not limited to the search and replay of Voice Recordings.	Should

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RS31	Functional	The Supplier System should be open to allow querying from multiple tools including, but not limited to, Power BI, Business Objects etc.	Should
RS32	Functional	The Supplier System should have a windows-based application to allow conversations in a room to be recorded.	Should
RS33	Functional	The Supplier System should have the ability for the room recording application to send the recording along with any appropriate meta-data to the central recording host.	Should
RS34	Functional	The Supplier could ensure that the Voice Recording service could support and be searchable via the user's choice of date format including, "dd/mm/yyyy".	Could
RS35	Functional	The Supplier could ensure that the Recording Service could enable a user to enter a date via either a free-format entry box or calendar format.	Could

Number	Requirement Type	Description	Priority
RS36	Non-functional	The Supplier System must allow for at least 18,000 total concurrent interactions to match the currently defined capacity requirements.	Must
RS37	Non-functional	The Supplier System must ensure that all Voice Recordings must be archived for 24 months, and are recoverable, for day-to-day use.	Must
RS38	Non-functional	The Supplier System must allow for certain Voice Recordings to be stored for longer than the standard 24 months where there is an Authority requirement to do so.	Must
RS39	Non-functional	The Supplier System must ensure that the Voice Recording service protects the Authority's customer data through encrypting and storing all Voice Recordings, call transcriptions and meta data, in a secure environment.	Must
RS40	Non-functional	The Supplier should ensure that the Voice Recordings and all associated data and management information are hosted in the UK.	Should

6.2 Support integration to Voice Recording

6.2.1 Related Schedule: N/R

6.2.2 Detailed requirements:

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Number	Requirement Type	Description	Priority
SIV1	Functional	The Supplier System must record 100% of the Agent calls.	Must
SIV2	Functional	The Supplier System must record all legs of the call e.g. calls between Agents during the transfer.	Must
SIV3	Functional	The Supplier System must have the ability to not record calls if the Agent is configured by default not to record.	Must
SIV4	Functional	The Supplier System must have the ability to allow authorised persons to override retention policy on certain recordings.	Must
SIV5	Functional	The Supplier System must have the ability to override retention policy on all recordings between certain dates for a Directorate, Business Group, Service Line, etc. to support a Legal Entitlement and Administrative Practices (LEAP) exercise.	Must
SIV6	Functional	The Supplier System must have the ability to download call recordings into MP3 format.	Must
SIV7	Functional	The Supplier System must provide a call transcription service where Voice Recordings can be transcribed into text.	Must
SIV8	Functional	The Supplier System must provide a key word alerting Supplier System from the transcribed calls e.g. alerting to someone using a phrase such as 'self harm'.	Must
SIV9	Functional	The Supplier System must allow importing of Voice Recordings from other systems.	Must
SIV10	Functional	The Supplier System must allow importing of recordings made using other media types e.g. video.	Must
SIV11	Functional	The Supplier System must support open, standards-based architecture and be compatible with third party call recording platforms to facilitate recording of the Authority's voice calls on the contact platform. This must include passing the relevant voice streams to capture the recordings, as well as the required meta data to support search & replay. The Authority must have the ability to configure recording rules to control when calls are recorded, based on business logic and data and span entire business areas down to individual Agents.	Must
SIV12	Functional	The Supplier System must provide integration with Voice Recording such that selective interaction recording from point of entry (incoming) to, or initiation (outgoing) of, calls from the core Supplier System can be recorded dependent upon the Authority business driven strategies.	Must
SIV13	Functional	The Supplier System must provide integration with Voice Recording capture and archive storage, such that selective interaction recording from point of entry (incoming) to, or initiation (outgoing) of, can be recorded dependent upon the Authority's business driven strategies. This shall include the provision of all physical infrastructure, licenses and software as necessary to deliver such integration.	Must

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SIV14	Functional	The Supplier System must ensure that such integration passes all associated call indexing (metadata) to the Voice Recording service for capture with its associated call integrations	Must
SIV15	Functional	The Supplier must provide Voice Recording capture and archive storage, such that selective interaction recording from point of entry (incoming) to, or initiation (outgoing) of, calls from the Supplier System can be recorded dependent upon the Authority's business driven strategies.	Must
SIV16	Functional	The Supplier System must ensure the central Voice Recording capture shall include: • Provision of Voice Media acquisition under rules-based logic.	Must
SIV17	Functional	The Supplier System must ensure the central Voice Recording capture shall include: • The ability to maintain call recording capture for extremely long duration calls e.g. longer than 3 hours.	Must
SIV18	Functional	The Supplier System must ensure the Voice Recording capture shall include: • The association of call indexing (metadata) with recordings to allow search and retrieval on single or multiple fields. Such retrieval and replay being subject to configured access control rights of individuals or groups.	Must
SIV19	Functional	The Supplier System must ensure the Voice Recording capture shall include: • the ability to fully delete any recordings, indexes, attached data, etc. when an authorised user requests deleting of that recording.	Must
SIV20	Functional	The Supplier System must ensure the Voice Recording storage shall include: • Storage of all Voice Recordings until the date specified by the Authority. Where a deletion date has been provided with the unique call ID, the Voice Recording will be deleted on or shortly after the stated deletion date. Where a null deletion date has been provided with the unique call ID, the Voice Recording will be kept until further notice. For any Voice Recording where the Authority has not provided a unique call ID with a deletion date, the Supplier will retain it for a period of 24 months from the date the recording was made.	Must
SIV21	Functional	The Supplier must ensure that, in conjunction with the legacy service provider, Voice Recording data is available either by import and/or conversion, or by other agreed access method, from existing legacy systems for use with Voice Recording capture and archive storage.	Must
SIV22	Functional	The Supplier must ensure the Voice Recording capture and archive storage provides capture and storage.	Must

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SIV23	Functional	The Supplier must ensure that Voice Recording capture and archive storage operates within an integrated optimisation product set allowing direct interaction between services in terms of: <ul style="list-style-type: none"> • Speech Analytics Service; for selection and output of media files; • Quality Monitoring Service; search and selection of files, with indexing of voice recordings with quality score metrics; and • Voice Recording Reviewer Service and download; search and selection of files. 	Must
SIV24	Functional	The Supplier must provide a service for the selective extraction, transcription and indexing of calls made to or by an Agent which are available via Voice Recording capture and archive storage. The Supplier shall provide all physical infrastructure, licenses and software as necessary to deliver such functionality.	Must
SIV25	Functional	The Supplier must provide a Speech Analytics Service which provides: <ul style="list-style-type: none"> • An agreed level of accuracy in recognition rates in support of individual business design criteria. 	Must
SIV26	Functional	The Supplier must provide a Speech Analytics Service which provides: <ul style="list-style-type: none"> • Conversion of voice call media into an indexed and searchable output. 	Must
SIV27	Functional	The Supplier must provide a Speech Analytics Service which provides: <ul style="list-style-type: none"> • A query and user search interface supporting both customisable and pre-defined reporting for issue analysis. 	Must
SIV28	Functional	The Supplier must ensure that the Speech Analytics Service operates within an integrated optimisation product set allowing direct interaction between services in terms of: <ul style="list-style-type: none"> • Central voice recording capture and archive storage; input media selection; • Quality Monitoring Service; call selection output; • Work Force Management; scheduling feeds for targeted training; • The Supplier System; call selection based on metrics for generation of root cause for identified interactions; • Screen capture; • Real time analytics; and • Text channel analytics. 	Must
SIV29	Functional	The Supplier must ensure the Quality Monitoring Service shall operate within an integrated optimisation product set allowing direct interaction between services in terms of: <ul style="list-style-type: none"> • Voice Recording capture and archive storage; input media selection; • Voice analytics; call selection input; • Work Force Management; scheduling feeds for targeted training; • The Supplier System; call selection input; 	Must

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		<ul style="list-style-type: none"> • Screen recording; • Real time analytics; and • Text channel analytics. 	
SIV30	Functional	The Supplier must provide functionality whereby the Authority's users can select and replay Voice Recordings from the Voice Recording capture and archive storage, to facilitate the Authority in managing compliance, the management of disputes, liability and risk, staff training and development. The Supplier shall provide all physical infrastructure, licenses and software as necessary to deliver such functionality.	Must
SIV31	Functional	The Supplier must provide functionality whereby the Authority's users can select and download, from the Voice Recording capture and archive storage, calls to an Authority device.	Must
SIV32	Functional	The Supplier System should have a configuration button to allow Agents to suspend Voice Recordings at any point in the call during certain circumstances.	Should
SIV33	Functional	The Supplier System should have the ability to allow the Agents to turn on Voice Recordings if they are configured by default not to record.	Should
SIV34	Functional	The Supplier System should provide the ability for other media types handled by the core platform.	Should
SIV35	Functional	The Supplier System should alert a configurable group of specified users that a key word has been used near real time, typically within a few minutes of the word being detected.	Should
SIV36	Functional	<p>The Supplier should ensure that the Speech Analytics Service reporting applications allow definition of analysis according to Authority-defined indexing of calls, including but not limited to:</p> <ul style="list-style-type: none"> • Agent; • Team; • Site or groups of Sites; and • Service Line. 	Should
SIV37	Functional	The Supplier should ensure that processing activity in the production of analysed data output shall be achieved within an 8-hour window of report initiation.	Should
SIV38	Functional	The Supplier System should have the ability to provide call quality services to all media types regardless of how they were recorded e.g. imported calls and audio from video calls.	Should
SIV39	Functional	The Supplier should provide the functionality whereby Administrator Services users can select a voice call, available from voice recording capture and archive storage, and listen and assess the call against a pre-defined template. The Supplier shall provide all physical infrastructure, license and software as necessary to deliver such functionality.	Should

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SIV40	Functional	The Supplier should ensure the Quality Monitoring Service shall provide, as a minimum, the following call selection criteria against recording metadata: <ul style="list-style-type: none"> • Customisable ad hoc selection; • Scheduled; • Criteria pre-select; and • Integrated services driven. 	Should
SIV41	Functional	The Supplier should ensure the Quality Monitoring Service ensures that evaluation scoring forms are customisable.	Should
SIV42	Functional	The Supplier should ensure the Quality Monitoring Service ensures that playback of calls under evaluation is synchronised with form presentation.	Should
SIV43	Functional	The Supplier should ensure the Quality Monitoring Service ensures that call assessments are tagged within call recording metadata allowing associated search and retrieval capability.	Should
SIV44	Functional	The Supplier should ensure the Quality Monitoring Service shall provide controlled access to voice recording capture and archive storage according to the Authority's provided access rules, which shall include but not be limited to: <ul style="list-style-type: none"> • The Authority's Business Group access; and • Individual call metadata flags. 	Should
SIV45	Functional	The Supplier should ensure the Voice Recording Reviewer Service provides controlled access, with audit log and activity recording, to central voice recording capture and archive storage according to the Authority's provided access rules, which shall include but not be limited to: <ul style="list-style-type: none"> • The Authority's Business Group access; and • Individual call metadata flags. 	Should
SIV46	Functional	The Supplier should ensure the Voice Recording Reviewer Service: <ul style="list-style-type: none"> • Enables review of calls, and replay via: <ol style="list-style-type: none"> a. Central Voice Media utilising the Soft Turret; and/or b. Any other Authority's voice system, via dial in to the core Supplier System; • Enables indexing, allowing the Authority to search for and replay calls by items such as: <ol style="list-style-type: none"> a. CLI, when presented; b. Unique identity call identifier where available; c. Agent Name; d. Agent ID; e. Date; f. Time; 	Should

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		<p>g. Dialed number; h. Wrap Code where available; and/or i. Length of call;</p> <ul style="list-style-type: none"> • Enables call search criteria to be stored and re-run; and • Enables search results to be filtered. 	
SIV47	Functional	The Supplier should ensure the Voice Recording download service ensures media file download is in accordance with non-real time prioritisation data rules.	Should
SIV48	Functional	<p>The Supplier should ensure the Voice Recording download service, as a minimum:</p> <ul style="list-style-type: none"> • Enables indexing, allowing the Authority to search for and download calls by items such as: <ul style="list-style-type: none"> a. CLI, when presented; b. Unique identity call identifier where available; c. Agent Name; d. Agent ID; e. Date; f. Time; g. Dialed number; h. Wrap Code where available; and/or i. Length of call; • Enables call search criteria to be stored and re-run; and • Enables search results to be filtered. 	Should
SIV49	Functional	<p>The Supplier should ensure the Voice Recording download service provides controlled access, with audit log and activity recording, to voice recording capture and archive storage according to the Authority's provided access rules, which shall include but not be limited to:</p> <ul style="list-style-type: none"> • The Authority's Business Group access; and • Individual call metadata flags. 	Should

Number	Requirement Type	Description	Priority
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SIV50	Non-Functional	The Supplier System must store all Voice Recordings encrypted at rest and in transit and not simply encrypt recordings at rest using disc encryption.	Must
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6.3 **Quality Management Service** – a tool used to highlight training needs and ensuring policies are being adhered to when Authority Agents are conversing with customers.

6.3.1 Related Schedule: N/R

6.3.2 Detailed requirements:

Number	Requirement Type	Description	Priority
QM1	Functional	The Supplier must ensure that the Quality Management Service will provide the capability to undertake both Supervisor led (manual) and automated assessments, scoring and reporting of Agent call quality against sets of criteria, which must be configurable and definable by the Authority.	Must
QM2	Functional	The Supplier must ensure that the Quality Management Service provide the Authority with the flexibility to have multiple assessments and assessment criteria which can be tailored to the needs of different business areas or Agent skill as defined by the Authority.	Must
QM3	Functional	The Supplier should ensure that the Quality Management Service has integrated functionality for assessing & scoring call quality both for a live call-in progress or for a call recording played. The outputs of which can be reported separately or in aggregation.	Should
QM4	Functional	The Supplier should ensure that the Quality Management Service enables Agents to review, self-assess and score their own calls only, against criteria defined by the Authority.	Should
QM5	Functional	The Supplier should ensure that the Quality Management Service will provide reporting of quality management (QM) assessments and outputs for both individual Agents and aggregated across teams/areas in line with the Authority hierarchy structure (e.g. by business area, by line of business, by advisor skill, by location, etc.).	Should
QM6	Functional	The Supplier should ensure that the Quality Management Service has the ability for the Authority to define and amend the organisational structure/hierarchy within the service.	Should
QM7	Functional	The Supplier should ensure that the Quality Management Service can integrate with another service which defines the organisational structure/hierarchy.	Should

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QM8	Functional	The Supplier should ensure that the Quality Management Service can flex quality management coverage to analyse and score from 0% to 100% of inbound and outbound calls against criteria defined by the Authority including business area (department), line of business, Agent skill, site location and team.	Should
QM9	Functional	The Supplier should ensure that the Quality Management Service has the capability to target calls flagged for assessment based on multiple parameters which are to be defined and amended by the Authority (e.g. random selection, % coverage, by Agent, line of business, Agent skill, date range, call length, time of day, etc.).	Should
QM10	Functional	The Supplier should ensure that the Quality Management Service provides the Authority with the capability to configure and amend its own role profiles and their associated capabilities in line with its various roles and user functions.	Should
QM11	Functional	The Supplier should ensure that the Quality Management Service restricts the users access to capabilities based on the role allocated and to advisors, teams, sites etc. based on their position within the organisational structure/hierarchy.	Should
QM12	Functional	The Supplier should ensure that the Quality Management Service provides the Authority with the capability to add, amend, delete users and profiles.	Should
QM13	Functional	The Supplier should ensure that the Quality Management Service provides a dashboard / reporting suite at Agent / Supervisor / team / area level in line with the Authority's hierarchies, structures and locations.	Should
QM14	Functional	The Supplier should ensure that the Quality Management Service provides a comparison of any Agent self-assessments and Supervisor assessments of their calls for review and coaching.	Should
QM15	Functional	The Supplier should ensure that the Quality Management Service provide functionality to capture coaching notes and actions which both Supervisor and Agent can review, agree, add comments, actions and progress updates.	Should
QM16	Functional	The Supplier should ensure that the Quality Management Service's application services, components, modules, data access and handling methods are accessible via open APIs.	Should

6.4 **Call Transcription** – the process whereby customers' verbal conversations with the Authority are translated into written text.

6.4.1 Related Schedule: N/R

6.4.2 Detailed requirements:

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Number	Requirement Type	Description	Priority
CTR1	Functional	The Supplier System must provide transcription for all incoming and outgoing audio calls. This Supplier System is only focused on the voice portion of the call, not the preceding call routing.	Must
CTR2	Functional	The Supplier must provide a Supplier System which can be offered to all Authority Agents as well as any Agents working on the Authority's behalf on the CCMP platform.	Must
CTR3	Functional	The Supplier System must take advantage of the Authority's voice platform.	Must
CTR4	Functional	The Supplier System must be capable of interoperating with the Authority voice platform, without imposing any restrictions on its implementation approach. This extends to outsourced Agents, calls and applications.	Must
CTR5	Functional	The Supplier must demonstrate the responsiveness of the Supplier System under the required loads, for examples at peaks and troughs of call volumes.	Must
CTR6	Functional	The Supplier System must support English and Welsh languages at a minimum.	Must
CTR7	Functional	The Supplier System must understand a synthetic voice.	Must
CTR8	Functional	The Supplier System must be able to follow a call if it is transferred to another Agent with no denigration of performance.	Must
CTR9	Functional	The Supplier System must transcribe a synthetic voice.	Must
CTR10	Functional	The Supplier System must monitor the audio in real time.	Must
CTR11	Functional	The Supplier System must be capable of segregating the transcription and analytics capabilities so that they can operate independently and be disaggregated in future.	Must
CTR12	Functional	The Supplier System must be able to provide management information (MI) analysis for specific keywords and/or phrases linked to Agent/business line/overall. This analysis will help to identify trends through the year and the reasons for flagging e.g. intonation, words used. The MI user must also be able to view the percentage of interactions on a specific day during a user specified time period (i.e. using from and to dates), and compare multiple datasets. the Authority must be able to aggregate this data at team leader, contact centre, regional and UK national levels via means of a dashboard.	Must
CTR13	Functional	The Supplier System must have the ability to report on the functional effectiveness of the transcription e.g. accuracy, reliability, confidence rates, confidence rate limits etc.	Must
CTR14	Functional	The Supplier System must provide functionality to support keyword/phrase identification, on-screen alerts/notifications for Agents and Supervisors, and the associated management information capabilities within a reasonable number of seconds as stated in the Performance Indicators.	Must

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CTR15	Functional	The Supplier System must be able to transcribe accurately different accents and regional colloquialisms. Specifically, UK and foreign English accents and dialects which are very diverse in nature.	Must
CTR16	Functional	The Supplier System must be capable of transcribing all audio calls, time-stamping utterances (words and sentence) and providing real-time confidence scoring.	Must
CTR17	Functional	The Supplier System must identify where the confidence of the transcription of a particular word is low. This word must be highlighted in some way so that it can be corrected.	Must
CTR18	Functional	The Supplier System must be able to mask personal or sensitive data as required (including, but not limited to, phone number, name, address, medical condition etc).	Must
CTR19	Functional	If required by the Authority the Supplier System could be able to ingest text and audio recordings in different formats e.g .audio files from video are expected to be in mp4 h.264 avc format.	Could
CTR20	Functional	The Supplier System must transcribe the voices of all parties on the audio file, and it must be clear which party is speaking in the transcription. This may include Agent, customer and 3rd party e.g. translation services.	Must
CTR21	Functional	The Supplier System must support the ability to search through transcriptions using any parameter e.g., date and time / a unique identifier / a key word.	Must
CTR22	Functional	The Supplier must provide a Supplier System which provides for the ability to link transcriptions with a unique identifier eg. data contained within metadata - this must be the same as the Authority's unique identifier, noting that different Authority product lines have different unique identifiers.	Must
CTR23	Functional	The Supplier System must have the capability to analyse up to 100% of customer contact across all channels.	Must
CTR24	Functional	The Supplier System must have the capability to automatically transcribe voice calls to text.	Must
CTR25	Functional	The Supplier System may be exposed to recordings of customer interactions within the Authority's voice interaction systems. If so, the Authority requires the ability to transcribe and analyse customer interactions with the automated service. This will allow the Authority to optimise automated speech journeys.	Must
CTR26	Functional	The Supplier System must give the Authority the ability to delete transcriptions, this may be on a bulk, targeted or individual transcription basis by an authorised administrator with and appropriate audit trail.	Must
CTR27	Functional	The Supplier System must have the ability to purge transcriptions on an automated basis in line with the Authority deletion policy, including the ability for the Authority to redefine this automation.	Must

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CTR28	Functional	The Supplier System must have the capability to export transcriptions in a non-proprietary format on both an ad-hoc and bulk basis.	Must
CTR29	Functional	The Authority requires the ability to print transcriptions.	Must
CTR30	Functional	The Supplier System must have ongoing support from the Supplier to allow the Authority optimisation of the language index to improve transcription accuracy (for example the addition of key words and phrases), without further cost to the Authority.	Must
CTR31	Functional	The Supplier System must make transcriptions available for viewing and analysis as soon as possible to support the in-day operational needs.	Must
CTR32	Functional	The Supplier System must have the capability of supporting differing requirements for each Business Group.	Must
CTR33	Functional	The Supplier System must allow the Authority to add, move, modify, and delete user accounts without recourse to any Operational Change Process or Contract Change request processes or any further costs to the Authority (i.e. in addition to the Service Charges specified in Schedule 15 (<i>Charges and Invoicing</i>)).	Must
CTR34	Functional	The Supplier System must have the capability for all data, including utterance, category (grouping of utterances, Agent name, Agent ID, date (date range), time (range), call duration, CLI, DNIS, call variable (data written to call record), Agent talk time %, customer talk time %, talk over % (cross talk), number of Agent initiated talk overs, number of customer initiated talk overs, contact ID (unique identifier for interaction), extension, number of holds, number of transfers, number of conferences, total hold time, wrap up time, silence time % - this list is not exhaustive.	Must
CTR35	Functional	The Supplier System must be able to determine the sentiment and tone of all parties involved in the conversation.	Must
CTR36	Functional	The Supplier System must be able to track specific words, strings of text, patterns of text, sentiment, and intents in order to identify contacts relating to the Authority's defined processes or initiatives.	Must
CTR37	Functional	The Supplier System must provide an audit trail of all call transcription access to identify individuals who have reviewed individual call transcriptions.	Must
CTR38	Functional	The Supplier System must be able to provide analytics on Agents to ensure best practice and effectiveness. (For example; Agent interruptions, periods of silence and Agent vs customer talk time)	Must
CTR39	Functional	The Supplier System must have the capability to differentiate between customer and Agent speech when performing call analysis.	Must
CTR40	Functional	The Supplier System must provide an audit trail of all actions taken by system administrators.	Must

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CTR41	Functional	The Supplier System must be able to provide a near live feed of all transcription and meta-data into a to-be defined Authority analytic service.	Must
CTR42	Functional	The Supplier System's application services, components, modules, data access and handling methods must be accessible via open APIs. For example, deriving customer sentiment from another channel.	Must
CTR43	Functional	The Supplier System should take advantage of the Authority's Verint Call Recording Service. The platform must be able to integrate with the Verint's CODECs in use.	Should
CTR44	Functional	The Supplier System should be able to connect to both versions of Verint - VerintAPI, v15.1 (SOAP) and v15.2 (REST).	Should
CTR45	Functional	The Supplier System should provide real-time and/or historic MI reporting on calls for example but not limited to the subject(s) / topic(s) of the call) that can be utilised to inform performance and behaviours of Agents and customers, in order to improve quality, efficiency and customer service. It must be possible to aggregate this data at different levels; individual Agents, the Authority Business Group and the Authority overall via means of a dashboard.	Should
CTR46	Functional	Call MI data should be able to be exported from the Supplier System and be able to be put through the tooling of the Authority's choice.	Should
CTR47	Functional	The Supplier System should have the ability to send notifications to identified users when new trends are identified.	Should
CTR48	Functional	The Supplier System should be able to display trending topics based on keywords or phrases to identify trends by Benefit Line e.g. trends such as 'COVID 19' or 'payment not made'. This information should be displayed the real time trends as a feature of an overall customer experience dashboard. An example of this would be word clouds.	Should
CTR49	Functional	The Supplier System should ensure on screen alerts should be hierarchical, so that certain category alerts can be prioritised over others e.g. only higher priority alerts are displayed on-screen to team leaders.	Should
CTR50	Functional	The Supplier System should be able to trigger notification when a specific key word(s) is identified. The functionality may also be used to identify staff and or customers.	Should
CTR51	Functional	The Supplier System should be capable of accepting additions and/or removals of keywords and phrases by the Authority as the business require. For instance, if there are political policy decisions or cultural language changes. Changes should be Self-Administered, made easily and effective within 60 minutes.	Should
CTR52	Functional	When changes are made to the Key Word Library the Supplier System should be able to reprocess existing transcripts.	Should

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CTR53	Functional	The Supplier System should 'learn' changes in phrasing etc. so there is not a need to keep updating the list of words, for example based on: Words, topics, entities, named entities, relationships, intents, event and dates, transactional data, emojis, mathematical symbols in context, product attributes (e.g., model, memory, colour, brand, size, material), personally identifiable information, adverse media.	Should
CTR54	Functional	The Supplier System should flag up customers who may require extra support and/or help by identifying signs of distress/concern through indicators such as tone of voice, events, sentiments, including: Security, and targeted risk activity signals, sentiment, emotional signals (e.g., joy, frustration), behavioural (e.g., interactions, likes), demographic (e.g., age, gender, occupation, education), psychographic (e.g., personality, values, opinions, attitudes, interests). This information should be near to real time as stated in the service levels.	Should
CTR55	Functional	When the Supplier System identifies a customer displaying selected behaviours, for example but not limited to, tone of voice, events, sentiments, security, and targeted risk activity signals, emotional signals, behavioural, demographic, psychographic, this should be displayed by means of a hierarchical team leader, contact centre, regional dashboard. This information should be near to real time as stated in the service levels, as is reasonable/practicable via means of a dashboard.	Should
CTR56	Functional	The Supplier System should demonstrate the capability to alert team leaders, calls where staff wellbeing may be of a concern by means of on-screen notification and real time (as stated in the service levels) dashboard. This should be easily configurable in the event that it needs to be changed by the Authority.	Should
CTR57	Functional	The Supplier System should transcribe with an average maximum Word Error Rate (WER) (the percentage of errors for every 100 words) of no more than 10%. This should be achieved within 3-4 months of the first Operational Service Commencement Date.	Should
CTR58	Functional	Where confidence on a particular transcription is low, the Supplier System should have a method of increasing this confidence e.g., the audio file can be passed through the recogniser a number of times to get a better result.	Should
CTR59	Functional	The Supplier System should demonstrate improvements in accuracy as the solution embeds and learns, for example by phonetic boosting, AI, etc	Should
CTR60	Functional	For redaction the Supplier System should produce more than 1 redacted version as different user groups may require different versions of a transcription, e.g. personal details, National Insurance number, customer condition may need to be redacted for different audiences.	Should
CTR61	Functional	The Supplier System should allow copies of original transcripts to be edited for the purposes of internal training (only allowed by certain users based on access permissions).	Should

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CTR62	Functional	The Supplier System should have the capability to define multiple levels of categories and sub-categories within a to be defined Authority hierarchy.	Should
CTR63	Functional	The Supplier System should have the ability to save search criteria to be re-used quickly.	Should
CTR64	Functional	The Supplier System should be able to categorise calls based on the sentiment and tone against all of the parties (including the Authority's existing Voice Automation Service where available) involved in the conversation.	Should
CTR65	Functional	The Supplier System should be able to track the changing profile of sentiment and tone across the duration of a conversation.	Should
CTR66	Functional	The Supplier System should have the capability to set up alerts to notify specified users when specific activity/trends/thresholds have been breached.	Should
CTR67	Functional	The Supplier System should have the ability to automatically locate and categorise calls similar to a given call.	Should
CTR68	Functional	The Supplier System should have the ability to automatically recommend new call categories and sub-categories. The service should notify Authority analysts about this.	Should
CTR69	Functional	In addition to spoken language, the Supplier System must be capable of recognising specific speech input types (e.g., numerical, currencies, units of measures, etc.), automated punctuation and capitalization (explicit/implicit).	Should
CTR70	Functional	The Supplier System should operate with the Language Services Teams for customers whose first language isn't English or Welsh and may need interpretation. That is all people on a call can be recorded and identified as separate voices and transcriptions completed for all English/Welsh elements of the call.	Should
CTR71	Functional	The Supplier System could ensure the on-screen alerts are capable of containing a hyperlink to knowledge instructions for the Agent.	Could

Number	Requirement Type	Description	Priority
CTR72	Non-functional	The Supplier System must be scalable in the event the Authority needs to increase (or decrease) volumes to handle unexpected events such as change of government policies, Covid, etc.	Must
CTR73	Non-functional	The Supplier must provide aftersales support to help overcome any implementation and operational issues and engagement in order to inform their product roadmap (lifespan, end-of-life approach, future planned development).	Must
CTR74	Non-functional	The Supplier System must be able to save files (i.e. transcriptions) in an editable format agreed with the Authority (e.g. but not limited to, docx, xml and rtf).	Must

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CTR75	Non-functional	The Supplier System must time and date stamp files in line with the platform date and time (i.e. transcription) for security purposes and to providing version control. For version control, the initial file will not be changed - if a new version is produced following transcription due to inaccuracies a new version must be created.	Must
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7 Management Information

7.1 **Contact Centre MI** – A full reporting suite which provides real-time and historical management information to the Authority Business Groups in the form of dashboards and reports. The platform also requires a single and centralised routing engine that captures, processes, routes interactions and enables reporting on the entire lifecycle of historic customer interactions on any media channel

7.1.1 Related Schedule: N/R

7.1.2 Detailed requirements:

Number	Requirement Type	Description	Priority
MIS1	Non-Functional	The Supplier must plan, design, install, test and provide all infrastructure required to provide functionality to allow users to export expanded data sets into the Authority's designated data repository. This shall include all physical infrastructure, licenses and software as necessary.	Must
MIS2	Non-Functional	The Supplier System must have the ability to monitor interactions in progress and the status of resources utilised within it, and external delivery systems, from entry to delivery point are captured in real time.	Must

Number	Requirement Type	Description	Priority
MIS3	Functional	The Supplier System must provide a live reporting tool (and dashboard display) containing information such as but not limited to: <ul style="list-style-type: none">• Calls in queue;• Percentage of calls answered;• Agents logged in;• Average handling times;• Total Inbound – split by Service Line and Business Group;	Must

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		<ul style="list-style-type: none"> • Unanswered calls; • Call wait time; and • Disposition codes. 	
MIS4	Functional	The Supplier System must ensure new statistics for real-time and historical reporting can be created and existing ones modified.	Must
MIS5	Functional	The Supplier System must provide historical management information to the Authority's Business Groups in the form of dashboards and reports.	Must
MIS6	Functional	The Supplier System must ensure that all system data is available, at the request of the Authority.	Must
MIS7	Functional	<p>The Supplier System must ensure that the Real-Time Reporting Service provides a flexible and customisable view of all metrics from the Central Activity Monitor including, but not limited to:</p> <ul style="list-style-type: none"> • Customisable, user friendly naming of metrics; • Use of colours to represent thresholds, limits and alarms; • Presentation of metrics in numeric and graphical formats; and • Ability to customise the grouping of metrics in views to meet various business user roles and needs. 	Must
MIS8	Functional	The Supplier System should support exporting reports to multiple formats e.g. Excel spreadsheets, XML, CSF, PDF etc.	Should
MIS9	Functional	The Supplier System should ensure that the real time reporting application has the capability to present real time, cumulative and intraday views of all metrics.	Should
MIS10	Functional	The Supplier System should have the ability to define and report on custom attributes for not ready codes.	Should
MIS11	Functional	The Supplier System should ensure that real-time reporting data can be exported to other Authority reporting applications to produce real-time management information reports.	Should
MIS12	Functional	The Supplier System should ensure the service shall be provided such that customisation of both displayed data and display screen used is controllable via a permissions-based interface accessed via the Agent Desktop Client: Supervisor, enhanced or Administrator Services.	Should
MIS13	Functional	The Supplier System should ensure the Data Warehouse Export Service is fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate Authority business strategy.	Should
MIS14	Functional	The Supplier should provide APIs to enable and support integration of the Supplier System into the Authority management information, which provides a basic operational MI feed across the Authority.	Should

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MIS15	Functional	The Supplier should provide APIs to enable and support integration of the Supplier System into the Authority's performance analytics, which provides a basic operational MI feed across the Authority.	Should
MIS16	Functional	The Supplier should provide APIs to enable and support integration of the Supplier System into the Authority's risk analytics, which provides a data source across the Authority.	Should
MIS17	Functional	The Supplier should ensure the monitoring tool includes: <ul style="list-style-type: none">• The capture and storage in a database of all interactions for 36 calendar months from initial capture;• Tracking of interactions from the moment the call enters the contact centre until the call is terminated, including when the call is transferred, conferenced, sent to another Agent or sent to other Authority Services. Where call-attached data is available it should be recorded;• Details from external services utilised within the end to end delivery of the Supplier System, including but not limited to Intelligent Network (I.N) interactions and network volumetrics;• Details of interactions within central services, and any additional Services consumed during the call; and• The capability to capture and store all optional services interactions and contact centre emerging service interactions.	Should
MIS18	Functional	The Supplier should ensure that the monitoring tool provide mechanisms for the export of data into the Authority's systems.	Should
MIS19	Functional	The Supplier System could provide a display of contact centre performance and interaction statistics and ticker tape/ banner broadcast alerting. Such information to be presented on dedicated non-desk-based display screens.	Could

8 Integrations

8.1 **Integrations** - The Supplier is required to integrate their solution into the following existing or soon to be implemented Authority services. The required integrations below are all "Must" requirements, unless expressly stated otherwise below.

8.1.1 Related Schedule: N/R

8.1.2 Detailed requirements:

8.2 **Archiving** – An archiving and playback capability which stores Voice Recordings for up to 24 months so that they are available for playback as needed.

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- 8.3 **DA Language** – This is a service that supplies translators.
- 8.4 **Case Management Routing** – Case worker routing is integrated into the Authority’s systems and uses logic based on an internal system data pull lookup on the incoming telephone number to route the call accordingly.
- 8.5 **Secure Card Payment Service** – The chosen solution for securely taking payments due for customers of the UK. For outbound dialling this allows the customer to utilise DTMF (masked) to make a payment with an advisor on the call without the advisor being able to see any of the information inputted. It is a service to ensure PCI Compliance is maintained for the department when a customer is in contact to make a payment to the department, such as an overpayment of a pension or perhaps a payment to the Child Maintenance Group service.
- 8.5.1 For Self-Serve this allows a customer to access the system 24 hours a day and make a payment without the assistance of an advisor.
- 8.6 **Non-Geographic Numbers (NGN)** – The part of the journey of an inbound call where the non-Geographic numbers (NGN’s) are translated from 0800 numbers to Geographic (0121, 0161 etc) numbers. The Supplier System will need to send the calls apportioned to those numbers to the most appropriate place according to business and customer needs.
- 8.7 **Conversational Platform** – This will provide insight into why the customers are calling, which, depending on the nature of the enquiry will show:
- Reason for Call – Understand why the customer is calling, enabling call steering and basic deflection.
 - ID&V – Orchestrate the voice to machine identity and verification process with the trust hub.
 - Self-Service – Answering the caller’s query in the IVR without the need for an Agent intervention (e.g. advising the customer of their next payment amount and date, based on capturing the customer’s initial utterance at the beginning of the call).
- 8.8 **Automated Telephony Excellence** – A solution which has the ability to undertake behavioural analysis of a caller’s history based on call times, durations and frequencies. The solution will also have the ability to recognise and verify speech authenticating callers based on this information. Reports can be extracted via a technical interface to identify callers who have failed identification.

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Number	Requirement Type	Description	Priority
INT1	Functional	Applications running within the platform must interoperate with other Authority systems and the Supplier System must support this.	Must
INT2	Functional	It is vital to the Authority that the systems it uses are supported effectively. It is also important that versions deployed are tried, tested and trusted and are able to operate with other systems deployed as appropriate.	Must
INT3	Functional	The Supplier System must support Payment Card Industries (PCI) compliant card payment processing, both via Agents and Self-Serve applications	Must
INT4	Functional	The Supplier System must integrate with common anti-malware, anti-virus software etc to allow the scanning of attachments before being presented to an Agent.	Must
INT5	Functional	The Supplier System should be capable of integrating with the Authority document management system (ECMS) where files must be stored (note: the Authority are not looking for new storage functionality as part of this Supplier System).	Should
INT6	Functional	The Supplier System should be capable of integration with third party campaign management tools.	Should
INT7	Functional	The Supplier System's application services, components, modules, data access and handling methods should be accessible via open APIs. For example, Agent skills getting updated automatically from an external Authority system.	Should
INT8	Functional	The Supplier System should provide development services and API gateways that can be utilised by external development tools and services.	Should
INT9	Functional	The Supplier should ensure that the Supplier System applications use the Authority approved protocols for external file integrations.	Should

Number	Requirement Type	Description	Priority
INT10	Non-functional	The Supplier must ensure the Response Time for the applications providing the voice services shall be within the maximum end-to-end response time of 1 sec for 99% of the total transactions, when handling an application loading of up to and including the stated maximum transaction load and usage volumetrics.	Must
INT11	Non-functional	The Supplier must work with the Authority's existing suppliers and any future ones.	Must
INT12	Non-functional	The Supplier should be part of, or working towards being part of the Omilia partner programme.	Should

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INT13	Non-functional	The Supplier System could utilise a single common technology stack and be readily capable of migration between hosting environments (e.g. between cloud providers).	Could
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8.9 **Integration support / service into other Omnichannel services** – The Supplier is required to integrate their solution into further Authority omnichannels.

8.9.1 Related Schedule: N/R

8.9.2 Detailed requirements:

Number	Requirement Type	Description	Priority
INTO1	Non-functional	The Supplier must, design, install, test and provide all infrastructure required to provide functionality to allow the Authority to integrate an externally sourced automated payment application or service. The Supplier shall provide all physical infrastructure, licenses and software as necessary.	Must
INTO2	Non-functional	The Supplier must plan, design, install, test and provide all infrastructure required to provide functionality to allow the Authority to integrate back-end systems and applications. The Supplier must provide all physical infrastructure, licenses and software as necessary to deliver such core Supplier System integrated functionality. The demarcation shall be agreed on a per occasion basis.	Must
INTO3	Non-functional	The Supplier must ensure that the Response Time for the applications providing the non-voice services shall be within the maximum end-to-end response time of 3 sec for 99% of the total transactions, when handling an application loading of up to and including the stated maximum transaction load and usage volumetrics.	Must
INTO4	Non-Functional	The Supplier should, plan, design, install, test and provide all infrastructure required to provide functionality to allow the Authority to integrate an externally sourced automated outbound application or service. The Supplier shall provide all physical infrastructure, licenses and software as necessary.	Should
INTO5	Non-functional	The Supplier should ensure that any Supplier System application transaction that is dependent on other systems or services then the application shall not increase the end-to-end response time by more than the permitted duration for any operation.	Should

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Number	Requirement Type	Description	Priority
INTO6	Functional	The Supplier System must allow integrations via API, RPA or other mechanisms to be defined that allow the Authority to fully or partially automate business processes.	Must
INTO7	Functional	The Supplier must ensure the Back End System Integration Service is fully integrated with The Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Must
INTO8	Functional	The Supplier System must provide APIs to enable and support integration into the Authority's, Dynanic Trust Hub (DTH) which verifies an IDENTITY against a claimed identity. The Supplier must ensure that the DTH is fully integrated with the Customer Interaction Service.	Must
INTO9	Functional	The Supplier should support integration with functionality to allow the Authority to utilise a common knowledge base. The Supplier shall include all physical infrastructure, licenses and software as necessary.	Should
INTO10	Functional	The Supplier should ensure that the Knowledge Management Integration Supplier System is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
INTO11	Functional	The Supplier should ensure that information in the Knowledge Management Integration Supplier System shall be accessible to and presented at the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
INTO12	Functional	The Supplier should ensure that data passed from the routing and queuing mechanism to the Agent Desktop Client, on presentation of the interaction, can be used to search and/or filter information in the Knowledge Management Integration Supplier System, ensuring Agents can be presented with information relevant to the interaction they are handling.	Should
INTO13	Functional	The Supplier should ensure that the Knowledge Management Integration Supplier System is fully integrated with the Customer Interaction Service.	Should
INTO14	Functional	The Supplier should ensure that data passed to or collected within the Customer Interaction Service can be used to search and / or filter information in the Knowledge Management Integration Supplier System, enabling callers to be presented with information relevant to the nature and requirements of their call.	Should
INTO15	Functional	At the request of the Authority, the Supplier should enable the presentation of Knowledge Management Integration Supplier System information to callers through Text-To-Speech (TTS) and / or pre-recorded, concatenated recorded messages.	Should
INTO16	Functional	The Supplier should ensure that the Back End System Integration Service is fully integrated with the Agent Desktop Client: Standard and Agent Desktop Client: Supervisor.	Should

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8.10 Interaction Integration Service/APIs

8.10.1 Related Schedule: N/R

8.10.2 Detailed requirements:

Number	Requirement Type	Description	Priority
IIS1	Non-Functional	The Supplier must ensure that all configurations and APIs provided allow the Supplier System to support mutual authentication.	Must
IIS2	Non-functional	The Supplier must plan, design, install, test and provide all infrastructure required to provide functionality to allow the Authority to integrate one or more externally sourced interactions. The Supplier shall provide all physical infrastructure, licenses and software as necessary.	Must
IIS3	Non-functional	The Supplier must ensure all integrated services are fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Must
IIS4	Non-functional	The Supplier must plan, design, install, test and provide all configuration required to provide functionality to allow the Authority to integrate inbound voice interactions to externally sourced translation service. This shall include all configuration and testing as necessary.	Must
IIS5	Non-functional	The Supplier must plan, design, install, test and provide all configuration required to provide functionality to allow the Authority to integrate inbound case management interactions to utilise data from backend systems via API calls to base routing logic on. This shall include all configuration and testing as necessary.	Must
IIS6	Non-functional	The Supplier must plan, design, install, test and provide all configuration required to provide functionality to allow the Authority to integrate inbound and outbound voice interactions to an externally sourced NGN service. This shall include all configuration and testing as necessary.	Must
IIS7	Non-functional	The Supplier must plan, design, install, test and provide all configuration required to provide functionality to allow the Authority to integrate inbound and outbound voice interactions to an externally sourced Conversational Platform. This shall include all configuration and testing as necessary.	Must
IIS8	Non-functional	The Authority could procure one or more integrated services from an alternative procurement channel, such as, but not limited to, G-Cloud.	Could

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Number	Requirement Type	Description	Priority
IIS9	Functional	The Supplier must ensure that the Interaction Integration Service is fully integrated with the Work Force Management Services (recording, management, quality and performance monitoring) and Management Information Services.	Must
IIS10	Functional	The Supplier must provide APIs to allow additional capability development and integration into other components of the platform.	Must
IIS11	Functional	The Supplier should ensure that the Interaction Integration Service is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
IIS12	Functional	The Supplier System should provide APIs to enable and support integration into ECMS which stores items provided by the customer including voice recordings.	Should

8.11 **APIs** – The Supplier needs to provide APIs to allow additional capability development and integration into other components of the Authority's solution.

8.11.1 Related Schedule: N/R

8.11.2 Detailed requirements

Number	Requirement Type	Description	Priority
API1	Functional	The Supplier System must provide an API or other mechanism to allow the export of Web Chat dialogues to 3rd party systems.	Must
API2	Functional	The Supplier System should provide APIs to enable and support integration into the DWP Preferences. This component, among other things, defines what channels a customer can or wants to use, stores telephone numbers e.g., for outbound calls.	Should

Number	Requirement Type	Description	Priority
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API3	Non-functional	The Supplier must make the Supplier System inter-domain interfaces (API and event definitions) available for discovery by other Authority SRA products.	Must
API4	Non-functional	The Supplier should ensure that the Supplier System application APIs utilise RESTful methods (i.e. GET, POST, PUT & DELETE) for accessing and manipulating resources/data.	Should
API5	Non-functional	The Supplier should ensure that the Supplier System application APIs utilise the Authority standard policy enforcement patterns.	Should
API6	Non-functional	The Supplier System should support, as a minimum, the current version and the previous two versions of it's deployed APIs.	Should

8.12 **Z-Scaler** – enables the Authority to securely connect users to applications regardless of device, location or network.

8.12.1 Related Schedule: N/R

8.12.2 Detailed requirements

Number	Requirement Type	Description	Priority
ZSC1	Functional	The Supplier System must work with and support integration into Zscaler.	Must
ZSC2	Functional	The use of ZScaler for VPN access may change in the future, and the Services should support alternative replacement zero trust VPN access technologies.	Should

8.13 **3rd Party & Remote Workers** – The new platform will be used across the UK, in various locations including Authority offices, remote Agents working from home, and with Agents from external 3rd party outsourcing companies.

8.13.1 Related Schedule: N/R

8.13.2 Detailed requirements:

Number	Requirement Type	Description	Priority
TPW1	Functional	The Supplier System must allow user login from any desktop or supported device, for any of the provided applications.	Must
TPW2	Functional	The Supplier System must support Agents working from any of the Authority's locations, as well UK home working, both via wired and wireless connections.	Must

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TPW3	Functional	The Supplier must ensure that all Supplier System applications and GUIs are supported in a Citrix environment.	Must
TPW4	Functional	All users including the Authority's appointed outsourcers should be required to access the Supplier System from an approved device and remote access technology.	Should

- 8.14 **Automated Telephony Excellence** – A solution which has the ability to undertake behavioural analysis of a caller's history based on call times, durations and frequencies. The solution will also have the ability to recognise and verify speech authenticating callers based on this information. Reports can be extracted via a technical interface to identify callers who have failed identification.

8.14.1 Related Schedule: N/R

8.14.2 Detailed requirements:

Number	Requirement Type	Description	Priority
ATE1	Functional	The Voice Automation Service must interoperate with the Supplier System to enable effective routing of calls with associated meta data.	Must

9 Work Force Management

- 9.1 **Work Force Management (WFM)** Enables the production of forecasts and schedules for the contact centres and provides dashboards showing whether the schedules are being adhered to. Resource forecasts are based on historic and expected arrival of customer contacts to match the availability of advisors to customer contact demand. WFM is essential for the effective management of resources that respond to contacts with customers in real time over several inbound and / or outbound channels.

9.1.1 Related Schedule: N/R

9.1.2 Detailed requirements:

Number	Requirement Type	Description	Priority
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WFM1	Non-Functional	The Supplier must design, install and provide all infrastructure equipment and licensing necessary to provide a Work Force Management Supplier System aligned to the scale of the core Supplier System deployed by the Authority. The Supplier shall include all physical infrastructure, license and software as necessary to deliver such functionality.	Must
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Number	Requirement Type	Description	Priority
WFM2	Functional	All Authority business groups using the Supplier System must share a common operating environment with full flexibility in configuration allowing (but not limited to) operational models with the capability of: <ul style="list-style-type: none"> • operating discretely and independently of each other; • operating a virtualised combined business group(s) service; and • operating as a fully virtualised environment within each organisational unit. 	Must
WFM3	Functional	To create an optimised schedule for Agents to handle interactions and the Authority to manage the day-to-day environment while minimising Agent staffing and operational costs the Supplier must ensure the Supplier System can provide the following feature: <ul style="list-style-type: none"> • Automatic historical data collection for connected media interactions aligned to activity monitor. 	Must
WFM4	Functional	To create an optimised schedule for Agents to handle interactions and the Authority to manage the day-to-day environment while minimising Agent staffing and operational costs the Supplier shall ensure the Supplier System can provide the following feature: <ul style="list-style-type: none"> • Forecasting engine to model the contact centre appropriately. 	Must
WFM5	Functional	To create an optimised schedule for Agents to handle interactions and the Authority to manage the day-to-day environment while minimising Agent staffing and operational costs the Supplier must ensure the Supplier System can provide the following feature: <ul style="list-style-type: none"> • Employee-friendly optimised scheduling, ensuring that all Agents managed via the Supplier System receive schedules compliant with applicable working time legislation and the Authority's flexible business and fairness rules. 	Must
WFM6	Functional	To create an optimised schedule for Agents to handle interactions and the Authority to manage the day-to-day environment while minimising Agent staffing and operational costs the Supplier must ensure the Supplier System can provide the following feature: <ul style="list-style-type: none"> • Real time and historical employee schedule adherence reporting. 	Must
WFM7	Functional	The Supplier System must be capable of determining optimal schedules for single and multi-skilled Agents who may handle customer interactions in a site or virtualised environment across	Must

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		multiple sites. A multi-skilled Agent is one who has more than one skill defined under Agent skill definition.	
WFM8	Functional	The Supplier System must be capable of utilising a range of Agent variables including, but not limited to, Agent preferences, job skills and proficiency, customer segmentation, historical trends such as response times and outbound call length and take such variables into account when creating forecasts and schedules. The outbound call lengths also being available as a forecasting and scheduling variable where the Authority has procured the outbound service.	Must
WFM9	Functional	The Supplier System must be capable of playing out 'what if' scenarios in support of real time decisions, and long-term strategic planning, budgeting and recruiting. This shall be available in real time allowing forecasting to explore the impact of unanticipated events on the schedule, and then to take corrective action, without affecting the currently operating schedule.	Must
WFM10	Functional	The Supplier System must allow forecasting to test variations in the workload and operational goals to support a range of long-term planning activities.	Must
WFM11	Functional	The Supplier System must be capable of accommodating shift patterns in the working schedules and generating graphical real time displays showing adherence to the working schedule.	Must
WFM12	Functional	The Supplier System must, for all Agents and Agent groups, be capable of: • calculating optimum times to schedule meetings of varying lengths.	Must
WFM13	Functional	The Supplier System must, for all Agents and Agent groups, be capable of: • amending a schedule (i.e., break time) and inform the Agent.	Must
WFM14	Functional	The Supplier System must, for all Agents and Agent groups, be capable of: • automatically recognising exceptional days e.g., bank holidays.	Must
WFM15	Functional	The Supplier System must be capable of forecasting staffing requirements at regular intervals flexibly, quarter-hourly, half-hourly, hourly, daily, weekly, monthly and long-term.	Must
WFM16	Functional	The Supplier System must be capable of allowing the Authority to produce Work Force Management service-specific configuration, staff, forecast, and schedule adherence reports.	Must
WFM17	Functional	The Supplier must ensure the Supplier System shall be capable of managing Agent leave requests including, but not limited to: • accepting Agent requests for leave; • presenting Agents with leave availability; • presenting Agents with their personal leave balance; • validating leave requests against; • Agent leave entitlement; • leave availability; and • configurable leave limits.	Must

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WFM18	Functional	In conjunction with the legacy service provider, data and configuration currently utilised in delivering the functionality is available either by import and/or conversion, or by other agreed access methodology, from existing legacy systems for use with the Supplier System.	Must
WFM19	Functional	The Supplier System must ensure ability to import legacy data.	Must
WFM20	Functional	Agent performance data and interaction data must be captured in the the Supplier System in near real-time for use with the forecasting and intraday modules of the tool without the need of manual importing.	Must
WFM21	Functional	The Supplier System must be able to capture and forecast chat interaction data.	Must
WFM22	Functional	The Supplier System must be able to capture and forecast telephony interaction data.	Must
WFM23	Functional	The Supplier System must enable the resource planning team to select a group of employees to schedule a meeting together as one piece of work and identify the best time of day.	Must
WFM24	Functional	The Supplier System must be accessible to users through a standard internet Browser without the need for plugins either within the Browser or locally installed on the user's device.	Must
WFM25	Functional	The Supplier System must allow for configuration changes to be made using APIs.	Must
WFM26	Functional	The Supplier System must ensure that forecasts be possible at single Service Line level.	Must
WFM27	Functional	The Supplier System must ensure that forecasts be possible at multiple Service Line level.	Must
WFM28	Functional	The Supplier System must ensure historical interaction volumes be collected at individual service aggregation.	Must
WFM29	Functional	The Supplier System must ensure forecasts for individual and groups Service Lines be shown at intraday, daily, weekly, and monthly aggregations.	Must
WFM30	Functional	The Supplier System must ensure that actual interaction data for each service level be shown at intraday, daily, weekly and monthly aggregations.	Must
WFM31	Functional	The Supplier System must ensure that actual Agent metrics for each service level be shown at intraday, daily, weekly and monthly aggregations.	Must
WFM32	Functional	The Supplier System should ensure forecasts for Service Lines can be split between Business Groups who include subsets of users with no permission to view the complete forecast (e.g. outsourcers).	Must
WFM33	Functional	Shift swaps must be managed within the Supplier System without the need to use a 3 rd party application such as email.	Must
WFM34	Functional	The Supplier System must enable scenarios to be built around a forecast service level for speed of answer and abandon rate.	Must
WFM35	Functional	Authorisation of annual leave must be done either by a Supervisor or automatically in the Supplier System.	Must

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WFM36	Functional	The Supplier System must ensure multiple types of annual leave types should be available.	Must
WFM37	Functional	The Supplier System must ensure the planning team and team managers be able to view real time schedule adherence against the forecast.	Must
WFM38	Functional	The Supplier System must ensure reports provide the ability to export all data in Excel, PDF, comma delimited and other standard formats.	Must
WFM39	Functional	The Supplier System must track historical patterns by call group and be able to normalise unexpected events within its forecasting database.	Must
WFM40	Functional	The Supplier System must ensure budget staffing be available that show FTE requirements by a given time.	Must
WFM41	Functional	The Supplier System must ensure over/under staffing reports be available by interval.	Must
WFM42	Functional	The Supplier System must ensure schedule adherence reports be retrievable by individual, team, or department.	Must
WFM43	Functional	The Supplier System must ensure historical adherence reports update following a modification / update to the schedule.	Must
WFM44	Functional	The Supplier System should ensure it be possible for Agents to view their call statistics for the day and offline time for a given time.	Must
WFM45	Functional	The Supplier System must be able to create staffing projections and build in costing for budgeting against a service level and provide an overall cost.	Must
WFM46	Functional	The Supplier System must ensure administrators are able to control security permissions to individual organisation hierarchy, teams, and features.	Must
WFM47	Functional	The Supplier System must ensure that security permission must be flexible enough to maintain separation between inhouse and partner planning teams. Example: The Authority planning would see all the Service Lines forecast, schedule and associated Agents however an outsourcer would only be able to view the forecast, schedule and Agents relevant to their own commercial contract.	Must
WFM48	Functional	The Supplier System must ensure the Agent portal include functionality that allows visibility of allocated breaks for the day.	Must
WFM49	Functional	The Supplier System must ensure the Agent portal include functionality that allows visibility of allocated activities such as training, meetings etc.	Must
WFM50	Functional	The Supplier System should ensure the Agent portal includes functionality that allows the Agent to set their place of work each day. Example: home working or an office location.	Must
WFM51	Functional	The Supplier System must ensure the Supervisor portal includes functionality that allows updates to an Agent's scheduling rules.	Must

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WFM52	Functional	The Supplier System must ensure the Supervisor portal includes functionality that allows updates to an Agent's hierarchy, including the scheduling of an Agents move between teams.	Must
WFM53	Functional	The Supplier System must ensure the Supervisor portal includes functionality that allows updates to an Agent's hierarchy, including the scheduling of an Agents leave date. This date should be considered during scheduling.	Must
WFM54	Functional	The Supplier System must ensure the Supervisor portal includes functionality that allows auditing of any changes or limit overrides by user.	Must
WFM55	Functional	The Supplier System must ensure the Supervisor portal includes functionality that allows customisation and input ad-hoc work events.	Must
WFM56	Functional	The Supplier System should ensure the Supervisor portal includes functionality that allows manually overriding historical data and save and re-use these exceptional patterns.	Must
WFM57	Functional	The Supplier System must ensure the Supervisor portal includes functionality that allows real time monitoring of Agent adherence to schedule.	Must
WFM58	Functional	The Supplier System should ensure the Supervisor portal includes functionality that allows real time monitoring of Agent conformance to schedule.	Must
WFM59	Functional	The Supplier System should ensure the Supervisor portal includes functionality that allows inputting staffing levels from 3 rd party support partners.	Must
WFM60	Functional	The Supplier System must ensure the Supervisor portal includes functionality that allow the view of forecast volumes, service levels and staffing for a single day or across a weekly view.	Must
WFM61	Functional	The Supplier System must ensure that the Agent is notified of any change to their annual leave request status.	Must
WFM62	Functional	The Supplier System must ensure that the Agent is notified of any change to their shift swap status.	Must
WFM63	Functional	The Supplier System must ensure that the Supervisor is notified of any new annual leave requests that require approval.	Must
WFM64	Functional	The Supplier System must ensure that the Supervisor is notified of any new shift swap requests that require approval.	Must
WFM65	Functional	The Supplier System must automatically check a published rota against any new forecast scenario to determine whether the existing rota is impacted.	Must
WFM66	Functional	The Supplier System must automatically notify of any impacts rota change requests have to existing rotas.	Must
WFM67	Functional	The Supplier System must be able to make changes to a previously published rota based on new events.	Must

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WFM68	Functional	The Supplier System must enable Supervisors to amend schedules already released to Agents.	Must
WFM69	Functional	The Supplier System must prevent employees breaching the Working Time Regulations.	Must
WFM70	Functional	The Supplier System must not re-schedule a shift in such a way that it breaks any Working Time Regulations or rules.	Must
WFM71	Functional	The Supplier System must ensure that Supervisors will be able to make changes to an employee's contracted hours, make changes to an employee's personal details.	Must
WFM72	Functional	The Supplier System must ensure that a Supervisor making a change within a schedule will be notified if that change breaks any Working Time Regulations or rules when applicable.	Must
WFM73	Functional	The Supplier System must adhere to configurable parameters relating to timescales for notifying staff of a change to their shift.	Must
WFM74	Functional	The Supplier System must ensure a Supervisor will be able to see the impact a request change will have before granting.	Must
WFM75	Functional	The Supplier System must ensure that Supervisors will be able to make changes to an employee's contracted hours.	Must
WFM76	Functional	The Supplier System must proceed with back-office workforce forecast against calculated staffing requirements.	Must
WFM77	Functional	The Supplier System must ensure that a Supervisor will be able to test different forecast and scheduling methodologies before releasing the schedules to the Agents.	Must
WFM78	Functional	The Supplier System must ensure Agents are able to book leave using the Self-Administer tool including booking, modifying, and deleting instances of annual leave.	Must
WFM79	Functional	The Supplier System must automatically compare real-time contact data against forecasted data.	Must
WFM80	Functional	The Supplier System should provide a web-based modelling tool to forecast staffing requirements, plans for skills-based routing and for staff to request annual leave.	Should
WFM81	Functional	The Supplier System should provide a web-based modelling tool to show historical interaction volumes.	Should
WFM82	Functional	The Supplier System should provide a web-based modelling tool to show known trends.	Should
WFM83	Functional	The Supplier System should provide a web-based modelling tool to show business impact predictions.	Should
WFM84	Functional	The Supplier System should provide a web-based modelling tool to identify Agents using their log in identifications and usernames.	Should

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WFM85	Functional	The Supplier System should provide a web-based modelling tool that enables the creation of Agent shift schedules.	Should
WFM86	Functional	The Supplier System should provide a web-based modelling tool to enable the creation of an Agent resource plan that considers sick absence, annual leave and attrition and provides information about the cost-of-service delivery.	Should
WFM87	Functional	The Supplier System should provide a web-based modelling tool to individually distinguish between inbound call work, outbound work and non-call work.	Should
WFM88	Functional	The Supplier System should provide a web-based modelling tool to allow for trend analyses purposes, to intervene to annotate unrepresentative call patterns and the ability to capture non representative days, which can be applied at a later period.	Should
WFM89	Functional	The Supplier System should provide a web-based modelling tool to allow for customising the parameters for call duration times, Agent availability, service standards and seasonal variations.	Should
WFM90	Functional	The Supplier System should provide a web-based modelling tool to monitor the accuracy of the forecast of Agent resource requirements and provide an electronic report on the variances.	Should
WFM91	Functional	The Supplier System should provide a web-based modelling tool to generate an optimum schedule for rotas and breaks on a weekly/daily basis together with 'what if' functionality.	Should
WFM92	Functional	The Supplier System should provide a web-based modelling tool that schedules to the nearest minute.	Should
WFM93	Functional	The Supplier System should provide a web-based modelling tool that allows rescheduling during the day.	Should
WFM94	Functional	The Supplier System should provide a web-based modelling tool that automatically optimises breaks.	Should
WFM95	Functional	The Supplier System should allow for an Agent role profile (desktop GUI) covering Agent scheduling allowing for the creation of shift preferences.	Should
WFM96	Functional	The Supplier System should allow for an Agent role profile (desktop GUI) covering Agent scheduling allowing Agents to check personal rota.	Should
WFM97	Functional	To create an optimised schedule for Agents to handle interactions and the Authority to manage the day-to-day environment while minimising Agent staffing and operational costs the Supplier should ensure the Supplier System is capable of providing the following feature: • Flexible employee preference fulfilment engine, allowing Supervisors to balance the needs of employees with service goals.	Should
WFM98	Functional	To create an optimised schedule for Agents to handle interactions and the Authority to manage the day-to-day environment while minimising Agent staffing and operational costs the Supplier should ensure the Supplier System is capable of providing the following feature:	Should

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		<ul style="list-style-type: none"> • Profile scheduling, providing unlimited analysis of employee skills and working rules, and “open” schedules that can be used for employee bidding. 	
WFM99	Functional	<p>The Supplier System should, for all Agents and Agent groups, be capable of:</p> <ul style="list-style-type: none"> • creating a plan for skills-based routing and allowing dynamic reconfiguration of central routing and queuing to implement the skills-based routing plan. 	Should
WFM100	Functional	<p>The Supplier System should, for all Agents and Agent groups, be capable of:</p> <ul style="list-style-type: none"> • allowing budget reporting. 	Should
WFM101	Functional	<p>The Supplier System should for all Agents and Agent groups, be capable of:</p> <ul style="list-style-type: none"> • enabling Agents to exchange shifts subject to configurable rules e.g site location, skills, team. 	Should
WFM102	Functional	The Supplier System should be able to capture and forecast white mail, email, offline work item type interactions.	Should
WFM103	Functional	The Supplier System should have the ability to import organisation hierarchy using a flat file (.csv / .xls).	Should
WFM104	Functional	The Supplier System should have the ability to connect to a 3 rd party Supplier System to manage the organisational hierarchy.	Should
WFM105	Functional	The Supplier System should enable the employee to view their schedule from their work desktop, mobile device, or home machine.	Should
WFM106	Functional	The Supplier System should allow for WFM data including configuration, forecast, scheduling and actual data values to be extracted using an API.	Should
WFM107	Functional	The resource planning team should be able to manually override the historical intraday pattern, these exceptional patterns should be able to be saved and re-used.	Should
WFM108	Functional	The Supplier System should ensure rotation patterns be able to be built with an unlimited cycle.	Should
WFM109	Functional	The Supplier System should ensure rotational rosters need to be able to be built around team-based working and best fit to demand.	Should
WFM110	Functional	The Supplier System should ensure Agent schedules can be imported from a 3 rd party source. This could be using API or manually from a .csv / .xls file.	Should
WFM111	Functional	The Supplier System must ensure individual working patterns need to be built and combined with the rotational pattern and team.	Should
WFM112	Functional	The Supplier System should ensure it must be possible to build working patterns that contain variations in the length of the working day across days of the week.	Should
WFM113	Functional	The Supplier System should ensure Agents of like skills be able to swap shifts and automatically update their schedules.	Should

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WFM114	Functional	The Supplier System should ensure an Agent's preference to work should be collected using the Supplier System and considered against as part of the scheduling process.	Should
WFM115	Functional	The Supplier System should ensure shift swaps have the option to be manually approved by a Supervisor or be automated based on the individual's ability to handle Service Lines.	Should
WFM116	Functional	The planning team should be able to define rules within the Self-Administer function that will automatically decline a swap request.	Should
WFM117	Functional	The Supplier System should ensure that it be possible for "overtime" availability to be advertised to Agents based on their skill / Service Line.	Should
WFM118	Functional	The Supplier System should ensure it be possible for Agents to accept / show an interest is advertised overtime.	Should
WFM119	Functional	The Supplier System should ensure it be possible for advertised overtime to be accepted by a Supervisor manually or optionally automatically based on a pre-determined criteria.	Should
WFM120	Functional	The Supplier System should ensure when overtime is included on an Agent's schedule, the necessary breaks be applied where required to ensure working time rules are adhered to.	Should
WFM121	Functional	The Supplier System should ensure overtime should be able to be accepted and updated in the working schedule through the Self-Administer facility.	Should
WFM122	Functional	<p>The Supplier System should have functionality that manages 'Flexi-time'.</p> <ul style="list-style-type: none"> • Flexi-time is defined as an Agent working less or more time on a given day with the ability to track when the duration of the over / under time is returned to the Agents hours. • When an Agent works more hours than their shift, this could be returned to them as lieu / annual leave hours or as a future shift duration adjustment. • When an Agent works less hours than their shift, this could be taken from an allowance of previously accrued flexi-time (lieu time) or as a future shift duration adjustment. • Reporting must be available to look at flexi-time trends over time; both historical and planned. • Reporting must be available to view an Agents flexi-time activity. 	Should
WFM123	Functional	The Supplier System should ensure Agent leave includes personal leave allowances.	Should
WFM124	Functional	The Supplier System should ensure annual leave allowances be set at team, Service Line, office location and by daily / interval level.	Should
WFM125	Functional	The Supplier System should ensure Supervisors are able to import amendments to the amount of annual leave an Agent can have. This could be following a period of lieu or after a public holiday.	Should
WFM126	Functional	The Supplier System should be able to integrate staffing levels from 3 rd party support partners by time-of-day interval. e.g: an outsourcer not using WFM providing staffing figures by interval.	Should

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WFM127	Functional	The Supplier System should allow WFM data to be accessible using an API to allow for 3 rd party reporting using a non-vendor presentation layer.	Should
WFM128	Functional	The Supplier System should provide shrinkage reports for a given set of work states and individuals.	Should
WFM129	Functional	The Supplier System should ensure shrinkage reporting include shrinkages applied during the forecast vs. shrinkages applied to the schedule vs. shrinkages captured from actual Agent states.	Should
WFM130	Functional	The Supplier System should take data feeds from the advisors' phone to enable schedule adherence data by tracking changes in multiple not ready and sign on and off states.	Should
WFM131	Functional	The Supplier System should be able to take a user supplied forecast as well as use its own projections.	Should
WFM132	functional	The Supplier System should ensure the Agent portal include functionality that allows visibility of their own schedules up to six months in advance.	Should
WFM133	Functional	The Supplier System should ensure any offline activities marked as a meeting or training include notes that allow the Agent to see the joining / attending instructions.	Should
WFM134	Functional	The Supplier System should ensure the Supervisor portal include functionality that allows new hire considerations. This could be increased AHT based on the forecasted / expected AHT target.	Should
WFM135	Functional	The Supplier System should ensure the Supervisor portal include functionality that allows the Supervisor to override any constraints or limits applied as part of the planning cycle.	Should
WFM136	Functional	The Supplier System should ensure the Supervisor portal include functionality that allows the user to run ad hoc reports.	Should
WFM137	Functional	The Supplier System should build schedules that allow the location of the Agent to be flagged e.g: home working vs. office location.	Should
WFM138	Functional	The Supplier System should ensure the Supervisor portal include functionality that allows the building of working patterns that contain variations in the length of the working day across days of the week.	Should
WFM139	Functional	The Supplier System should ensure the Supervisor portal include functionality that allows reporting data to be exported in Excel, PDF, comma delimited formats.	Should
WFM140	Functional	The Supplier System should ensure both Supervisors and Agents be able to view shrinkage reports for a given set of work states and individuals.	Should
WFM141	Functional	The Supplier System should ensure that annual leave should be bookable at one-minute increments.	Should

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WFM142	Functional	The Supplier System should ensure the Supervisor portal includes functionality that allows notifications or updates to be communicated to Agents. This should be at individual, team, Service Line, office location levels.	Should
WFM143	Functional	The Supplier System should ensure that the Agent is notified of any change to their schedule.	Should
WFM144	Functional	The Supplier System should take into consideration metrics to efficiently forecast workforce requirements. These metrics may fall outside of the Erlang C Formula.	Should
WFM145	Functional	The Supplier System should be able to track the frequency of how often a staff member shift swaps.	Should
WFM146	Functional	The Supplier System should track which individuals are involved in a shift swap.	Should
WFM147	Functional	The Supplier System should record all shift swaps in the employees record, including rejected/cancelled requests.	Should
WFM148	Functional	The Supplier System should ensure any business user is unable to swap/request to work extra hours if it clashes with the Working Time Regulations or rules.	Should
WFM149	Functional	The Supplier System should allow Supervisors to configure rota viewing preferences so other business users can only view specific entries (offline activities, training, lunch).	Should
WFM150	Functional	The Supplier System should ensure that Agents will be able to view previously raised rota requests that have been stored.	Should
WFM151	Functional	The Supplier System should ensure that a Supervisor should be able to invite feedback to schedule from their Agents before they are released as the official schedules.	Should
WFM152	Functional	The Supplier System should ensure that an Agent should be able to provide feedback and or their preferences to work on a schedule still being considered by the planning team.	Should
WFM153	Functional	The Supplier System should ensure that a Supervisor should be able to save and re-use exceptional customer contact patterns to help forecast future back-office workforce requirements.	Should

10 Surveys

10.1 **Survey Service** – A survey tool to allow customers who contact the Authority to be transferred to a survey application after a call or a Web Chat where direct feedback regarding their experience can be captured, stored and analysed.

10.1.1 Related Schedule: N/R

10.1.2 Detailed requirements:

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Number	Requirement Type	Description	Priority
SVY1	Non-Functional	The Supplier must plan, design, install, test and provide all infrastructure required to provide functionality to allow the Agents to offer customer feedback surveys. This shall include all physical infrastructure, licenses and software as necessary to deliver such Supplier System integrated functionality. This must apply for any externally sourced Survey Service.	Must

Number	Requirement Type	Description	Priority
SVY2	Functional	The Supplier System must provide all callers the chance to complete a satisfaction survey at the end of their interaction. The answers would be entered from either digits on a keypad (DTMF) or spoken words. Example ranges would be: <ul style="list-style-type: none">• Yes/No/Not Sure• Range 1-3 (3=poor)• Range 1-10 (10=poor) All responses would be stored for quality, training and compliance purposes.	Must
SVY3	Functional	The Supplier System must be able to support multiple surveys on differing media (voice, Web Chat) being run concurrently.	Must
SVY4	Functional	The Supplier must provide a set of APIs and/or an adapter to integrate seamlessly into the core Supplier System.	Must
SVY5	Functional	The Supplier System must provide multi-lingual survey options including but not limited to English and Welsh.	Must
SVY6	Functional	The Supplier System must provide filtration features to redact personal identifiable information from survey responses.	Must
SVY7	Functional	The Supplier System must have the capability to register a customer to participate in a survey both before and after being answered by an Agent.	Must
SVY8	Functional	The Supplier System must provide business strategy to identify potentially vulnerable customers via a feature that filters the list of key/white words provided by the Authority.	Must

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SVY9	Functional	The Supplier System configuration and control must comprise of a single logical mechanism for the integrated management of the end-to-end customer interaction.	Must
SVY10	Functional	The Supplier System must be customisable to enable Authority content design standards.	Must
SVY11	Functional	The Supplier System must allow the Authority to personalise surveys to give context such as nature of enquiry, Service Line calling etc.	Must
SVY12	Functional	The Supplier System must be able to provide logging and auditing reports of surveys issued both cumulatively and on an individual basis.	Must
SVY13	Functional	The Supplier System must have the functionality to immediately transfer to a survey following the completion of a voice call. Customers would use the IVR to indicate willingness to complete survey.	Must
SVY14	Functional	The Supplier System must ensure there is no requirement for client-side plug-ins.	Must
SVY15	Functional	The Supplier System should have the capability to be offered to customers using all supported interaction types including, but not limited to, voice, email, Web Chat, QR Code, self-service kiosk, SMS and social media.	Should
SVY16	Functional	The Supplier System should ensure that the offering of surveys to customers is based upon business rules including, but not limited to, the number or timing of previous surveys offered to the same customer, the nature of the interaction, the customer profile and/or the Agent profile.	Should
SVY17	Functional	The Supplier System should have the capability to alert Agents and/or Supervisors of the results of surveys, including, but not limited to: • Agents shall be alerted to individual survey responses linked to customers they transacted with based upon user defined rules.	Should
SVY18	Functional	The Supplier System should have the capability to alert Agents and / or Supervisors of the results of surveys, including, but not limited to: • Agents and / or Supervisors shall be alerted to topics and trends in surveys based upon user defined rules.	Should
SVY19	Functional	The Supplier System should have the capability to alert Agents and / or Supervisors of the results of surveys, including, but not limited to: • Agents and/or Supervisors shall be alerted to survey responses containing any of the list of vulnerable customer key words/white words.	Should
SVY20	Functional	The Supplier System should have the capability to alert Agents and / or Supervisors of the results of surveys, including, but not limited to: • Supervisors shall be alerted to their team members survey responses, linked to customers that Agents transacted with based upon user defined rules.	Should

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SVY21	Functional	The Supplier System should have the capability to alert Agents and / or Supervisors of the results of surveys, including, but not limited to: • analysts should have access to a dashboard view that enables them to analyse the totality of the available survey data across all hierarchies.	Should
SVY22	Functional	The Supplier System should enable the Authority to manage the customer feedback survey through configuration and control. This should include survey creation, modification and the ability to change hierarchy within the organisation.	Should
SVY23	Functional	The survey component of the Supplier System should be fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard, Agent Desktop Client: Supervisor and analysts).	Should
SVY24	Functional	The Supplier System should ensure that an Authority user is able to complete a customer feedback survey on behalf of a customer.	Should
SVY25	Functional	The survey component of the Supplier System should be fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should
SVY26	Functional	The survey component of the Supplier System should be fully integrated with the contact centre reporting (real-time and historical reporting)	Should
SVY27	Functional	The Supplier System should provide profanity filtration from survey responses.	Should
SVY28	Functional	The Supplier System should provide administration and management of all functionality by both operational hierarchy and business logic.	Should
SVY29	Functional	The Supplier System should ensure that survey data can be exported natively to other Authority reporting applications and storage.	Should
SVY30	Functional	The Authority require (for customers who opt-in to a survey) the capability to deliver an automated voice message (using the Voice Automation Service) or touch-tone call to the customer upon completion of customer contact (delay time to be definable by the Authority) which records responses to both open and closed questions.	Should
SVY31	Functional	The Supplier System should contain a feature that analyses speech notes that are provided by customers in their survey responses. This analytics feature should provide the Authority with topics and trends.	Should
SVY32	Functional	The Supplier System should provide APIs to enable and support integration of the supplier survey system into DWP feedback, which provides business audit capability across voice and omnichannel feeding into CFCD (Counter Fraud Compliance Directorate).	Should

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11 Implementation Services

11.1 **Enhanced Accessibility Support** – the Authority’s longstanding policy is to make sure that digital services are accessible for all users and to encourage improved equality of access to government information and services.

11.1.1 Related Schedule: Schedule 13 (*Implementation*)

11.1.2 Detailed requirements)

Number	Requirement Type	Description	Priority
EAS1	Non-Functional	The Supplier System must be assistive technology compliant and allow the Supplier, at their expense, to test against the assisted technologies in use with the Authority.	Must
EAS2	Non-functional	The Supplier System must ensure compliance with the Authority presentation and accessibility standards for all desktop delivered instances of the service. The user interface shall support the following desktop applications, as a minimum: JAWS, Zoom Text, Read and Write Gold and Dragon.	Must
EAS3	Non-functional	The Supplier System must support users with particular needs who require additional software to use services (for example, tools that magnify the screen). Across the Authority’s estate, the current accessibility software packages in use are: <ul style="list-style-type: none">• ZoomText Fusion 19• ZoomText magnifier 11• ZoomText magnifier 11 reader• ZoomText magnifier 19• ZoomText magnifier 19 reader• Dragon 11.1• Dragon 15• JAWS 19• Supernova• Read and Write Gold 11• Read and Write Gold 19• Microsoft Ease of Access	Must
EAS4	Non-functional	The Supplier should make recommendations as to alternative hardware solutions where a standard USB is not appropriate for the user.	Should

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EAS5	Non-functional	The Supplier should consult with the Authority for any bespoke accessibility needs.	Should
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11.2 **IP Address Management** – The Supplier’s methodology for managing the Authority’s IP (Internet Protocol) addresses

11.2.1 Related Schedule: N/R

11.2.2 Detailed requirements:

Number	Requirement Type	Description	Priority
IPA1	Non-functional	The Supplier must work with the wide area network (WAN) service provider for the allocation of IP addresses. The WAN service provider will allocate IP addresses for use by the Authority from the Authority’s registered class A IP address range or other ranges as nominated by the Authority.	Must
IPA2	Non-functional	The Supplier must manage the IP addresses allocated by the WAN service provider for use in the delivery of the services.	Must
IPA3	Non-functional	The Supplier must deliver the services in compliance with the Authority's IP addressing policy.	Must

11.3 **Environments** – the collection of infrastructure resources and tools the Supplier will use throughout the different stages of development to build the Supplier System.

11.3.1 Related Schedule: 13 (*Implementation Plan*) and 14 (*Testing Procedures*)

11.3.2 Detailed requirements:

Number	Requirement Type	DescriptionMAS	Priority
ENV1	Functional	The Supplier must provide Development Environment, Test Environment and Staging Environments of the platform as a functional replica of the ongoing live Production Environment.	Must
ENV2	Functional	The Supplier must provide Test Environments to ensure that Supplier System integration functionality is compatible with the relevant Authority application instances, as updated or changed from time-to-time.	Must
ENV3	Functional	The Supplier must ensure all Testing can be executed remotely.	Must

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ENV4	Functional	The Supplier must provide Test Environments which supports the isolation of test from live operations in support of the relevant Authority application instances, as updated or changed from time-to-time.	Must
ENV5	Functional	The Supplier must have tested desktop applications for compatibility with the Authority standard accessibility service deployments. This should include but not be limited to: <ul style="list-style-type: none"> • JAWS (Job Access with Speech); • Dragon; and • MAGic. 	Must
ENV6	Functional	The Authority should be granted access to Development Environments and Test Environments within 6 months of Contract signature.	Should
ENV7	Functional	The Authority should be granted access to the Staging Environment (a scaled down replica of live) within 6 months of Contract signature.	Should
ENV8	Functional	If the Supplier is providing an automated testing platform it could allow test management integration into JIRA.	Could

Number	Requirement Type	Description	Priority
ENV9	Non-functional	The Supplier must ensure that appropriate, adequate testing is completed successfully prior to changes being released into live. Integration testing activities will be required, and this will require the alignment of both data and test environments. End to end testing will require careful alignment of plans, data, environments and resources. Test acceptance criteria will be put in place and evidence that the criteria have been met must be provided prior to sign off. Accessibility testing will need to be completed where appropriate. Successful testing of non-functional service management requirements will need to be evidenced and documented. The Authority normally operates an approach which includes providing business input into the key testing phases and assuring these throughout the lifecycle phases by reviews, witness testing and regular reporting.	Must
ENV10	Non-functional	The Supplier must identify and quantify the impact of changes in systems across the Authority's landscape and work with the Authority and other suppliers to maintain suitable test environments of dependent and/or associated system functionality to enable full end to end testing of changes originating in adjacent systems.	Must
ENV11	Non-functional	The Supplier System environments must be built and maintained to support the Authority's Test Automation methodology, allowing for changes to be made quickly and in a safe and robust manner.	Must

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ENV12	Non-functional	The Supplier must demonstrate how it will be possible to traverse from development through to end-to-end testing.	Must
ENV13	Non-functional	The Supplier must allow the Authority full access to the Authority's identified test instance(s).	Must
ENV14	Non-functional	The Supplier must provide on request additional Authority test instances to agreed scale and specification.	Must
ENV15	Non-functional	The Authority may use 3rd party testing providers to deliver independent testing of the system and its performance. The Supplier must accept any problems identified and issues raised through the 3 rd party testing provider as grounds to investigate further and take prompt action to resolve.	Must
ENV16	Non-functional	The Supplier must design and perform ongoing testing through the lifespan of the Contract, including for existing functionality, maintenance activities, upgrades and software releases, and any new functionality to demonstrate that the platform continues to operate as intended, with no degradation of service.	Must
ENV17	Non-functional	The Supplier must design and perform testing to demonstrate the efficacy, functionality, usability, and completeness of the programme requirements implementation prior to go live, in cooperation with a test manager assigned by the Authority.	Must
ENV18	Non-functional	The Supplier must ensure appropriate standard performance testing be undertaken (Peak, Soak, SMAT, FAT, etc.) to confirm sizing to meet agreed non-functional requirements. Capacity modelling, capacity alerting thresholds and baselines must be refined as part of this process.	Must
ENV19	Non-functional	The Supplier should provide the relevant and performant tools to support development and where needed integrate with the Authority's preferred tools. Any such tools must be platform-agnostic and future-proofed.	Should

11.4 Platform Test and Sign Off

11.4.1 Related Schedule: 13 (*Implementation Plan*) and 14 (*Testing*)

11.4.2 Detailed Requirements:

Number	Requirement Type	Description	Priority
TST1	Functional	If the Supplier is providing an Automated Testing platform it must allow the Authority to complete automated functional testing on the platform for both DTMF and voice input customer journeys.	Must

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TST2	Functional	If the Supplier is providing an Automated Testing platform it must allow the Authority to complete automated regression testing on the platform for both DTMF and voice input customer journeys.	Must
TST3	Functional	If the Supplier is providing an Automated Testing platform it must be capable of generating sufficient concurrent calls based on our stated volumetrics to load and Soak Test the platforms (or representative parts of them as determined by the approved test strategy).	Must
TST4	Functional	If the Supplier is providing an Automated Testing platform it must allow the Authority to undertake automated load testing on the platform.	Must
TST5	Functional	If the Supplier is providing an Automated Testing platform it must allow the Authority to undertake automated Soak Testing on the platform.	Must
TST6	Functional	If the Supplier is providing an Automated Testing platform it must allow the Authority to schedule any tests by date/time.	Must
TST7	Functional	If the Supplier is providing an Automated Testing platform it must allow the Authority to configure tests manually (i.e. 1 test at a time), and also parameterise bulk testing by uploading bulk testing information (for example on a spreadsheet).	Must
TST8	Functional	If the Supplier is providing an Automated Testing platform it must be able to automatically test latency/delay.	Must
TST9	Functional	If the Supplier is providing an Automated Testing platform it must have the ability to configure the frequency of tests.	Must
TST10	Functional	If the Supplier is providing an Automated Testing platform it must have the capability to complete end-to-end testing from start of call to Agent desktop. (For example, confirming the correct meta data has been obtained through the customer journey).	Must
TST11	Functional	If the Supplier is providing an Automated Testing platform it must have the capability for the Authority to specify the outbound CLI of a call.	Must
TST12	Functional	If the Supplier is providing an Automated Testing platform it must be able to automatically detect and test 'beep' tones.	Must
TST13	Functional	If the Supplier is providing an Automated Testing platform it must provide training in its use.	Must
TST14	Functional	If the Supplier is providing an Automated Testing platform it must have a means of managing test scripts and required resources in a structured manner.	Must
TST15	Functional	If the Supplier is providing an Automated Testing platform it must be able to automatically test 'in queue messaging'.	Must
TST16	Functional	If the Supplier is providing an Automated Testing platform it must be able to automatically retest a test on failure for a defined number of times.	Must

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TST17	Functional	If the Supplier is providing an Automated Testing platform it must be able to automatically trigger alternative tests on failure.	Must
TST18	Functional	If the Supplier is providing an Automated Testing platform it must have sufficient test results captured and stored to allow easy diagnosis.	Must
TST19	Functional	If the Supplier is providing an Automated Testing platform it must provide a versioning system for test cases, media files and any other reusable test element.	Must
TST20	Functional	If the Supplier is providing an Automated Testing platform it must have the capability for the Authority to specify the target CLI of a call.	Must
TST21	Functional	The Supplier System must have the ability to configure and conduct multi variant testing in order to optimise customer journeys.	Must
TST22	Functional	If the Supplier is providing an Automated Testing platform it should be capable of automatically measuring audio quality in terms of MOS (Mean Opinion Score), and otherwise identify undesirable noise and/or distortion impacting on the intelligibility of the call.	Should
TST23	Functional	If the Supplier is providing an Automated Testing platform it should allow the Authority to add, move, modify, and delete user accounts without recourse to Operational Change Process or the Contract Change request processes and without incurring additional costs (i.e. in addition to the Service Charges set out in Schedule 15 (<i>Charges and Invoicing</i>)).	Should
TST24	Functional	If the Supplier is providing an Automated Testing platform it should be capable of non-invasive, automatic monitoring the live service.	Should
TST25	Functional	If the Supplier is providing an Automated Testing platform it should have the capability to configure alerts to specified users by email/SMS.	Should
TST26	Functional	If the Supplier is providing an Automated Testing platform it should have the capability to build/configure reporting dashboards that efficiently convey test results and/or current service levels.	Should
TST27	Functional	If the Supplier is providing an Automated Testing platform it should continuously update functionality in line with the Authority Requirements.	Should
TST28	Functional	If the Supplier is providing an Automated Testing platform it should possess a range of text to speech personas reflecting common UK accents (spoken in English).	Should
TST29	Functional	If the Supplier is providing an Automated Testing platform it could be capable of testing cross channel journeys. (For example, Web Chat to Telephony).	Could
TST30	Functional	If the Supplier is providing an Automated Testing platform it could have the capability to automatically navigate any Authority IVR to determine and report on its detailed structure and hierarchy.	Could

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Number	Requirement Type	Description	Priority
TST31	Non-functional	The Supplier must confirm that the initial network infrastructure metrics are correct during testing.	Must
TST32	Non-functional	The Supplier must present the proposed solution to the Authority live-services support representatives to facilitate early “Go Live” approval.	Must
TST33	Non-functional	<p>The Supplier must ensure that during development and testing phases components shall be subject to appropriate levels and types of capacity and performance testing. Testing types must include:</p> <ul style="list-style-type: none"> • Performance testing (validates the speed, scalability, and/or stability characteristics); • Capacity testing (determine how many users the system/application can handle successfully before the performance goals become unacceptable); • Load testing (verify that the system/application can handle the expected number of transactions and to verify the system/application behaviour under both normal and peak load conditions); • Volume testing (verify that the system/application can handle a large amount of data); • Stress testing (verify the behaviour of the system once the load increases more than the system's design expectations); • Soak Testing (Running a system at high load for a prolonged period of time); • Spike testing (determine the behaviour of the system under sudden increase of load); and • FAT Testing. 	Must
TST34	Non-functional	The Supplier should provide and maintain detailed and accurate documentation and guidance for all tooling used in providing the Services.	Should
TST35	Non-functional	If the Supplier System provides release management functions these should include integration with the Authority's continuous integration and continuous deployment tools Out of the Box and this integration is configurable.	Should
TST36	Non-functional	If the Supplier System provides release management functions, these should include integration with source code management tools (such as GitHub) Out of the Box for package and version management.	Should

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- 11.5 **Migration Approach** - The Supplier transition delivery lead must work closely with the Authority delivery and transition team and be responsible for managing the release in to live in line with, and complying to, the Release Management Policies and Procedures and the Performance Indicators.

11.5.1 Related Schedule: 13 (*Implementation*)

11.5.2 Detailed requirements:

Number	Requirement Type	Description	Priority
MGA1	Non-functional	<p>The Supplier must act as the delivery lead and adopt lead responsibilities to deliver the Supplier System, including but not limited to:</p> <ul style="list-style-type: none">•Managing transition delivery risks and escalations via appropriate governance arrangements;•Responsibility for taking this set of requirements from the Authority and, working with the Authority and any other Authority suppliers necessary, to design, build, test and release into live a Supplier System that will meet the Authority's needs in line with the Authority's standards and expected business outcomes;•Work collaboratively with the Authority and other Authority suppliers to ensure the availability and effectiveness of the Supplier System and of the business services it supports;• Identify any changes to the scope of the project and manage with business programmes and supplier engagements through the applicable change control processes;• Manage IT delivery within agreed scope and constraints;• Report on Project progress to the Authority's standards;• Manage resource against demand; and• Plan design, build, test and deploy to production.	Must
MGA2	Non-functional	<p>The Supplier must ensure that the timing of the transition of the users to the new Service will be agreed with the Authority and considers factors including, but not limited to, the Authority peak leave periods, change control restrictions, any cost implications of operating both 'new' and 'legacy' services, and sufficient transition 'firebreak' periods.</p>	Must
MGA3	Non-functional	<p>If there is a requirement for skills, hierarchy or other configuration detail to be replicated from existing platforms onto new platforms, the Supplier must ensure this is done as automatically as possible i.e. without manual re-keying of information already held electronically on the existing platform.</p>	Must

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MGA4	Non-functional	<p>The Supplier delivery lead must work closely with the Authority delivery and transition leads and be responsible for managing the release in to live in line with, and complying to, the release management policy, process, standards, and Performance Indicators including:</p> <ul style="list-style-type: none"> •Providing proposed release implementation dates; •Ensuing relevant requests for Operational Change to live services is raised in line with release standards; •Providing release details including release dependencies, required outages; •Maintaining its own Delivery Plan, including regression plans and stakeholder matrix; •Providing individual and consolidated Delivery Plans and reports in line with release standards, including milestone and dependency plans, release risk/issue reports and release progress reports; •Participating in release issue/risk monitoring & mitigation process; •Participating in release and business readiness forums in line with release standards; •Completion of agreed Training Plans including Train the Trainer; and •Completion and handover of appropriate Knowledge Articles. 	Must
MGA5	Non-functional	The Supplier must work in collaboration with other Authority suppliers to assure and deliver to robust plans, including the prioritisation and logical sequencing of delivery activity across the suite of all in-scope telephony platforms for this programme (e.g.in the case of product/capability disaggregation).	Must
MGA6	Non-functional	The Supplier must ensure continuity of service during transition so that no break in service occurs. This includes, but is not limited to, working with the Authority to assure any required parallel running of incumbent, and new Supplier Systems, without any service degradation.	Must
MGA7	Non-functional	The Supplier must provide live and critical support to ensure the smooth transition of the Service and the delivery of all stated requirements. The nature and scope of this support will be agreed (including whether on-site and remote) as part of transition planning.	Must
MGA8	Non-functional	The Supplier must work with the Authority to agree an Acceptance into Service and Early Life Support Plan.	Must

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11.6 **Training Approach** – The Authority requires training and regular knowledge updates on the Supplier System capabilities to maintain the abilities of the Authority's teams to support the end-to-end solution. The Supplier shall be prepared to utilise all appropriate and well-known methods to provide training and awareness to the Authority's teams.

11.6.1 Related Schedule: 13 (*Implementation*)

11.6.2 Detailed requirements:

Number	Requirement Type	Description	Priority
TRA1	Non-functional	The Supplier must work with the Authority to agree an appropriate Training Plan. The nature, timing and quality of the training required shall be agreed as part of a training needs analysis and be documented within the Plan which should address as a minimum: <ul style="list-style-type: none">• Training needs analysis (role based);• Target audience;• Development of course structure/content;• Communication plan for courses;• Training programme (course titles, trainers, suitability, duration, dates, locations);• Learning materials;• Evaluation of training material;• Provision of suitable training materials or user guides; and• Preference for virtual classroom as opposed to physical classroom training.	Must
TRA2	Non-functional	The Authority systems do not support Flash Player. Suppliers must not use Flash Player in any Supplier System including any dependency or to deliver training content.	Must
TRA3	Non-functional	The Supplier must provide training and supporting training materials, as agreed with the Authority, for each of the Authority Business Groups, and each of the role based user types, as part of the deployment and provision of the Services.	Must
TRA4	Non-functional	The Supplier Training Services must be such as to enable where agreed, selected Authority staff (Train the Trainer) to then where necessary further develop those training materials in order that the Authority users can make full use of the Services.	Must
TRA5	Non-functional	The Supplier Training Services must be such as to enable where agreed, the provision of Supplier resource in 'floor walking' activities for immediate post transition support of users of the Services to make full use of the Services.	Must

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TRA6	Non-functional	The Supplier Training Services must be such as to enable where agreed, the provision of Supplier resource in provision of dedicated training courses in support of users of the services to make full use of the Services.	Must
TRA7	Non-functional	<p>The Supplier must support the Training Services providing qualified Supplier personnel with at least 1(one) years of training experience and thoroughly familiar with the relevant service features and characteristics, including but not limited to:</p> <ul style="list-style-type: none">• Support of Agent services: voice / outbound / Web Chat; Agent Desktop Client / Call Recording (Agent Standard and Supervisor) / Agent disposition codes;• Support of the following Enhanced Services:• WFM ; Agent or Supervisor;• Standard MIS Reporting; report production;• Blended Agent; and• Web Chat;• Support of the following Administrator Services:• WFM;• scheduling and forecasting;• outbound service; campaign and list management; and• Configuration and administration including but not limited to IVR, user access management and skill management for all Agent channels.	Must
TRA8	Non-functional	The Authority specifies that ease of use is an important element, and the service must be intuitive, with minimum training required for both specialist and operational users. If the service is provided to external customers, it should also be intuitive and easy to navigate.	Should

12 Service

12.1 Service Support - the Authority wishes to appoint forward-thinking and innovative suppliers who can work collaboratively with the Authority and its suppliers to share best practice, improve customer experience, drive operational efficiency, and reduce costs.

12.1.1 Related Schedule: 3 (*Performance Management*), 22 (*Change Control Procedure*), 24 (*Reports and Records Provisions*) and 26 (*Service Continuity and Corporate Resolution Planning*)

12.1.2 Detailed requirements:

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Number	Requirement Type	Description	Priority
SVC1	Non-Functional	The Supplier must support the Authority during Operational Hours. These are 07:00-21:00 Monday – Friday 07:00-17:15 Saturday, Sunday, Bank Holidays (UK including Northern Ireland).	Must
SVC2	Non-Functional	The Supplier System must be "Available" (as that term is defined in Paragraph 1 of Part B of Annex 1 to Schedule 3 (<i>Performance Levels</i>)) on a 24x7x365(6) basis. For the avoidance of doubt, "Service Availability" (as defined in Paragraph 2 of Part B of Annex 1 to Schedule 3 (<i>Performance Levels</i>)) differs in that it is a measurement conducted for the purposes of the relevant Performance Indicators and is calculated during the relevant Measurement Windows set out in Schedule 3, Annex 1, Part A.	Must
SVC3	Non-Functional	The Supplier must make a range of functions easily accessible for authorised end users including but not limited to: <ul style="list-style-type: none"> • access to Performance Monitoring Reports and quarterly summaries; • access to current Management Information including capacity, usage, Incidents and Problems; • the ability to raise Root Cause Analysis Reports and monitor progress on the Incident and Problem resolution; • the ability to raise and manage high volume Service Requests; • the ability to configure the Services (within bounds defined and agreed by the Parties during Implementation), including service capacity changes; • the ability to interact with the Supplier's Help Desk; and • access to service bulletins and other information notices. 	Must
SVC4	Non-Functional	The Supplier should automatically measure performance against the defined Performance Indicators and generate alerts to the Authority if the service is outside tolerance.	Should
SVC5	Non-Functional	The Supplier should ensure that the Supplier System applications utilise the Authority strategic services and patterns for communicating Authority data/attribute changes to external parties.	Should
SVC6	Non-Functional	The Supplier System should include Out of The Box capabilities with the Authority's incumbent Service Management Platform (ServiceNow) to facilitate ITIL Service Management, including, but not limited to ITSM Layer, Service Fulfilment and Incident Management tooling.	Should
SVC7	Non-Functional	The Supplier System should be able to integrate via ServiceNow Native integration capabilities.	Should
SVC8	Non-Functional	The Supplier should maintain an accurate and up to date Asset Management Database capable of producing a software licence compliance report.	Should
SVC9	Non-Functional	The Supplier should improve overall Service Availability and reduce business disruption by minimising the number of significant impacting events detected by the Supplier.	Should

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SVC10	Non-Functional	The Supplier should comply with the Authority's Technical Services (TS) - Service Management requirements for on-boarding of the Authority suppliers.	Should
SVC11	Non-Functional	The Supplier System should provide consistent and standard reporting, logging, and alerting compatible with industry leading service desk systems including but not limited to ServiceNow.	Should

12.1 **Integration with Service Operations** – A Service Desk run by the Authority and aligned to the ITIL framework, provides a central contact point for users and a response for simple requests. Issues related to the Supplier System will be routed to the Supplier by the Authority Service Desk via DWP Place. In fulfilling their support role, the Supplier shall engage cooperatively and proactively in remediation or improvement activities for the entire end to end service.

12.1.1 Related Schedule: 3 (*Performance Management*), 22 (*Change Control Procedure*) and 24 (*Reports and Records Provisions*)

12.1.2 Detailed requirements:

Number	Requirement Type	Description	Priority
ISOP1	Non-functional	The Supplier must integrate with the Authority's DWP Place platform and act as a resolver group within the environment and act collaboratively with Problem Management, Event Management and Incident Management processes, where the task of identifying the root cause is a shared responsibility until it has been identified. The workflows need to facilitate the bi-directional flow of data.	Must
ISOP2	Non-functional	The Supplier must provide a Help Desk function with a support contact number for queries referred by the Authority's Service Desk.	Must
ISOP3	Non-functional	The Supplier must provide a Help Desk function with trained and dedicated helpdesk staff that respond to queries referred by the Service Desk.	Must
ISOP4	Non-functional	The Supplier must ensure incidents raised are traceable between all supplier helpdesks to support incident resolution.	Must
ISOP5	Non-functional	The Supplier must provide an escalation process for the Authority's Service Desk and Service Management team.	Must
ISOP6	Non-functional	The Supplier must have a fully defined Complaints Process.	Must

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- 12.2 **Incident Management** – The purpose of Incident Management is to ensure that the best possible levels of service, quality and availability are maintained by restoring normal service operation as quickly as possible, minimising the adverse impact of Incidents on business operations and by use of trend analysis, to reduce the volume of Incidents and issues experienced by users.

12.2.1 Related Schedule: 3 (*Performance Management*)

12.2.2 Detailed requirements:

Number	Requirement Type	Description	Priority
INC1	Non-functional	The Supplier must comply with the Authority's Incident Management framework (currently v2.6), and as updated from time to time.	Must
INC2	Non-functional	The Supplier must provide, maintain and supply up to date contact details to enable the Service Desk to assign Incidents correctly to the Supplier.	Must
INC3	Non-functional	The Supplier must work with the Authority to agree and document on-call requirements and working hours for all support teams.	Must
INC4	Non-Functional	The Supplier must support the Authority with an on-call capability to cover P1 Incidents and P2 Incidents on a 24hr basis.	Must
INC5	Non-functional	The Supplier must comply with the Authority's Major Incident Management Policies and Procedures as updated by the Authority from time to time.	Must
INC6	Non-functional	The Supplier should link Incidents to Problems, Known Errors, workarounds and Change Records where appropriate.	Should
INC7	Non-functional	The Supplier should ensure Incident records are always up to date and include any impacts on Configuration Items within the CMDB.	Should
INC8	Non-functional	The Supplier should perform trend analysis on Incidents assigned to the Supplier, and present these at monthly Performance Review Meeting, along with recommendations for improvement.	Should
INC9	Non-functional	The Supplier should provide appropriate tools to interrogate and fix issues with the component parts of the Supplier System.	Should
INC10	Non-functional	The Supplier should provide Knowledge Articles around what constitutes a security incident and a link to the security incident process documentation.	Should
INC11	Non-functional	The Supplier should provide up to date Casebase (script) information to the Service Desk to facilitate first contact resolution, including to assure that all information from users reporting	Should

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		issues is captured accurately at first point of contact for progression/resolution by expert teams, reducing the incident "bounce count", as per Incident Management Performance Indicators.	
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12.3 **Event Management** – The Authority requires that the Supplier provides a proactive and pre-emptive capability with regards to the in-life operations supporting the Supplier System.

12.3.1 Related Schedule: 3 (*Performance Management*)

12.3.2 Detailed requirements:

Number	Requirement Type	Description	Priority
EVM1	Non-functional	The Supplier must comply with the Authority's Event Management policies and procedures as updated from time to time.	Must
EVM2	Non-functional	The Supplier System must ensure all service and technical components used within the platform must generate logs that are capable of capture within the logging system.	Must
EVM3	Non-functional	The Supplier should conduct proactive regular ongoing monitoring of the Services and its component parts and conduct trend analysis of utilisation. Analysis results will be shared with the Authority via monthly Performance Review Meeting and should enable decisions to improve and optimise the Services.	Should
EVM4	Non-functional	The Supplier should analyse any events detected to understand their significance. Any repeated events should be treated as problems and a Problem ticket raised accordingly.	Should
EVM5	Non-functional	The Supplier should ensure service interactions within the Supplier System will be traceable and can be monitored end to end.	Should
EVM6	Non-functional	For service management the Supplier should provide APIs to enable real time monitoring of internal system behaviour (both technical and business related) across all of the Supplier Systems delivered on the platform. This will be to improve business decision making and improve problem detection and diagnosis.	Should
EVM7	Non-functional	The Supplier System should provide consistent and standard reporting, logging, and alerting compatible with industry leading service desk systems including but not limited to ServiceNow.	Should
EVM8	Non-functional	The Supplier should ensure security and IT operations related logs be provided to the Splunk Platform.	Should
EVM9	Non-functional	The Supplier should conduct ongoing proactive monitoring of the service to establish services are running optimally. The Supplier should advise the Authority of any faults when identified and	Should

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		resolve any issues quickly to ensure the Authority Services are not impacted, and make these monitoring tools available to the Authority.	
EVM10	Non-functional	The Supplier should ensure that the Supplier System interacts with the Authority event monitoring platforms using native protocols.	Should
EVM11	Non-functional	The Supplier should ensure that the Supplier System applications use a standard serialisation method for producing/consuming events.	Should

12.4 **Problem Management** – The main purpose of Problem Management is to reduce the volume and impact of Incidents, i.e. Service issues being experienced by the users. The Supplier shall be expected to place its focus, without limitation, on the following objectives:

- Decreasing time to resolution.
- Increasing productivity.
- Avoidance costly incidents.
- Promoting Continual Service Improvement.
- Increasing Customer Satisfaction.

12.4.1 Related Schedule: 3 (*Performance Management*)

12.4.2 Detailed requirements:

Number	Requirement Type	Description	Priority
PRB1	Non-functional	The Supplier must comply with the Authority's Problem Management policies and procedures as updated from time to time.	Must
PRB2	Non-functional	The Supplier must raise Correction Action Plans for all P1 Incidents, P2 Incidents and Major Incidents.	Must
PRB3	Non-functional	The Supplier should improve the service provided to customers by reducing business disruption caused by Problems in both the Authority's and Supplier's estates.	Should
PRB4	Non-functional	The Supplier should improve service to customers by reducing the number and severity of Problems in both the Authority's and Supplier's estates.	Should
PRB5	Non-functional	The Supplier should ensure Problem records include any impacts on Configuration Items within the Supplier's CMDB.	Should

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PRB6	Non-functional	The Supplier should perform trend analysis on Problems assigned to the Supplier, and present these at monthly Performance Review Meeting, along with recommendations for improvement.	Should
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12.5 **Self-Administration/Service Requests** - Service Requests that the Authority will raise and be either actioned internally without Supplier intervention or be passed to the Supplier to action/advise.

12.5.1 The Authority wishes to enable as much self-sufficiency as possible rather than having the inflexibility of sending all requests to the Supplier. Self-Administered Service Requests are critical therefore to the Authority to exercise greater control of the Supplier System. Clear Authority/ Supplier roles and responsibilities will be established to show the boundaries of the service demarcation. This includes a Service Catalogue that enables the Authority to automate certain Service Requests when the information has been correctly provided in DWP Place.

12.5.2 The Service Catalogue would consist of Standard Service Requests and Non-Standard Service Requests. Non-Standard Service Requests, CSRs, Project Work Orders and Project Work Requests will be initially triaged by the Authority before being sent to the Supplier.

12.5.3 Related Schedule: 3 (*Performance Levels*)

12.5.4 Detailed requirements:

Number	Requirement Type	Description	Priority
SRQ1	Non-functional	The Supplier must comply with the Authority's Service Fulfilment policies and procedures, as updated from time to time.	Must
SRQ2	Non-functional	The Authority and Supplier will review the list of Configuration Item changes from time to time during the life of the Services, to define the list of agreed Service Request items.	Must
SRQ3	Non-functional	The Authority must be able to Self-Administer Service Catalogue items that cannot be automated without recourse to the Contract Change or Operational Change Process and without incurring additional costs (i.e. in addition to the Service Charges set out in Schedule 15 (<i>Charges and Invoicing</i>)). For example, but not limited, to requests for access, amending of roles, password reset etc.	Must
SRQ4	Non-functional	The Supplier System must allow the Authority to add, move, modify and delete user accounts by Self-Administration without recourse to the Contract Change or Operational Change Process and without incurring additional costs (i.e. in addition to the Service Charges set out in Schedule 15 (<i>Charges and Invoicing</i>)).	Must

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SRQ5	Non-functional	<p>The Supplier System must have the ability to complete certain activities automatically by Self-Administration when the information has been provided in the Authority's DWP Place ticket without recourse to Contract Change or Operational Change Process and without incurring additional costs ((i.e. in addition to the Service Charges set out in Schedule 15 (<i>Charges and Invoicing</i>)).</p> <p>For example, but not limited to:</p> <ul style="list-style-type: none"> • Service Line Set-Up – Configure lines for a site or Business Group from Non-Geographic and internal routing numbers; • User creation; • Team creation; • Office set up – for simple sites where a site survey has been deemed to not be required; • Create/modify/delete Agent/Bulk Agents; • Create/modify/delete Supervisors/Bulk Supervisors; • Create/modify/delete Administrators/Bulk Administrators; and • Add/Remove/Modify Skills/Bulk Skills. 	Must
SRQ6	Non-functional	<p>The Supplier System must provide the Authority with the ability to perform bulk adds, updates, and deletes of system configuration outside of the Active Directory integration required and without recourse to the Contract Change or Operational Change Process and without incurring additional costs (i.e. in addition to the Service Charges set out in Schedule 15 (<i>Charges and Invoicing</i>)). This could include bulk updates of configuration not contained within the Active Directory integration, such as adding and deleting user skills, or updating organisational structure. The Supplier must inform the Authority of the required formats and data structures to enable the Authority to perform these bulk updates.</p>	Must
SRQ7	Non-functional	<p>The Authority will define which Configuration Item changes be categorised as Service Requests, and the Supplier must ensure some level of automation is built into them.</p>	Must

12.6 **Change Management** - the process responsible for controlling the life-cycle of all Operational Changes to minimise the risk of disruption to IT services. Its aim is to maximise the number of successful service and product changes by ensuring that risks have been properly assessed, authorising changes to proceed, and managing the change schedule.

12.6.1 The Supplier shall be required to adhere to the Authority's Operational Change Process. When invoked, this will include:

(a) Impact and planning of Operational Changes.

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(b) Method of procedure – the steps to be taken to ensure a successful Operational Change.

(c) Back out/rollback plans – steps to be taken if an Operational Change fails.

(d) Technical support during the Operational Change window.

12.6.2 Related Schedule: 3 (*Service Levels*)

12.6.3 Detailed requirements:

Number	Requirement Type	Description	Priority
CHG1	Non-Functional	The Supplier must comply with the Authority's Operational Change Process (as updated by the Authority from time to time), including CAB approval.	Must
CHG2	Non-Functional	The Supplier must provide (for approval by the Authority) a mechanism and processes for managing and supporting Requests for Operational Change (RFOC) submitted by the Authority, enabling configuration and system changes to be made within agreed service levels.	Must
CHG3	Non-Functional	The Authority must be able to plan change activity effectively. The Supplier must take a pragmatic and proactive approach to the sequencing and timing of this change activity in order to avoid unnecessary rework, alterations, or customer treatment and to minimise costs. Change types and associated processes, including time implications, must be documented and agreed in advance.	Must
CHG4	Non-Functional	The Supplier must work with the Authority to define which component parts are subject to Normal Change rules and processes.	Must
CHG5	Non-Functional	The Supplier must advise the Authority service owner or other appropriate party as agreed with the Authority of any Operational Changes that are required to the existing systems or and infrastructure to ensure the successful implementation and ongoing running of the Services.	Must
CHG6	Non-Functional	The Supplier must provide a Change Management Plan as a pre-requisite to go-live for changes to the live Production Environment.	Must
CHG7	Non-Functional	The Supplier must, as part of change assessment, notify the Authority on which monitoring or alerting may need to be suspended in order to stop spurious alerts, incidents or callouts.	Must

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CHG8	Non-Functional	The Supplier must provide a stakeholder list in order that the Authority can inform this list of any appropriate upcoming changes that the Authority may implement. This will be managed via the Operational Change Process.	Must
CHG9	Non-Functional	The Supplier should look to continually improve the success rate for changes, including trend analysis and root cause investigation for all failed changes. Such data is to be shared with the Authority at the monthly Performance Review Meeting.	Should
CHG10	Non-Functional	The Supplier should package change activity to maximise available change windows and take account of the Authority change restriction calendar / windows.	Should
CHG11	Non-Functional	The Supplier should maintain a forward schedule of change activity which includes documentation of any repeated or scheduled maintenance activities (including certificate renewals).	Should
CHG12	Non-Functional	The Supplier should update the Configuration Management Database, and the Knowledge Article Database following any change implementation.	Should

12.7 **Software Maintenance** – the purpose is to modify and update the Authority’s software applications after deployments to improve system performance.

12.7.1 Related Schedule: 3 (*Performance Management*)

12.7.2 Detailed requirements:

Number	Requirement Type	Description	Priority
SWM1	Non-functional	The Supplier must provide and maintain a Software Level Matrix detailing the agreed software level that each item of Software or application must be maintained at, including timescales for refresh as agreed with the Authority.	Must
SWM2	Non-functional	The Supplier must manage patches and upgrades in a timely way and minimise risk, business disruption, and downtime. (For example, outside of core operating hours, and outside of peak periods). See Schedule 3 (<i>Performance Levels</i>), Part A of Annex 1, Paragraph 2.	Must
SWM3	Non-functional	The Supplier must provide and maintain Software at a Release Level that is currently supported by the relevant software manufacturer for that Software.	Must

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SWM4	Non-functional	Where the Authority already owns a licence for a Software product, the Supplier must provide usage information and if required upgrade the licence as necessary to meet the Authority's software refresh standards.	Must
SWM5	Non-functional	The Supplier should ensure that software patches are applied in line with the principles detailed in Schedule 3 (<i>Performance Levels</i>), Part A of Annex 1, Paragraph 2.	Should
SWM6	Non-functional	The Supplier should ensure that Software updates are planned to coincide with the release plans and schedules of the relevant software manufacturer(s) to ensure on-going support and to maximise the benefits of new versions.	Should
SWM7	Non-functional	The Supplier should comply with the Authority's release management processes including to release in a controlled, quality manner ensuring platform stability.	Should
SWM8	Non-functional	The Supplier System should provide release management functions Out of the Box. For example, configurable deployment scripts.	Should
SWM9	Non-functional	The Supplier System should have a lifecycle management capability for planned release, patch fixes and upgrades.	Should
SWM10	Non-functional	The Supplier should ensure that the Supplier System/versions deployed are, and continue to be, supported and supportable throughout the Term. The Authority expects the service to be running the latest version or 'latest version-1'.	Should
SWM11	Non-functional	Where agreed with the Authority the Supplier could maintain alternative Release Levels.	Could

12.8 **Hardware Maintenance** – Hardware maintenance is a preventive and remedial service that physically repairs or optimizes the Authority's hardware, including contract maintenance and per-incident repair.

12.8.1 Related Schedule: 3 (*Performance Levels*)

12.8.2 Detailed requirements

Number	Requirement Type	Description	Priority
HWM1	Non-functional	The Supplier must maintain the hardware used in the provision of the Services to ensure Performance Indicators, functionality and performance of the Services are maintained.	Must
HWM2	Non-functional	The Supplier must repair all hardware that develops a fault.	Must
HWM3	Non-functional	The Supplier should ensure that all hardware used in the provision of the Services remains within vendor support at all times during the Term.	Should

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12.9 **Configuration Management** - the process for planning, identifying, controlling, reporting, auditing and verification of the Authority's Configuration Items (CIs) including their versions, baselines, components, attributes and relationships.

12.9.1 Related Schedule: N/R

12.9.2 Detailed requirements:

Number	Requirement Type	Description	Priority
CFG1	Non-functional	The Supplier must comply with the Authority's service asset and configuration management policies and procedures, as updated from time to time.	Must
CFG2	Non-functional	Configuration Management Database(s) will be required to be kept and maintained by the Supplier providing an audit trail of changes approved and made.	Must
CFG3	Non-functional	The Supplier System must ensure that certificates that the Services utilise are stored within the tactical certificate database and automated alerting to the correct individuals able to act are put in place.	Must
CFG4	Non-functional	The Supplier should maintain a Definitive Media Library (DML) as a single storage repository for all master copies of software in live use.	Should
CFG5	Non-functional	The Supplier should maintain an accurate and up to date Configuration Management Database (CMDB) that enables the Authority to have an end-to-end pictorial view of its IT estate.	Should
CFG6	Non-functional	The Supplier should provide accurate information on Configuration Items and their documentation.	Should
CFG7	Non-functional	The Supplier should restrict the number of Incidents caused by inaccurate or inadequate Configuration Item (CI) data.	Should
CFG8	Non-functional	The Supplier should restrict the number of Problems caused by inaccurate or inadequate Configuration Item (CI) data.	Should
CFG9	Non-functional	The Supplier should restrict the number of failed Operational Changes caused by inaccurate or inadequate Configuration Item (CI) data.	Should
CFG10	Non-functional	The Supplier should provide accurate information on Hardware and Software assets used to provision the service to the Authority.	Should
CFG11	Non-functional	The Supplier should identify and inform the Authority about redundant Authority Assets (hardware and software) via regular End of Life and End of Support updates	Should
CFG12	Non-functional	The Supplier should optimise the Authority's software licence utilisation.	Should

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CFG13	Non-functional	The Supplier should ensure the Authority is not at risk of using unauthorised or unlicensed software.	Should
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12.10 **Capacity Management** – the purpose is to provide a focal and management responsibility for all the Authority’s capacity and performance related activities in respect of both resources and services.

12.10.1 Related Schedule: 21 (*Governance*)

12.10.2 Detailed requirements:

Number	Requirement Type	Description	Priority
CAP1	Non-functional	The Supplier must comply with the Authority’s Capacity Management policies and procedures, as updated from time to time.	Must
CAP2	Non-functional	The Supplier System must be designed to provide the ability to be scalable and handle a growth or reduction in interaction volume and/or Agent numbers.	Must
CAP3	Non-functional	The Supplier must ensure that capacity shall be scalable with no code changes required.	Must
CAP4	Non-functional	The Supplier System must have the capacity and capability to comfortably handle both expected and unexpected peaks and surges in call traffic arising from key business events requiring a customer response, throughout the year. This will include bringing additional locations, including homeworking, into the Supplier System environment for short periods of time.	Must
CAP5	Non-functional	The Supplier should provide the optimum amount of IT capacity to meet business needs.	Should
CAP6	Non-functional	The Supplier should provide accurate assessments of resource unit forecasts to meet the capacity needs of the Authority against an agreed periodic business forecast timetable.	Should
CAP7	Non-functional	The Supplier should provide accurate, qualitative management reporting of current and future service capacity status including any tuning requirements	Should
CAP8	Non-functional	The Supplier should ensure that evolving business requirements and forecasts are accurately assessed in order to optimise future, more cost effective, capacity demand for the Authority.	Should
CAP9	Non-functional	The Supplier should provide all relevant information to enable Availability Plans for the Authority to be produced.	Should
CAP10	Non-functional	As part of robust Capacity Management, the Supplier should monitor and recommend initiatives to optimise platform capacity.	Should

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CAP11	Non-functional	The Supplier should own and maintain a capacity model which demonstrates impacts on capacity of proposed changes.	Should
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12.11 **Continual Service Improvement (CSI)** – deals with measures to be taken to improve the quality of services by learning from past successes and failures. It involves aligning the Authority’s practices and services with changing business needs through ongoing assessment and improvements.

12.11.1 Related Schedule: 21 (*Governance*)

12.11.2 Detailed requirements:

Number	Requirement Type	Description	Priority
CSI1	Non-functional	The Supplier should own and keep up to date a Continual Service Improvement Plan. The plan should be driven by initiatives to drive Performance Indicator adherence, trend analysis, and should also incorporate improvements driven by innovation and new features/capabilities. These should support the Authority key business initiatives and will be reviewed with the Authority at monthly Performance Review Meetings.	Should

12.12 **Knowledge Management**

12.12.1 Related Schedule: 13 (*Performance Levels*)

12.12.2 Detailed requirements:

Number	Requirement Type	Description	Priority
KM1	Non-functional	The Supplier should comply with the Authority’s Knowledge Management framework as updated from time to time (currently V3.0).	Should
KM2	Non-functional	The Supplier should ensure that production of ongoing training material continues throughout the lifecycle of the Contract.	Should

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12.13 **Business Continuity and Disaster Recovery (BCDR)** – ensures continuity of the Authority’s business processes and operations supported by the services following any failure or disruption and is the recovery of the deliverables in the event of a disaster.

12.13.1 Related Schedule: 5 (*Security Management*) and 26 (*Service Continuity and Corporate Resolution Planning*)

12.13.2 Detailed requirements (Please note that the requirements below are without prejudice to the Supplier's other obligations under the Contract in connection with Service Continuity, including, but not limited to, under Schedule 26 (*Service Continuity and Corporate Resolution Planning*):

Number	Requirement Type	Description	Priority
BCDR1	Non-functional	The Supplier must comply with the Authority’s IT service continuity management policies and procedures, as updated from time to time.	Must
BCDR2	Non-functional	The Supplier must ensure that business continuity plans for the application and in scope business processes are specified, developed, validated and tested as part of the project change lifecycle, and prior to introduction into live service.	Must
BCDR3	Non-functional	The Supplier System must be tested from a Service Continuity standpoint (each component and the recovery steps for each), with the output recorded and benchmarked, to provide assurance that in the case of an IT service continuity occurrence, the IT and Services can be recovered to an agreed upon Recovery Point Objective (RPO) and within the Recovery Time Objective (RTO).	Must
BCDR4	Non-functional	The Authority requires a Disaster Recovery Test once per year, or in the event of a major upgrade.	Must
BCDR5	Non-functional	The Supplier System must ensure in the event of a failure of certain components within the voice path, the voice call must continue.	Must
BCDR6	Non-functional	The Supplier System must be designed to fail over – without loss of functionality – in case of losing one or more critical Services.	Must
BCDR7	Non-functional	The Supplier System must be resilient to loss of a single data centre with calls and Agents automatically routed without loss of service.	Must
BCDR8	Non-functional	The Supplier should ensure any process workarounds are in place, documented and agreed in the event of a system failure.	Should

12.14 **Data Management** – Data Management is a group of activities relating to the planning, development, implementation, and administration of the Authority’s systems for the acquisition, storage, security, retrieval, dissemination, archiving and disposal of data.

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12.14.1 Related Schedule: Schedule 5 (*Security Management*)

12.14.2 Detailed requirements (Please note that the requirements below are without prejudice to the Supplier's other obligations under the Contract in connection with data management and security, including, but not limited to, under Schedule 5 (*Security Management*)):

Number	Requirement Type	Description	Priority
DTM1	Non-functional	The Supplier must ensure a backup and disaster recovery capability is available to protect against accidental or deliberate loss of data or system malfunction. The capability shall ensure that the Authority information is protected against loss by the implementation of formal and agreed backup/restore procedures.	Must
DTM2	Non-functional	The Supplier System must only retain data in line with the Authority's retention policy.	Must
DTM3	Non-functional	The Supplier System must allow the Authority to administer an Information Lifecycle Management (ILM) policy for all key data stored within the Supplier System.	Must
DTM4	Non-functional	The Supplier acknowledges that the Authority will be the data owner for all data generated or contained within the platform.	Must
DTM5	Non-functional	The Supplier acknowledges that there shall be items of data whereby there is shared responsibility for data processing and the Supplier shall share responsibility.	Must
DTM6	Non-Functional	The Supplier must perform backups and archiving of the Authority Data to a schedule agreed with the Authority and restore data as required, and prior to such agreement in accordance with the Authority's guidelines, procedures and policies	Must
DTM7	Non-Functional	The Supplier must provide safe and secure storage of backed up and archived Authority Data.	Must
DTM8	Non-functional	The Supplier System should be capable of accessing customer and user data on demand and not need to store customer data locally.	Should
DTM9	Non-functional	The Supplier System should standardise the messages that are written to system logs across all of the Supplier Systems delivered on the platform to facilitate the development of a common service monitoring Supplier System.	Should
DTM10	Non-functional	The Supplier System should allow data to be exported to allow the Authority to import that data into other applications e.g. SPLUNK.	Should
DTM11	Non-functional	The Supplier System should provide a file upload service in line with the Authority's requirement to use the Authority's Secure Files Transfer service (SFT).	Should

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DTM12	Non-functional	The Supplier should perform Data Management in accordance with the relevant policies and procedures and working practices in operation at the Effective Date and as updated from time to time during the Term of the Contract.	Should
DTM13	Non-functional	The Supplier should ensure that the backup and restore processes shall be tested on a regular basis.	Should

13 Security

13.1 **Security** – The platform needs to comply with a series of security standards which adhere but are not limited to the following requirements. (Please note that the requirements below are without prejudice to the Supplier's other obligations under the Contract in connection with security, including, but not limited to, under Schedule 5 (*Security Management*))

13.1.1 Related Schedules: 3 (*Performance Management*), 4 (*Standards*), 5 (*Security Management*), 26 (*Service Continuity and Corporate Resolution Planning*)

13.1.2 Detailed requirements:

Number	Requirement Type	Description	Priority
SEC1	Non-functional	The Supplier must ensure that all certification provided by them shall go back to a Root CA	Must
SEC2	Non-functional	The Supplier must comply with all Data Protection Legislation in line with the Contract. The Supplier will be classed as a Processor. The Authority remains the Controller. Appropriate security clearance needs to be in place for all Supplier Personnel working with any appropriate data. A DPIA will be required for the Services.	Must
SEC3	Non-functional	The Supplier must comply with the Authority security standards per this link: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards	Must
SEC4	Non-functional	The Supplier must be able to demonstrate their compliance with the NCSC 14 Cloud Security Principles detailed here; https://www.ncsc.gov.uk/collection/cloud-security/implementing-the-cloud-security-principles	Must
SEC5	Non-functional	The Supplier System must handle data up to OFFICIAL as detailed within the Government Security Classification Policy (GSCP) and be appropriately secured whilst at rest and in	Must

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		transit, in accordance with the Authority's Security Policy, Standards and Architectural Patterns.	
SEC6	Non-functional	Information Asset (Data and associated infrastructure) that is being stored and processed must be protected according to the Authority's and industries standard.	Must
SEC7	Non-functional	All internal and external integration points must be authenticated and encrypted to the Authority's or industry's standard (TLS 1.2) as minimum TL.	Must
SEC8	Non-functional	On receipt of security alerts or notices from the Authority, the Supplier must respond to the Authority detailing: <ul style="list-style-type: none"> • actions already taken to mitigate the risk of such alert; • actions that will be taken to mitigate the risk of such alert; or • reasons why such alert poses no risk to the Authority. 	Must
SEC9	Non-functional	The Supplier must report all suspected Security Incidents to the Authority in accordance with Security Requirements and Plan and with the Security Management Policies and Procedures.	Must
SEC10	Non-functional	The Supplier must provide all evidence and information as and when requested to the Authority to allow the Authority or appointed third party provider to produce reports detailing the nature, impact and response to Security Incidents.	Must
SEC11	Non-functional	The Supplier must support incident investigations by providing all resources, information and access required by any third party appointed by the Authority to complete the investigation.	Must
SEC12	Non-functional	Organisation must put technical and procedural measures in place to demonstrate how they gain confidence in their people and minimise the likelihood and impact of accidental and/or malicious compromise by ensuring the following: <ul style="list-style-type: none"> • Minimum number of people who have access to data and systems; • There is effective security culture; and • Ability to perform security screening. 	Must
SEC13	Non-functional	The Supplier must ensure Services are designed, developed and deployed in a way that minimises and mitigates security threats as early in development as possible.	Must
SEC14	Non-functional	User access to systems and data must be securely managed and prevent unauthorised access and alteration to data, applications and infrastructure. For example but not limited to: <ul style="list-style-type: none"> • Central and well defined user account model; and • Implement principle of least privilege and need to know across standard as well as admin accounts. 	Must
SEC15	Non-functional	The Supplier must ensure Services and Authority Data must only be accessible to an authenticated and authorised identity by having stronger password policies as well as MFA for user access. JML (Joiners, Movers and Leavers) process must be effectively followed.	Must

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SEC16	Non-functional	The Supplier must ensure all external and untrusted interfaces are identified and adequately protected.	Must
SEC17	Non-functional	The Supplier must grant the Security Assurance Vulnerability Supplier access to all relevant resources needed to organise and complete audits. Such resources include, but are not limited to: <ul style="list-style-type: none"> • Staff with sufficient knowledge of the subject matter of the audit; • Supplier premises; and • Relevant Information. 	Must
SEC18	Non-functional	The Supplier must liaise directly with the Security Assurance Vulnerability Supplier to agree factual accuracy of non-compliances and observations. Agreement must not be unreasonably withheld by the Supplier. A clear explanation must be provided to the Security Assurance Vulnerability Supplier for any non-agreement.	Must
SEC19	Non-functional	The Supplier System must be capable of providing the list of requirements that are necessary to effectively monitor operational systems, in order to identify potential compromises or suspicious activity occurring on those systems. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards – in Security standard SS-012: Protective Monitoring Standard.	Must
SEC20	Non-functional	The Supplier must ensure all potential risks and threats to the Authority's live environment are assessed, notified to the Authority and provide mitigation where possible.	Must
SEC21	Non-Functional	The Supplier must periodically allow the Authority to perform audits of the Supplier's premises from where the Supplier System is supported.	Must
SEC22	Non-functional	The Supplier System must be capable of providing sufficient physical controls to prevent non electronic attacks from accessing the data in the system. Full criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard: Physical and Electronic Security (part 1).	Must
SEC23	Non-functional	The Supplier System must be capable of providing the list of controls that are required for business applications, information systems, networks and computing devices. This list of requirements ensures a baseline level of security that is approved and accepted by the Authority to afford the necessary level of protection to its systems and data. In conjunction with the Authority's User Access Control Policy. Full criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-001 (part 1): Access and Authentication Controls.	Must

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SEC24	Non-functional	The Supplier System must be capable of providing the list of controls that are required for business applications, information systems, networks and computing devices, to restrict and control the allocation and use of privileged access rights. This list of requirements ensures a baseline level of security that is approved and accepted by the Authority to afford the necessary level of protection to its systems and data. In conjunction with the Authority's Privileged Users Security Policy. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-001 (part 2): Privileged User Access Controls.	Must
SEC25	Non-functional	The Supplier System must be capable of providing the list of controls that are required to secure objects such as digital certificates, private keys and symmetric keys to an approved level of security by the Authority. It is to minimise the risk from known threats both physical and logical to an acceptable level for operations. Furthermore the security controls required are taken from the international best practice for Cryptographic Key Management (e.g. those best practices provided by the Open Web Application Security Project (OWASP)) and have been tailored for Authority suitability. This should be read in conjunction with the Authority's Cryptographic Key Management Policy found alongside the security standards. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-002: Public Key Infrastructure & Key Management.	Must
SEC26	Non-functional	The Supplier System must be capable of providing the list of controls that are required to secure security boundaries to the Authority's approved level of security. For this purpose, a security domain is considered to consist of a set of information assets that are subject to a common set of security characteristics and policies. A security boundary is considered to be the point of demarcation and control between interconnected security domains. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-006: Security Boundaries.	Must
SEC27	Non-functional	The Supplier System must be capable of providing the baseline security requirements to include when developing and maintaining software for use within the Authority. These requirements MUST also be considered against code that may not have been developed by the Authority e.g. taken on from Suppliers. This should be read in conjunction with the Authority's Information Security Policy, Acceptable Use Policy Open Source Security Policy, and the Software Usage Policy. All of these can be found in the same folder as the listed security standard.	Must

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		Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-003: Software Development.	
SEC28	Non-functional	The Supplier System must be capable of providing secure DBMS's securely for Authority use with the aim of protecting Authority data. This Standard covers systems or data at the OFFICIAL tier of the Government Security Classification Policy (including the handling caveat (OFFICIAL-SENSITIVE). It will provide overarching controls for any DBMS new to the Authority's estate. in lieu of a security standard or pattern specific to the product of database. Oracle Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-005: Database Management System, a specific database security standard for Oracle is Security Standard SS-030: Oracle Database Security. Other database security patterns can be found at https://architecture.dwp.gov.uk/Blueprint/Patterns/Security%20Patterns/	Must
SEC29	Non-functional	The Supplier System must be capable of providing the list of controls that are required to secure implementations of cryptography to a level of security approved by the Authority. It is to minimise the risk from known threats, both physical and logical, to an acceptable level for operational consumption. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-007: Use of Cryptography. The channel encryption pattern appendixes are to be used for TLS deployments. These can be located here: https://architecture.dwp.gov.uk/Blueprint/Patterns/Security%20Patterns/	Must
SEC30	Non-functional	The Supplier System must be capable of providing a list of security controls that apply to all server deployments. This list of requirements ensures a baseline level of security that is approved and accepted by the Authority to afford the necessary level of protection to its systems and data. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-008: Server Operating System.	Must
SEC31	Non-functional	The Supplier System must be capable of providing a list of controls to help secure Supplier Systems using this technology to the Authority's approved level of security. This must provide a list of security controls to protect customer and operational data. It is to minimise the risk from known threats both physical and logical to an acceptable level for operations. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards	Must

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		procurement-security-policies-and-standards - in Security standard SS-012: Protective Monitoring Standard.	
SEC32	Non-functional	The Supplier System must be capable of providing the list of requirements that are necessary to effectively monitor operational systems, to identify potential compromises or suspicious activity occurring on those systems. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-012: Protective Monitoring Standard.	Must
SEC33	Non-functional	The Supplier System must be capable of providing the list of controls that are required to secure firewall implementations to an Authority approved level of security providing a list of security controls to protect customer and operational data filtered by firewalls. It is to minimise the risk from known threats both physical and logical to an acceptable level for operations. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-013: Firewall Security.	Must
SEC34	Non-functional	The Supplier System must be capable of providing a list of controls that are required to manage security incidents to a level approved by the Authority. Also, a list of security controls to protect customer and operational data to be stored or processed in order to minimise the risk from known threats both physical and logical to an acceptable level for operations. ISO/IEC27035-1 2016 defines an information security event as “an occurrence indicating a possible breach of information security or failure of controls” and security incident as “one or multiple related and identified information security events that meet established criteria and can harm an organisation’s asset or compromises its operations.” The Authority recognises a security incident as “a deliberate attempt, whether successful or not, to compromise the Authority’s assets (information, people, IT or premises) or any accident resulting in a loss of the Authority’s assets”. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-014: Security Incident Management.	Must
SEC35	Non-functional	The Supplier System must be capable of providing the list of controls that are required to secure User Access Devices, Servers and infrastructure components to an Authority approved level of security. This must provide a list of security controls to protect customer and operational data to be stored or processed in order to minimise the risk from known threats both physical and logical to an acceptable level for operations. Quoting NIST (National Institute of Standards and Technology) the definition of malware is: “Malware, also known as	Must

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		malicious code, refers to a program that is covertly inserted into another program with the intent to destroy data, run destructive or intrusive programs, or otherwise compromise the confidentiality, integrity, or availability of the victim's data, applications, or operating system. Malware is the most common external threat to most hosts, causing widespread damage and disruption and necessitating extensive recovery efforts within most organizations.” Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-015: Malware Protection.	
SEC36	Non-functional	The Supplier System must be capable of providing a list of security controls that apply to all remote access. This list of requirements ensures a baseline level of security that is approved and accepted by the Authority to afford the necessary level of protection to its systems and data. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-016: Remote Access.	Must
SEC37	Non-functional	The Supplier System must be capable of providing a list of security controls that apply to all Mobile Device deployments. This list of requirements ensures a baseline level of security that is both approved and accepted by the Authority to afford the necessary level of protection to its systems and data. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-017: Mobile Device.	Must
SEC38	Non-functional	The Supplier System must be capable of providing the list of controls that are required to secure networks to an Authority approved level of security. This must provide a list of security controls to protect customer and operational data. It is to minimise the risk from known threats both physical and logical to an acceptable level for operations. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-018: Network Security Design.	Must
SEC39	Non-functional	The Supplier System must be capable of providing the list of controls that are required to secure IEEE 802.11 wireless networks to an Authority approved level of security. This must provide a list of security controls to protect customer and operational data. It is to minimise the risk from known threats both physical and logical to an acceptable level for operations. Full Criteria can be found here: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards - in Security standard SS-019: Wireless Network.	Must

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SEC40	Non-functional	The Supplier must inform the Authority of any instance where the Supplier believes access management rights may be abused.	Must
SEC41	Non-functional	The Supplier must provide a record of access where Agents are suspected of breaches of policy, inappropriate use of resources, or fraudulent use of data, access management.	Must
SVC42	Non-functional	The Supplier must comply with the Authority's Risk Management procedures including monthly review of ordinary risks at Service Review Board, and a separate monthly review forum (Security Review Board) for any security related risk.	Must
SEC43	Non-functional	The Supplier should provide network and security management telemetry information using industry standard protocols to the Authority.	Should
SEC44	Non-functional	The Root CA should be provided by the Authority.	Should
SEC45	Non-functional	The Supplier should ensure that security software is at version 'N' as soon as the Authority and the Supplier agree it should be, and not later than six months after common release.	Should
SEC46	Non-functional	The Supplier should embed security at source, enabling speed and convenience through reusable code which is inherently secure.	Should
SEC47	Non-functional	The Supplier should take all steps as necessary to contain and investigate all suspected security incidents affecting the Supplier in accordance with agreed security incident response procedures in accordance with the Security requirements and Plan. Once such steps have been completed, the Supplier shall provide evidence to the Authority supporting a request for the security incident to be formally closed. If the Authority requests additional actions or evidence prior to closure, then such requests must be completed.	Should
SEC48	Non-functional	Without prejudice to its duties under Schedule 5 (<i>Security Management</i>), the Supplier as well as their supply chain should support all security principles and requirements.	Should
SEC49	Non-functional	The Supplier should ensure defence in depth is considered that layered controls and processes are in place to administer service.	Should
SEC50	Non-functional	Without prejudice to the Supplier's duties under the other terms of the Contract (including, but not limited to, Schedule 5 (<i>Security Management</i>)), the Supplier should ensure: <ul style="list-style-type: none"> • data should be processed and archived within data centres in the United Kingdom; • any support services based outside the UK should not have access to data; • the Identification and Verification requirement specifies that the Supplier System should handle the Authority's customer data designated up to 'Official Sensitive' level; • any information security management system and processes developed by the Supplier should meet the relevant requirements as set out in ISO/IEC 27001 & ISO/IEC 27002; • compliance with the 12 requirements of PCI DSS (Payment Card Industry Data Security Standard) which apply to "all system components included in or connected to the cardholder 	Should

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		data environment” – i.e. the “people, processes and technologies that store, process, or transmit cardholder data or sensitive authentication data”; • Self-Serve applications not yet developed should be reviewed and impacted to determine appropriate categorisation and controls; and • the telephony platform should comply with Cloud security controls as set out by the NCSC, Industry Standards and Regulatory Requirements and provide copies of security accreditations, such as, but not exclusive to, ISO27001, Cyber Essentials Plus.	
SEC51	Non-functional	The Supplier should provide remedial actions, with owners, and completion dates to the Security Assurance Vulnerability Supplier for each non-compliance that is agreed not more than 10 Working Days following the agreement of factual accuracy.	Should
SEC52	Non-functional	Where required, the Supplier should change or remove end user access to systems and/or services in accordance with instructions from the Authority.	Should

13.2 **Health Check and Pen Tests** – a series of controlled ethical hacking tests and actions designed to deliberately identify and expose security vulnerabilities that might be present in the Supplier System.

13.2.1 Related Schedules: 5 (*Security Management*) and 26 (*Service Continuity and Corporate Resolution Planning*)

13.2.2 Detailed requirements:

Number	Requirement Type	Description	Priority
ITH1	Non-functional	The Supplier must comply with reasonable requests from the Authority or its authorised 3 rd party service provider to perform IT Health Checks and Pen Testing for all systems, services and applications under the Supplier’s control.	Must
ITH2	Non-functional	When requested, the Supplier must support the ITHC/Pen Test by providing information and guidance to the Authority or authorised third party service provider to scope and schedule the ITHC and Pen Test.	Must
ITH3	Non-functional	The Supplier must support ITHC/Pen testing by providing all resources and access required by the Authority or authorised Third Party Service Provider to complete the investigation.	Must
ITH4	Non-functional	When requested, the Supplier must provide information to the Authority or authorised 3 rd party service provider to allow ITHC and Pen Test reports to be quality assured.	Must
ITH5	Non-functional	The Supplier must successfully conduct security assurance and IT Health Checks with no outstanding issues prior to being introduced into live operations.	Must

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ITH6	Non-functional	The Authority requires an IT Health Check (ITHC) once per year or in the event of a Authority defined substantial upgrade.	Must
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13.3 **Vulnerability Scanning** – the process of identifying security weaknesses and flaws in the Supplier System.

13.3.1 Related Schedule: Schedule 5 (*Security Management*)

13.3.2 Detailed requirements:

Number	Requirement Type	Description	Priority
VLS1	Non-functional	The Supplier must grant the Security Assurance Vulnerability Supplier access to all relevant resources needed to organise and complete the vulnerability scans. Such resources include, but are not limited to, access, change procedures and key contacts.	Must
VLS2	Non-functional	The Supplier must take the necessary action, as agreed with the Authority, to remedy vulnerabilities, unless agreed by the Authority and the Supplier that the vulnerability shall not be remedied.	Must

14 Social Value

14.1 **Social Value** - the additional social benefits that can be achieved in the delivery of the Contract.

14.1.1 Related Schedules: 3 (*Performance Management*), 4 (*Standards*), 24 (*Reports and Records Provisions*) and 33 (*DWP Additional Requirements*)

14.1.2 Detailed requirements (Please note that the requirements below are without prejudice to the Supplier's other obligations under the Contract in connection with social value, environment and sustainability, including, but not limited to, under Schedule 4 (*Standards*) and Schedule 33 (*DWP Additional Requirements*)):

Number	Requirement Type	Description	Priority
SUS1	Non-functional	The Supplier must produce, update and maintain a database of required sustainability information (including, but not limited to, the carbon footprint and energy consumption) and provide the Authority with such information on a quarterly basis.	Must

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SUS2	Non-functional	The Supplier must demonstrate continual review of all relevant UK legislation (for example but not limited to the Climate Change Act, Greening Government), policies, guidance on and technology changes (including new product announcements) relating to sustainability. This shall be an agenda item for review every quarter at the Performance Review Meeting. https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025	Must
SUS3	Non-functional	The Supplier must maintain records of all improvements to sustainability implemented across the services, particularly in addressing how the Supplier shall reduce environmental impacts as outlined within the Greening Government Commitment and provide the Authority with such information on request.	Must
SUS4	Non-functional	The Supplier must attend quarterly meetings and provide the Authority with a quarterly report detailing sustainability achievement, progress against targets and future plans to drive down its carbon footprint. The Supplier must recommend actions and identify methods for proactively managing downwards the power consumption of assets, in accordance with the principles of Continual Service Improvement. Emission values, end-of-life equipment and progress towards the end goal of zero items to landfill also need to be reviewed.	Must
SUS5	Non-functional	The Supplier must implement a sustainable sourcing policy/strategy for hardware, software, hosting, spares, consumables and professional services that is relevant to the performance of this Agreement and in line with any relevant Government sustainability standards.	Must

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15 Optional Services

15.1 WebRTC

15.1.1 Related Schedule: N/R

15.1.2 Detailed requirements:

Number	Requirement Type	Description	Priority
RTC1	Functional	The Supplier should ensure the WebRTC solution is fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should
RTC2	Functional	The Supplier should ensure that the WebRTC solution is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
RTC3	Functional	The Supplier should ensure that, in support of the WebRTC solution, the features of the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor) provided by the Supplier as part of the Supplier System include but are not limited to: <ul style="list-style-type: none">• Answer;• Transfer;• Hang Up; and• Conference.	Should
RTC4	Functional	The Supplier should ensure that, in support of the WebRTC solution, the features of the Agent Desktop Client – Supervisor provided by the Supplier as part of the core Supplier System include but are not limited to: <ul style="list-style-type: none">• Monitor;• Coaching;• Intrude; and• Take Over.	Should
RTC5	Functional	The Supplier System should ensure that information regarding the customer's web site interaction prior to requesting a WebRTC interaction shall be passed with the interaction to the routing and queuing mechanism.	Should
RTC6	Functional	The Supplier System should ensure that data received with the WebRTC interaction shall be used to determine or influence the routing rule(s) used by the routing and queuing mechanism to handle that WebRTC interaction.	Should

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RTC7	Functional	The Supplier System shall ensure that information regarding the customer's web site interaction prior to requesting a WebRTC interaction can be passed to and displayed in the Agent Desktop Client.	Should
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15.2 **Omni-Channel Support – Virtual Agent**

15.2.1 Related Schedule: N/R

15.2.2 Detailed requirements:

Number	Requirement Type	Description	Priority
VA1	Non-Functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide functionality to allow the Authority to deliver Virtual Agent functionality. This shall include all physical infrastructure, licenses and software as necessary. This would also apply for any integration with an externally sourced Virtual Agent application or service.	Should

Number	Requirement Type	Description	Priority
VA2	Functional	The Supplier should ensure that the use of the Virtual Agent Service does not require the customer to download any specific software to initiate and interact in a Virtual Agent session.	Should
VA3	Functional	The Supplier System should ensure that interactions can be escalated from the Virtual Agent Service to a live Agent service, including, but not limited to, the Web Chat Application.	Should
VA4	Functional	The Supplier System should ensure that the Virtual Agent Service is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
VA5	Functional	The Supplier System should ensure that a full transcript of the interaction the customer has had with the Virtual Agent shall be accessible to the receiving live Agent.	Should
VA6	Functional	The Supplier System should ensure that the Virtual Agent Service integrates with a common Authority procured Knowledge Management service.	Should
VA7	Functional	The Supplier should ensure the Virtual Agent Service is fully integrated with the core Supplier Systems to enable common rules to be applied, to meet the appropriate business strategy.	Should

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15.3 Omni-Channel Support – Co-Browsing Service

15.3.1 Related Schedule: N/R

15.3.2 Detailed requirements:

Number	Requirement Type	Description	Priority
COB1	Non-Functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide functionality to allow Agents to Co-Browse with customers. The Supplier shall include all physical infrastructure, licenses and software as necessary. This would also apply for any externally sourced Co-Browse application or service.	Should

Number	Requirement Type	Description	Priority
COB2	Functional	The Supplier System should ensure that the use of the Co-Browsing Service does not require the customer to download any specific software to initiate and interact in a Co-Browsing session.	Should
COB3	Functional	The Supplier System should ensure that the Co-Browsing Service is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
COB4	Functional	The Supplier System should ensure that the Co-Browsing Service can be initiated directly from an existing web-based interaction including, but not limited to, Web Chat, Web Call Back and WebRTC.	Should
COB5	Functional	The Supplier System should ensure that Co-Browsing may be initiated either by the Agent or the customer.	Should
COB6	Functional	The Supplier System should ensure that the Co-Browsing Service can be initiated indirectly using a 'Session Id' or similar mechanism to allow an Agent or Supervisor to 'meet' the customer on their web session, whilst interacting through another customer interaction service, including, but not limited to voice calls.	Should
COB7	Functional	The Supplier System should ensure that the Co-Browsing Service includes functionality to control the submission of forms by the Agent. Specifically, the Agent should be prevented from submitting a form on behalf of the customer.	Should
COB8	Functional	The Supplier should ensure the Co-Browsing Service is fully integrated with the Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should

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COB9	Functional	The Supplier System should ensure that the Co-Browsing Service includes, but not be limited to, allowing Agents to guide customers in navigating the Authority web site and assisting in filling in web forms.	Should
COB10	Functional	The Supplier System should ensure that the Co-Browsing Service supports the Authority in complying with PCI DSS requirements by obscuring sensitive data from the Agent including but not limited to, PAN and CVV.	Should

15.4 Omni-Channel Support – SMS Service

15.4.1 Related Schedule: N/R

15.4.2 Detailed requirements:

Number	Requirement Type	Description	Priority
SMS1	Non-Functional	If required by the Authority should plan, design, install, test and provide all infrastructure required to provide a Short Message Service (SMS) solution to allow Agents to send and receive text and multimedia messages. The Supplier shall include all physical infrastructure, licenses and software as necessary. This would also apply for any externally sourced SMS application or service.	Should

Number	Requirement Type	Description	Priority
SMS2	Functional	The Supplier System should integrate to an SMS gateway to allow the transmission of inbound and outbound SMS messages.	Should
SMS3	Functional	The Supplier System should collaborate with the SMS gateway provider to ensure support for the following features: <ul style="list-style-type: none">• Date and time message was sent;• Sender number identification;• Ability to send and receive binary content (such as ring tones or logos), where expressly allowed by the Authority, as well as over-the-air programming or configuration data;• Ability for Agents to request delivery reports or delivery receipts to provide positive confirmation of SMS message delivery or receipt, respectively;• Ability to send messages larger than the standard SMS message size segmented over multiple	Should

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		<p>SMS messages;</p> <ul style="list-style-type: none"> • Ability to send messages to multiple recipients; and • Broadcast Alert. Agents receive all major headline updates periodically throughout the day. 	
SMS4	Functional	The Supplier should ensure the SMS solution delivers the ability for Agents to send a message whilst engaged in another interaction, including, but not limited to, voice call, Web Chat and email.	Should
SMS5	Functional	The Supplier should ensure the SMS solution is fully integrated with the Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should
SMS6	Functional	The Supplier should ensure that the SMS solution is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
SMS7	Functional	The Supplier should ensure that, in support of the SMS solution, the Agent Desktop Client has the ability to select from a library of standard responses and response templates to be inserted into an SMS reply. Responses should be suggested to the Agent based on the category of the incoming SMS. Responses and templates shall include fields to allow personalisation of the response including but not limited to, customer name, and Agent name.	Should
SMS8	Functional	<p>The Supplier should ensure that the SMS solution provides the following features:</p> <ul style="list-style-type: none"> • SMS Categorisation – Received SMS shall be categorised on, but not limited to, one or more of the following criteria: sender telephone number, receiving telephone number, previous interaction history with the sender, SMS content; • Automated SMS Acknowledgement – SMS senders shall receive an automated acknowledgement of their SMS. The acknowledgement shall be determined by user defined rules and be specific to the category of the SMS as defined in the bullet point above; • Automated Response – SMS senders shall receive an automated answer to their SMS. The Automated Response shall be determined by user defined rules and be specific to the category of the SMS as defined in the first bullet point above; and • Quality Assurance – SMSs from Agents to customers shall be passed to a team or individual(s) responsible for ensuring the quality and compliance of the response. User defined rules shall determine which SMS are sent for quality assurance and should take account of, but not limited to, the category of the SMS, the skill / level of the Agent, a percentage of all responses. 	Should
SMS9	Functional	<p>The Supplier should ensure that, in support of the SMS solution, the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor) provided by the Supplier as part of the core Supplier System, provide the following features:</p> <p>a. Answer: The ability to answer an incoming SMS interaction from the Agent Desktop Client;</p> <p>b. Transfer: The ability to transfer an SMS interaction to another destination including but not</p>	Should

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		limited to, Agent, Skill, Group or Queue; c. Hang Up: The ability to terminate an SMS interaction from the Agent Desktop Client; and d. Create: The ability to create and send a new SMS message.	
SMS10	Functional	The Supplier should ensure that, in support of the SMS solution, the Agent Desktop Client: Supervisor provided by the Supplier as part of the core Supplier System, provides the following features: <ul style="list-style-type: none">• Monitor: The ability to passively view a current SMS interaction an Agent is working on; and• Take Over: The ability for the Supervisor on a Monitored SMS interaction to take over that SMS, dropping the connected Agent(s) from the interaction.	Should
SMS11	Functional	The Supplier System should ensure that a transcript of each SMS interaction with the customer is stored in the contact history repository.	Should
SMS12	Functional	The Supplier System should ensure that a transcript of each SMS interaction with the customer can be emailed to the customer.	Should

15.5 Omni-Channel Support – Social Media Service

15.5.1 Related Schedule: N/R

15.5.2 Detailed requirements:

Number	Requirement Type	Description	Priority
SOM1	Non-Functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide functionality to allow the Agents to monitor, analyse, access and engage with customers through social media, including all physical infrastructure, licenses and software as necessary to deliver such functionality. This would also apply for any externally sourced social media application or service.	Should

Number	Requirement Type	Description	Priority
SOM2	Functional	The Supplier should ensure that the social media service is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should

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SOM3	Functional	The Supplier should ensure that, in support of the social media service, the features of the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor) provided by the Supplier as part of the core Supplier System include, but are not limited to: <ul style="list-style-type: none"> • Answering / Receiving incoming social media interactions; • Responding to social media interactions on the same channel; • Responding to social media interactions on a different channel; and • Transfer incoming social media interactions. 	Should
SOM4	Functional	By creating new outbound social media interactions, the Supplier should ensure that, in support of the social media service, the features of the Agent Desktop Client: Supervisor) provided as part of the Supplier System include, but are not limited to: <ul style="list-style-type: none"> • Monitor / View Agent activity on individual Social Media interactions; and • Take Over individual Social Media interactions from Agents. 	Should
SOM5	Functional	The Supplier System should integrate with a configurable list of suitable social media services.	Should
SOM6	Functional	The Supplier should ensure that the social media service has the capability to monitor social media activity and, based on user defined rules, identifying such activity that is actionable by the Authority.	Should
SOM7	Functional	The Supplier System should ensure that a transcript of each social media interaction with the customer is stored in the contact history repository.	Should
SOM8	Functional	The Supplier System should ensure that a transcript of each social media interaction with the customer can be emailed to the customer.	Should
SOM9	Functional	The Supplier should ensure the social media service is fully integrated with the Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should

15.6 Omni-Channel Support – Email Solution

15.6.1 Related Schedule: N/R

15.6.2 Detailed requirements:

Number	Requirement Type	Description	Priority
EMA1	Non-Functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide functionality to allow Agents to send, receive and respond to email contacts, including all	Should

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		physical infrastructure, licenses and software as necessary. This would also apply for any externally sourced email application or service.	
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Number	Requirement Type	Description	Priority
EMA2	Functional	The Supplier should ensure the email solution is capable of receiving and sending emails through the Authority's mailboxes through standard email access methods (including, but not limited to MS Exchange, POP3, IMAP, SMTP).	Should
EMA3	Functional	The Supplier System should provide an email facility whereby a customer can use email to send details pertaining to their case, or enquiring about their case, and have it recorded and stored as part of the omnichannel dialogue.	Should
EMA4	Functional	The Supplier should ensure the email solution is capable of creating and receiving emails directly from web page forms, to be known as "Web Form Emails".	Should
EMA5	Functional	The Supplier should provide a mechanism to create and send emails from a web page form to be received by the email solution.	Should
EMA6	Functional	The Supplier System should ensure that information regarding the customer's session with the Authority web site, prior to sending a Web Form Email, shall be passed with the email to the routing and queuing mechanism.	Should
EMA7	Functional	The Supplier System should ensure that data received with the web form email shall be used to determine or influence the routing rule(s) used by the routing and queuing mechanism to handle that Web Form Email request.	Should
EMA8	Functional	The Supplier System should ensure that information regarding the customer's session with the Authority web site, prior to sending a web form email can, be passed to and displayed in the Agent Desktop Client.	Should
EMA9	Functional	The Supplier should ensure the email solution is fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should
EMA10	Functional	The Supplier should ensure that the email solution is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
EMA11	Functional	The Supplier should ensure that the email solution provides the following features: • Email Categorisation – Received emails shall be categorised on, but not limited to, one or more of the following criteria: sender email address, receiving mailbox, previous interaction history with the sender, email subject, email body content;	Should

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		<ul style="list-style-type: none"> • Automated Acknowledgement – As an option, email senders shall receive an automated acknowledgement of their email. The acknowledgement shall be determined by user defined rules and be specific to the category of the email as defined in the first bullet point above; • Automated Response – As an option, email senders shall receive an Automated Response to their email. The Automated Response shall be determined by user defined rules and be specific to the category of the email; and • Quality Assurance – As an option, emails from Agents to customers shall be passed to a team or individual(s) responsible for ensuring the quality and compliance of the response. User defined rules shall determine which emails are sent for Quality Assurance and should take account of, but not limited to, the category of the email, the skill / level of the Agent, a percentage of all responses. 	
EMA12	Functional	<p>The Supplier should ensure that, in support of the email solution, the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor) provided by the Supplier as part of the Contact Centre Supplier System, provide the following features:</p> <ul style="list-style-type: none"> a. Answer: The ability to answer an incoming email interaction from the Agent Desktop Client; b. Transfer: The ability to transfer an email interaction to another destination including but not limited to, Agent, Skill, Group or Queue; c. Hang Up: The ability to terminate an email interaction from the Agent Desktop Client; and d. Create: The ability to create and send a new email message. 	Should
EMA13	Functional	<p>The Supplier should ensure that, in support of the email solution, the Agent Desktop Client can select from a library of standard responses and response templates to be inserted into an email reply. Responses should be suggested to the Agent based on the category of the incoming email. Responses and templates shall include fields to allow personalisation of the response including, but not limited to, customer name, Agent name.</p>	Should
EMA14	Functional	<p>The Supplier should ensure that, in support of the email solution, the Agent Desktop Client: Supervisor provided by the Supplier as part of the core Supplier System, provides the following features:</p> <ul style="list-style-type: none"> • Monitor: The ability to passively view a current email interaction an Agent is working on; and • Take Over: The ability for the Supervisor on a monitored email interaction to take over that email, dropping the connected Agent(s) from the interaction. 	Should
EMA15	Functional	<p>The Supplier System should ensure that a transcript of each email interaction with the customer is stored in the contact history repository.</p>	Should

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15.7 Omni-Channel Support – Task Handling Solution

15.7.1 Related Schedule: N/R

15.7.2 Detailed requirements:

Number	Requirement Type	Description	Priority
TAS1	Non-Functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide a task handling solution to allow Agents to route and queue tasks and work items, including all physical infrastructure, licenses and software as necessary. This would also apply for any externally sourced task handling application or service.	Should

Number	Requirement Type	Description	Priority
TAS2	Functional	The Supplier should ensure that, in support of the task handling solution, the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor) provided by the Supplier as part of the Supplier System, provides the following features: <ul style="list-style-type: none">• Answer: The ability to answer an incoming task handling interaction from the Agent Desktop Client;• Transfer: The ability to transfer a task handling interaction to another Agent, skill, group or queue; and• Hang Up: The ability to terminate a task handling interaction from the Agent Desktop Client.	Should
TAS3	Functional	The Supplier should ensure that the task handling solution is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
TAS4	Functional	The Supplier should ensure that data received with the task handling solution shall be used to determine or influence the routing rule(s) used by the routing and queuing mechanism to handle that task handling interaction.	Should
TAS5	Functional	The Supplier should ensure that the task handling solution is fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should

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15.8 Omni-Channel Support – Call Back Solution

15.8.1 Related Schedule: N/R

15.8.2 Detailed requirements:

Number	Requirement Type	Description	Priority
CBS1	Non-Functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide functionality to offer Call Backs to customers, including all physical infrastructure, licenses and software as necessary. This would also apply for any externally sourced Call Back application or service.	Should

Number	Requirement Type	Description	Priority
CBS2	Functional	The Supplier should ensure the Call Back Solution includes, but is not limited to, the following features: <ul style="list-style-type: none">• "Automated Call Back" – queuing caller selects or is offered a specific call back time and date;• Virtual Queuing – callers hang up but their place is maintained in queue; and• "Web Call Back" – caller selects or is offered a specific call back time and date from a web page.	Should
CBS3	Functional	The Supplier should ensure that Automated Call Backs and Web Call Backs shall only be scheduled for times at which there is expected to be Agent capacity to service that Call Back. This should be based upon, but not limited to, Agent schedules and forecasted interaction volumes provided by the Work Force Management solution.	Should
CBS4	Functional	The Supplier System should ensure automated Call Backs are offered to customers based upon metrics from the routing and queuing mechanism including, but not limited to, estimated time to answer or queue length.	Should
CBS5	Functional	The Supplier should ensure that the Call Back Solution enables the customer to record a brief message to be associated with their Call Back request including, but not limited to, their name.	Should
CBS6	Functional	The Supplier should ensure that the Call Back Solution captures a call back number from the customer.	Should
CBS7	Functional	The Supplier System should ensure that the options for capturing a call back number include, but are not limited to, CLI and customer entered digits.	Should

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CBS8	Functional	The Supplier should ensure that in fulfilment of a Call Back, the Call Back Solution will confirm the connected party is the correct party, with options for the customer (connected party) to reschedule, decline or accept the Call Back.	Should
CBS9	Functional	The Supplier should ensure that on delivery of a Call Back interaction to an Agent, the Call Back Solution will present to the Agent details of the connected customer including, but not limited to, the customer's name and the service they require (were originally queuing for).	Should
CBS10	Functional	The Supplier should ensure the Call Back Solution is fully integrated with the core Supplier System to enable common rules to be applied, to meet the appropriate business strategy.	Should
CBS11	Functional	The Supplier should ensure that the Call Back Solution is fully integrated with the Agent Desktop Client (Agent Desktop Client: Standard and Agent Desktop Client: Supervisor).	Should
CBS12	Functional	The Supplier should ensure that the Call Back Solution provides, when combined with correct operating practice, a service in line with the OFCOM statement of policy on the persistent misuse of an electronic communications network or service.	Should

15.9 **Omni-Channel Support – Browser Initiated Voice/Video Calls**

15.9.1 Related Schedule: N/R

15.9.2 Detailed requirements:

Number	Requirement Type	Description	Priority
BVV1	Non-Functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide functionality to allow Agents to receive and interact with Browser-initiated voice and video calls, including all physical infrastructure, licenses and software as necessary.	Should

15.10 **Future Automated Payment Service**

15.10.1 Related Schedule: N/R

15.10.2 Detailed requirements:

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Number	Requirement Type	Description	Priority
APF1	Non-functional	If required by the Authority plan, design, install, test and provide all infrastructure required to provide an automated card payment service to allow customers to make card payments via the telephone channel, including all physical infrastructure, licenses and software as necessary.	Should
APF2	Non-functional	If required by the Authority to deliver the Automated Payment Service, this must be done in line with the applicable standards in force at the time defined by the PCI Security Standards Council.	Should
APF3	Functional	The Supplier System should be Payment Card Industry (PCI) compliant to protect telephone-based payment card data.	Should