**Attachment 3**

**RM6116**

**Network Services 3 Statement of Requirements**

The Crown Commercial Service (CCS), hereby known as the Authority, is seeking to establish a multi–Supplier Framework Agreement for the supply of Network Services covered by the Lotting structure indicated belo*w.*

1. **Specification**
   1. This Framework is divided into the following Lots:
      1. Lot 1a Inter site Connectivity (Wide Area Network) / Data Access Services
      2. Lot 1b Commercial Radio capabilities
      3. Lot 1c Tactical Radio systems
      4. Lot 1d Critical Domain services
      5. Lot 2a Intra site Connectivity (Local Area Network) / Local Connectivity Services
      6. Lot 3a IoT and Smart Cities (Smart shared and connected spaces)
      7. Lot 3b Communication Platform as a Service
      8. Lot 4a Analogue Telephony
      9. Lot 4b Digital Communication Services (Unified Communications)
      10. Lot 4c Contact Centre Solutions
      11. Lot 4d Inbound Telephony Services
      12. Lot 4e Paging & Alerting

**This Framework Agreement provides:**

* Suppliers that can provide design, build and deliver capabilities in their relevant service area(s). This means that suppliers will be able to offer customers vendor agnostic consultancy on improving the performance and security of their networks and also offer the managed services required to build fully integrated network solutions enabling cloud-based designs that offer customers flexibility and a better security posture.
* A robust performance management approach, including collection and analysis of KPI metrics and quarterly performance reviews between the Authority, Contracting Authorities and the framework Suppliers to support maintenance and continuous improvement of performance levels throughout the framework lifetime.
* Data gathering route to allow collection of detailed management information and metrics to support ongoing trend analysis and service development.
* Transparency of Supplier service capability/offer and pricing to support informed buying decisions by Customers.
* Flexibility of call-off approach via direct award or further competition to meet customer timelines.

**Call Off Requirements:**

* 1. The structure of each Lot is set out in paragraph 2 below, and:
     1. Each Buyer’s Call-Off Contract may or may not include:

1. the Primary Services of a Lot (as defined in paragraph 1.2.2 below); and/or
2. the technology, equipment and solutions (as defined in paragraph 1.2.3 below); and/or
3. the Ancillary Services (as defined paragraph 1.2.4 below).
   * 1. Primary Services:
4. Primary Services provide the functionality and services that are fundamental to a Lot; and are set out in paragraph 2 of this Part A;
5. A Primary Service from a given Lot, can be employed as part of the delivery of a Primary Service in a separate Lot, but only where all of the following apply:
   1. the Primary Service from a given Lot is required in order to enable the delivery of the Primary Service in a separate Lot; and
   2. the Primary Service from a given Lot is used exclusively for the delivery of the Primary Service in a separate Lot.
   3. the Buyer has requested that the Supplier include the Primary service from a given Lot in their Tender.
6. A Primary Service from a given Lot **cannot be procured**:
   1. as a standalone Primary Service from a separate Lot;
   2. as standalone technology, equipment and solutions from a separate Lot; and
   3. as an Ancillary Service in a separate Lot.
      1. Technology, equipment and solutions:
7. These are optional technology, equipment and solutions that may be required in the delivery of the Primary Services of a Lot; and are set out in paragraph 2 of this part A.
8. Technology, equipment and solutions from a given Lot, can be employed as part of the delivery of a Primary Service in a separate Lot, but only where:
   1. the technology, equipment and solutions from a given Lot are required in order to enable the delivery of the Primary Service in a separate Lot; and
   2. the technology, equipment and solutions from a given Lot is used exclusively for the delivery of the Primary Service in a separate Lot.
9. Technology, equipment and solutions from a given Lot **cannot be procured**:
   1. as a standalone Primary Service from a separate Lot;
   2. as standalone technology, equipment and solutions from a separate Lot; and
   3. as an Ancillary Service in a separate Lot.
      1. Ancillary Services:
10. Ancillary Services are optional goods and services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and technology, equipment and solutions in a Lot.
11. The scope of Ancillary Services in all Lots includes, but is not limited to:
    1. supply, installation (including any building or civil engineering works), management, help desk services, Buyer service portals, maintenance, technical architecture, system design, project management and related professional services associated with the provision of the Services; and
    2. migration and transition support and other related services to enable the successful implementation and performance of solutions provided under a Lot.
12. Ancillary Services may appear in more than one Lot; and
13. Ancillary Services must be in scope of the Lot under which the Call-Off Contract is awarded.
    1. The Buyer shall select the Services it requires when making a direct award from the Catalogue; or shall specify the Services as part of its invitation to tender for a Further Competition.
    2. Where a Supplier responds to a Buyer’s Statement of Requirements with a solution comprising multiple Primary Services and/or Ancillary Services, the Supplier shall ensure that each element of its solution is clearly identified and priced in its Call-Off Tender.
    3. Where a Supplier creates a Service Offer with a solution comprising multiple Primary Services and/or Ancillary Services, the Supplier shall ensure that each element of its solution is clearly identified in the Service Offer Price Card.
    4. The Supplier shall ensure that where a Call-Off Tender proposal or Service Offer is dependent on multiple Primary Services and/or Ancillary Services the Buyer can readily (either through the use of application programming interfaces, open source software or otherwise) remove or adapt elements of the Deliverables such that:
       1. the Buyer is able to adopt and integrate other solutions from alternative suppliers during or on expiry of the Contract Period; and
       2. minimise the cost of any associated Variation.
    5. Note that a wide variety of non-secure, OFFICIAL, PSN accredited and HSCN compliant and enhanced security requirements may transpire throughout the duration of the Framework Contract for all Lots.
    6. Suppliers are expected to achieve and maintain appropriate security accreditation of the services as may be required by CCS and Buyers.
    7. Where the Services are PSN Services they will comply with relevant PSN standards and processes, as described on the PSN website [https://www.gov.uk/government/groups/public-services-network](https://www.gov.uk/government/groups/public-services-network%20) (“**PSN Standards**”).

* 1. Where the Services are HSCN Connectivity Services the Supplier shall comply with the HSCN obligations and processes described in the following documents on the HSCN website <https://www.digital.nhs.uk/health-social-care-network/connectivity-suppliers>

a)     HSCN Compliance Operating Model

b)     HSCN Obligations Framework

c)     HSCN CN-SP Service Management Requirement Addendum

d)     CN-SP Deed

e)     HSCN Mandatory Supplemental Terms

**Telecoms Expense Management**

The Supplier shall provide without charge to a TEM Provider nominated by the Contracting Authority the detailed invoice data for each Contracting Body in receipt of Services in an Electronic Data Interchange (EDI) format at the same frequency as it is received by that Contracting Body, subject to the TEM Provider agreeing to enter into a direct confidentiality agreement with the Supplier on terms equivalent to the terms set out in Clause 15 (Confidentiality) of the PSC Core terms.

1. **Lot Structure**
   1. **Lot 1a: Inter site Connectivity (WAN) / Data Access Services** 
      1. **Lot 1a Scope of Services:**This Lot 1a is for the provision of connectivity services, enabling Site-to-Site or Site-to-cloud interconnectivity as described in paragraphs 2.1.2 to 2.1.4.
      2. **Lot 1a Primary Services:**
2. Wide area connectivity for the provision of a managed or unmanaged point-to-point data-only connection.
3. Wide area connectivity for the provision of a managed or unmanaged point-to-internet/cloud data-only connection.
   * 1. **Lot 1a Technology, Equipment and Solutions:**The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 1, including but not limited to:
4. design, survey, build, management, support and maintenance for Lot 1 services
5. unmanaged dark connectivity
6. terrestrial, fibre, wireless and satellite solutions
7. data networking equipment
8. software-defined networking (SD WAN)
9. Secure Access Service Edge (SASE) network architectures
10. individual or multiple data connectivity circuits
11. connectivity to support voice services (e.g. PSTN - public switched telephone network, and IP - internet protocol telephony)
12. network related security and access control solutions including but not limited to provision of security equipment
13. domain name resolution services
14. support for classes and/or qualities of service (COS/QOS) and flexible bandwidth options
15. closed user groups and virtual private networks
16. Internet Service Providers (ISP) and Internet services & gateways, including;

* internet access, transit and ISP peering solutions
* broadband routing and performance monitoring tools (including user self-test speed detection and reporting)
* home and teleworker service packages, including remote access solutions
* e-mail and website services as part of ISP service
* co-location and hosting – but only as part of ISP service
* on-line storage as part of ISP service (i.e.; not SAN - storage area network solutions or components)
  + 1. **Lot 1a Ancillary Services:**The Ancillary Services for this Lot 1a are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.
  1. **Lot 1b: Commercial Radio Connectivity**
     1. **Lot 1b Scope of Services:**This Lot 1b is for the provision of voice services over a radio communications system, as described in paragraphs 2.2.2 to 2.2.4.
     2. **Lot 1b Primary Services:**

1. A voice communication solution utilising UHF (Ultra High Frequency), and/or VHF (Very High Frequency) radio frequency bands.
2. The ability to transmit and receive from a central operator console a voice communication over the allocated frequency to a hand held device, push to talk release to listen, outside of a building.
   * 1. **Lot 1b Technology, Equipment and Solutions:**The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 1b, including but not limited to:
3. design, survey, build, management, support and maintenance for Lot 1b services
4. mobile radio and two-way transceiver
5. point to point and/or point to multipoint
6. supply, installation and, maintenance
7. secure radio and support equipment
8. commodity and/or managed service
9. professional mobile radio (PMR) (known in UK as private radio)
10. compliance with any prevailing radio standards, including TETRA (Terrestrial Trunked Radio)
11. closed user groups
    * 1. **Lot 1b Ancillary Services:**The Ancillary Services for this Lot 1b are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.
    1. **Lot 1c: Tactical Radio Systems**

**2.3.1 Lot 1c Scope of Services:**

This Lot 1c is for the provision of voice services over a radio communications system, as described in paragraphs 2.3.1 to 2.3.3.

**2.3.2 Lot 1c Primary Services:**

Provision of a radio solution that enables the exchange of secure[1] voice & data communications over a tactical radio communications system, utilising Line of Sight (LOS) C Band, S Band, L Band, Ultra High Frequency (UHF), Very High Frequency (VHF) and/or High Frequency (HF) radio frequency bands[2]. The ability to transmit and receive, using push to talk to a personal, manpack or platform device, using point to point and/or point to multipoint. The tactical radio system is not reliant on any fixed communications and power infrastructure[3] to operate and may need to be intrinsically safe to operate around electrically initiated munitions. The Tactical Radio Systems provided shall include but shall not be limited to:

* **Personal Radio System,** for use by a person, on foot, in various operational environments and climates (urban, rural, desert, maritime/littoral, low and high temperature).
* **Manpack Radio System,** for use by a person, carried in a bergen, for use in various operational environments and climates (urban, rural, desert, maritime/littoral, low and high temperature).
* **Platform Radio System,** for use in land/air/maritime/littoral platforms.

Product/Service specific definitions:

[1] At OFFICIAL and OFFICIAL SENSITIVE classifications but potentially up to SECRET for some call-off requirements.

[2] The International Telecommunications Union (ITU) designates VHF as 30 to 300 megahertz (MHz) and UHF as 300 MHz to 3 gigahertz (GHz). The Institute of Electrical and Electronics Engineers (IEEE) designates C Band as 4-8 gigahertz (GHz), S Band as 2-4 GHz and L Band as 1-2 GHz.

[3] Within a specific length of time, which will be detailed in the call-off contract(s).

**2.3.3 Lot 1c Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 1c, including but not limited to:

1. Design, survey, build, management, support and maintenance for Lot 1c services.
2. Supply of Radio System assembly.
3. Supply of supporting ancillary equipment, including but not limited to cable assembly for interfacing to any proprietary interfaces (power, data and audio).
4. Supply of Software/Firmware and Waveforms for use in, and configuration of, the Radio System. This includes any configuration, management and cryptographic applications, i.e. the ability to generate, load and manage cryptographic keys.
5. Supply of any additional radio ancillary items or other components / parts which make up the Radio System.

**2.3.4 Lot 1c Ancillary Services:**

The Ancillary Services for this Lot 1c are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition. This may include but may not be limited to:

1. Trials/testing to demonstrate Radio Systems performance
2. System verification, acceptance, test and evaluation
3. Support to electromagnetic environmental effects
4. Support to fielding Radio Systems
5. Support to / delivery of training
6. Safety assurance and safety and environmental services
7. Radio Systems security
8. Interface control support/activities
9. Logistics support activities
10. Introduction to service activities
11. Interoperability/integration activities
12. Repair, maintenance and disposal activities
13. In-service support activities
14. Obsolescence management and technology horizon management activities
15. Project management activities
16. Engineering support activities
17. Additional ad-hoc tasking.

**2.4 Lot 1d: Critical Domain services**

**2.4.1 Lot 1d Scope of Services:**

This Lot 1d is for domain registry services to operate and manage Nationally Critical Public Sector Domains as described in paragraphs 2.4.1 to 2.4.3.

Nationally Critical Public Sector Domains are defined as domains where loss of access or an outage (for any reason) would cause immediate and extended outages of public-facing digital services, disrupting citizens’ access to the services they depend on including benefits, and loss and disruption of all Government internal communications, including public servants accessing their own internal IT.

There are a number of nationally critical domains within the UK, including but not limited to .[gov.uk](http://gov.uk/), .[nhs.uk](http://nhs.uk/), gov.scot, gov.wales, .[police.uk](http://police.uk/) and .[mod.uk](http://mod.uk/).

The specification below is primarily intended for the purchase of critical domain management services, but not necessarily limited to domains that are critical.

**2.4.2 Lot 1d Primary Services:**

1. The provision and operation of the technical infrastructure for a UK public sector authority to manage and govern a Nationally Critical Public Sector Domain.
2. The provision and operation of the technical infrastructure for a UK public sector authority to manage and govern a Nationally Critical Public Sector Domain, plus the additional functions to enable the UK public sector authority to fully outsource the management and governance of a Nationally Critical Public Sector Domain

**2.4.3 Lot 1d Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 1d, including but not limited to:

1. **Critical registry functions, as specified by ICANN (Internet Corporation for Assigned Names and Numbers):**

* DNS (Domain Name System) resolution for registered domain names
* Operation of shared registration system
* Operation of registration data directory services
* Registry data escrow deposits
* Maintenance of a properly signed zone in accordance with DNSSEC (Domain Name Systems Security Extensions) requirements

These critical registry functions must have high resilience and availability, and be compliant with DNS open standards.

1. **Critical registry functions with enhanced resilience and availability**

* The critical registry functions specified above, but provided with enhanced resilience, availability, disaster recovery and business continuity
* The critical registry functions specified above, but in standby mode, and available as an emergency failover from a separate registry

1. **Other registry functions:**

* Registrar billing and accounting information
* IDN (Internationalised Domain Name) tables
* Registry lock

1. **Other functions:**

* ongoing assurance checks for customer domain records
* roadmap to implement EPP (Extensible Provisioning Protocol) a flexible protocol designed for allocating objects within registries over the Internet
* web interface for the UK public sector authority to manage and track approvals for domain applications
* web interface for registrars
* abuse detection
* anomaly detection
* DNS analytics

1. **Functions to support the full management and governance of a Nationally Critical Public Sector Domain**

In the case where the Primary Service is the full management and governance of a Nationally Critical Public Sector Domain:

* Registrant compliance, auditing, support, contracting, billing and on-boarding
* Registrar compliance, auditing, support, accreditation, contracting and on-boarding
* Registrar switchover, in the case of a non-compliant or failing registrar
* Accounts management of the registrar channel

**2.4.4 Lot 1d Ancillary Services:**

Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services may be set out by the Supplier in their Service Offers or responses to a Further Competition. These can include:

* transition and migration off an existing registry
* transition and migration onto new registry
* ad hoc consultancy services

**2.5 Lot 2a: Intra site Connectivity (LAN)**

**2.5.1 Lot 2a Scope of Services:**

This Lot 2a is for the provision of single site connectivity services, including local area networks (LAN) enabling interconnectivity as described in paragraphs 2.5.2 to 2.5.4.

**2.5.2 Lot 2a Primary Services:**

1. Local area network (LAN) connectivity services, constrained to a single site, multiple sites in the same locale, campus sites and metropolitan area sites enabling a user to consume a locally hosted service.
2. Local connectivity services to connect an end user device to a local service.

**2.5.3 Lot 2a Technology, Equipment and Solutions:**

The scope of this Lot 2a includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 2, including but not limited to:

1. design, survey, build, management, support and maintenance for Lot 2 services
2. wired and/or wireless solutions
3. local area network (LAN) equipment and/or cabling and/or storage area network (SAN) equipment
4. LAN power solution and managed equipment room
5. local infrastructure audit and/or testing services (such as asset management tools)
6. environmental and local access control solutions
7. specialist security and/or operational management and/or monitoring solutions, including cloud based solutions
8. optimal equipment operation services (such as air conditioning, fire suppression and power consumption management)

**2.5.4 Lot 2a Ancillary Services:**

The Ancillary Services for this Lot 2 are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.6 Lot 3a: IoT and Smart Cities (Smart shared and connected spaces)**

**2.6.1 Lot 3a Scope of Services:**

This Lot 3a is for the provision of Solutions related to Smart Technologies, also referred to as “Smart shared and connected spaces”, and Internet of Things, as described in paragraphs 2.6.2 to 2.6.4.

**2.6.2 Lot 3a Primary Services:**

1. Design, build and deliver solutions related to Smart shared and connected spaces, with applications in the areas including but not limited to: smart street lighting, smart buildings, waste management, water management, crime prevention, education and environment (air and noise pollution) monitoring.
2. The provision of component parts or end-to-end solutions relating to smart technologies and connected spaces, including but not limited to:

* Technologies (sensors) required to gather data at the “edge”.
* Provision of connectivity to cloud-based data management platforms.
* Data analytics, storage, and data management platforms.
* Provision of data visualisation applications for decision making and monitoring.
* On-going maintenance, monitoring and management of systems, software and devices.

**2.6.3 Lot 3a Technology, Equipment and Solutions:**

The scope of this Lot 3a includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 3a, including but not limited to:

1. design, survey, build, management, support and maintenance for Lot 3a services
2. vendor agnostic solution design
3. “Edge” sensor technologies, connectivity, data analytics platforms and visualisation applications.
4. all forms of connectivity between sensors in the field and cloud-based or “on-premise” data management platforms, including but not limited to: SD-WAN, Public Wi-Fi, 5G, LPWAN (Low-power wide area network) and any other WAN connectivity technologies
5. Infrastructure monitoring, preventative maintenance, and break-fix activities
6. Data security and 3rd party integration into overall solution designs

**2.6.4 Lot 3a Ancillary Services:**The Ancillary Services for this Lot 3a are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

Security and Surveillance services including the installation, maintenance and management of CCTV (Closed-circuit television) systems is now a part of this sub-Lot.

1. design, survey, build, management, support and maintenance for Lot 3a services
2. traditional and IP based CCTV services
3. access control, remote door opening and automated gates and/or barriers
4. image recording and archiving
5. image recognition applications
6. alarms and security monitoring
7. supply of software, management, test and analysis tools
8. CCTV as a service

**2.7** **Lot 3b: Communication Platform as a Service (CPaaS)**

**2.7.1 Lot 3b Scope of Services:**

This Lot 3b is for the provision of software and hardware integration services to allow the Buyers applications to be interfaced to the communications suite with API’s (Application Programming Interface), as described in paragraphs 2.7.2 to 2.7.4.

**2.7.2 Lot 3b Primary Services:**

The provision of API interfacing between the unified communications suites and buyer applications e.g. web-chat, telephony, social media, financial planning, enterprise resource planning (ERP) platform, sales and resource management.

**2.7.3 Lot 3b Technology, Equipment and Solutions:**

1. design, build, test and deployment delivery and management, plus support and maintenance for Lot 3b services
2. API development from communications suite to external omni-channel applications

**2.7.4 Lot 3b Ancillary Services:**

The Ancillary Services for this Lot 3b are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.8** **Lot 4a: Analogue Telephony**

**2.8.1 Lot 4a Scope of Services:**

This Lot 4a is for the procurement of analogue voice, previously known as traditional telephony, as described in paragraphs 2.8.1 to 2.8.3.

**2.8.2 Lot 4a Primary Services:**

Connecting analogue telephony equipment with the public switched telephone network including voice connectivity, voice call packages, SIP (Session initiation protocol) trunks, DDI (Direct dialling in) number ranges, equipment maintenance and support for legacy estates.

**2.8.3 Lot 4a Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 4a, including but not limited to:

1. Design, survey, build, management, support and maintenance for Lot 4a services including transformation to IP telephony and equipment adaptation
2. Adaptor/ convertor for internet protocol connection
3. voice call packages (including voice minutes, volume packages)
4. direct dial in (DDI) ranges
5. End user devices
6. SIP trunking
7. the transitioning from existing legacy equipment estates into a new solution

**2.8.4 Lot 4a Ancillary Services:**

The Ancillary Services for this Lot 4a are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.9** **Lot 4b: Digital Communication Services (Unified Communications):**

**2.9.1 Lot 4b Scope of Services:**

This Lot 4b is for the provision of digital communications services.This covers the Unified Communications series of services, as described in paragraphs 2.9.1 to 2.9.3. UC is a term used for the integration of multiple business communication tools, voice calling, video conferencing, instant messaging and content sharing via a single integrated premises connection. This capability allows the user to seamlessly switch between the various modes of communication. UC services can be accessed by multiple devices, including mobile devices. Therefore, integration with fixed and mobile platforms is included.

**2.9.2 Lot 4b Primary Services:**

1. Digital communications - including IP Telephony, unified communications and collaborative software applications including audio & video conferencing and business enablement application software to enhance the communication capability. UC services can be provided as on-premises, cloud-based or hybrid solutions.

**2.9.3 Lot 4b Technology, Equipment and Solutions:**

The scope of this Lot 4b includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 4b, including but not limited to:

1. design, survey, build, management, support and maintenance for Lot 4b services including transformation support for the replacement and upgrade from analogue to digital estates
2. Internet Protocol (IP) telephony services with the ability to make and receive multimedia messaging over an IP based network service
3. Unified Communications- The provision of a consistent user interface for voice, video and data services allowing the full integration of these services within a single user device.
4. voice call packages (including voice minutes, volume packages)
5. direct dial in (DDI) ranges

authentication and access management

1. interconnection gateways to traditional PSTN call delivery services
2. Provision on audio and video conferencing capability within the UC suite based on collaborative applications
3. Provision on audio and video conferencing capability as a standalone service
4. Access from all end-point devices, including mobiles, laptops, and tablets.
5. Business enablement software as part of a UC solution
6. contact centre functionality and features for the use of Buyer employees only, including but not limited to:
   1. speech recognition software
   2. automated call distribution (ACD) functionality, including intelligent contact routing (ICR), enhanced queuing and transfer
   3. intelligent voice response (IVR) solutions involving provision of automated call routing using speech recognition software
   4. other specialist administrative and reporting tools
   5. call recording and quality management solutions that record calls either for training,

**2.9.4 Lot 4b Ancillary Services:**

The Ancillary Services for this Lot 4b are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.10** **Lot 4c: Contact Centre Services**

**2.10.1 Lot 4c Scope of Services:**

This Lot 4c is for the provision of inbound and/or outbound contact centre management including automation and queuing to multiple answering points, as described in paragraphs 2.10.2 to 2.10.4. This agreement provides the hardware and software solutions, not staff/ agent resources as an outsourced service.

**2.10.2 Lot 4c Primary Services:**

The ability to make outbound contact and respond to an incoming contact and route the contact to a predefined destination both within the Buyer’s technical domain and/or external to the Buyer’s technical domain.

**2.10.3 Lot 4c Technology, Equipment and Solutions:**

The scope of this Lot 4c includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 4c, including but not limited to:

1. design, survey, build, test and deployment delivery and management, plus support and maintenance for Lot 4c services
2. supply/support of equipment, commodity and managed services
3. omnichannel customer experience platforms
4. customer experience management software
5. DDI and NGN (non-geographic numbers) ranges
6. messaging services
7. integration with the customer’s existing telephony platform
8. interactive voice response (IVR)
9. specialist administrative and reporting tools
10. automated call distribution (ACD)
11. intelligent contact routing
12. automatic speech recognition and associated technologies
13. take back and transfer
14. intelligent queuing
15. enhanced routing
16. telephony calls/email/web/social media integration
17. automated call distribution (ACD) functionality, including intelligent contact routing (ICR), enhanced queuing and transfer
18. interactive voice response (IVR) solutions involving provision of automated call routing using speech recognition software
19. other specialist administrative and reporting tools
20. call recording and quality management solutions that record calls either for training, development purposes and/or for compliance
21. call transcription solutions including utterance and sentiment software

**2.10.4 Lot 4c Ancillary Services:**

The Ancillary Services for this Lot 4c are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.11 Lot 4d: Inbound Telephony Services**

**2.11.1 Lot 4d Scope of Services:**

This Lot 4d is for the provision of telephone numbers for inbound call delivery, as described in paragraphs 2.11.2 to 2.11.4.

**2.11.2 Lot 4d Primary Services:**

The ability to complete calls to a dedicated telephone number answering point. It is usually associated with a call queue and contract centres where multiple calls are answered via a single number by multiple agents. The number can be geographic or non-geographic with calls being delivered to the customers telephone or business system for answering.

**2.11.3** **Lot 4d Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 4d, including but not limited to:

a) Inbound call management services for contact centre functionality,

b) The ability to provide a Buyer with a non-geographic number; and deliver all calls to that number to the Buyer’s nominated location.

a) design, survey, build, management, support and maintenance for Lot 4d services

b) Non-geographic numbers including but not limited to:

* 03xx number services
* 05xx number services
* 08xx number services
* 09xx number services

**2.11.4 Lot 4d Ancillary Services:**

The Ancillary Services for this Lot 4d are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**2.12** **Lot 4e: Paging and Alerting Services**

**2.12.1 Lot 4e Scope of Services:**

This Lot 4e is for the provision of a range of paging and mobile messaging services, as described in paragraphs 2.12.2 to 2.12.4.

**2.12.2 Lot 4e Primary Services:**

Paging and alerting services with the ability to provide and users receive, a tone, numeric or word based alert.

**2.12.3 Lot 4e Technology, Equipment and Solutions:**

The scope of this Lot includes the technology, equipment and solutions that may be required in the delivery of the Primary Services of this Lot 4e, including but not limited to:

1. design, survey, build, management, support and maintenance for Lot 4e services
2. bureau services
3. local and/or national and/or international coverage

**2.12.4 Lot 4e Ancillary Services:**

The Ancillary Services for this Lot 4e are optional Services that enhance or otherwise supplement or support the delivery and/or the functionality of the Primary Services and will be set out by the Supplier in their Service Offers or responses to a Further Competition.

**3. Social Value**

**3.1** The Supplier shall deliver Social Value through Customer Call-Off Contracts awarded under this Framework Agreement.

**3.2** The Supplier shall note that Customers using the Framework Agreement can adopt any of the following approaches as part of the Call-Off Procedure:

a) They may provide Suppliers with the Social Value priority statement set out in Framework Schedule 1 Specification and ask the Suppliers to outline what they can deliver to help meet these priorities, including a commitment to targets;

b) They may set specific targets based on the Social Value priority statement within Framework Schedule 1 Specification and ask Suppliers to deliver these targets through their Call-Off Contract;

c) They may include new Social Value measures based on the specific priorities of their organisation which are aligned to the policy areas set out in Framework Schedule 1 Specification, and then adopt the approach a) or b) above.

**3.3** **The following Social Value themes are relevant to Network Services:**

**3.3.1 Tackling economic inequality**

The Supplier shall, in agreeing to this Framework Agreement, actively seek to develop their company policies and management culture to promote opportunities in an inclusive way and assist the UK Government in the Levelling up agenda.

Some aspects that customers may be requesting active participation in, may be (including but are not limited to):

1. Creating training schemes that address skills gaps within the workplace that result in recognised qualifications.
2. Promotion of awareness of careers and recruitment opportunities relating to known skills shortages or in high growth sectors relating to the subject matter of the contract.
3. Identification of opportunities to grow supplier diversity in the contract supply chain or in the location/community where the contract is performed, including SME and VCSE participation and new business creation.
4. Building innovative and/or disruptive technologies into network solutions that increase efficiency, quality, whilst reducing the overall cost baseline.

**3.3.2 Equal opportunity**

The Supplier shall, in agreeing to this Framework Agreement, actively seek to develop their company policies and practices to comply with the Equal Opportunities Act of 2010. The key principles being:

* Eliminate discrimination.
* Advance equality of opportunity.
* Foster good relations between different people when carrying out their activities.

The Supplier shall note that by law, all organisations with 250 or more employees must publish and report specific figures about their gender pay gap, and the Authority expects our Suppliers to progress towards equalising this.

The Supplier shall note that the Authority expects Suppliers and Supplier Supply Chains to support and encourage employment and skills development opportunities through the performance of this Framework Agreement, with a specific focus on opportunities for priority groups, including but not limited to:

* People with disabilities
* ex-offenders
* BAME; and
* long-term unemployed

### This support may include but is not limited to:

### Apprenticeship and work experience placements

### Part-time and full-time employment and flexible working opportunities

### Providing stable employment and hours of work, and avoiding exploitative employment practices including, for example, inappropriate use of zero hour contracts or other forms of demand driven contracts

### supporting individuals to fulfil their potential with further education, employment or training e.g. coaching, mentoring, CV and interview skills

### providing funded training and professional development opportunities for existing employees

### providing funded training opportunities (for individuals not employed by Supplier)

### fair and equal pay policy; and offering a range of employee assistance schemes.

**3.3.3 COVID-19 Recovery**

The Supplier shall, in agreeing to this Framework Agreement, seek to help local communities to manage and recover from the impact of COVID 19.

The Supplier shall note the ways in which they may be able to support this recovery, including but are not limited to:

1. Create employment, re-training and other return to work opportunities for those left unemployed by COVID-19, particularly new opportunities in high growth sectors.
2. Support people and communities to manage and recover from the impacts of COVID-19, including those worst affected or who are shielding.
3. Support organisations and businesses to manage and recover from the impacts of COVID-19, including where new ways of working are needed to deliver Services.
4. Support the physical and mental health of people affected by COVID-19, including reducing the demand on health and care Services.
5. Improve workplace conditions that support the COVID-19 recovery effort including effective social distancing, remote working, and sustainable travel solutions.
6. Fair, inclusive and ethical employment practices & skills development.

**3.3.4 Fighting climate change**

The Supplier shall, in agreeing to this Framework Agreement, be accountable for continuous development and execution of their Carbon Net Zero Plan, and actively seek to develop their company policies, and practices to promote the battle against climate change.

The Supplier shall note the ways in which they may be able to support this recovery, including but are not limited to:

1. Influence and/or incentivise staff, suppliers, customers and communities through the delivery of call-off contracts to support environmental protection and improvement initiatives.
2. Invest in the adoption and/or deployment of technologies that help reduce carbon emissions in service delivery across the entire supply chain.
3. Invest in the monitoring and reporting of carbon emissions of the corporation, their supply chain, and the solutions they deliver to the customer.

**3.3.5 Other Social Value Considerations**

The Supplier shall note other Social Value considerations which may be considered by the Customer at Call Off stage. These include but are not limited to:

1. delivering a diverse Supply Chain
2. safe & secure Supply Chains: addressing modern slavery and exploitation in our Supply Chain
3. environmental sustainability: promoting sustainable production and consumption and an improvement in environmental quality in support of the 25 year environment plan
4. ethical behaviour standards
5. wellbeing & community benefits
6. measurement and reporting

### The Supplier shall develop and maintain a plan throughout the life of the Framework Agreement detailing how the Supplier will contribute to the overall achievement of our Social Value priorities. For the avoidance of doubt:

### The Social Value commitments and targets made during the Call-Off Procedure will form part of the contractual agreement between the Buyer and the Supplier, therefore bidders should only commit to activities that are within their capacity and capability to deliver.

### Social value forms part of the quality criteria and will be evaluated independently of price. Suppliers are therefore strongly advised not to include any additional costs related to social value as part of the price submission as this may negatively impact the competitiveness of Supplier overall tender submission.

### The Supplier must provide an implementation plan to the Buyer detailing how the required Social Value commitments will be delivered through the Call-Off Contract.

### Buyers and Suppliers will jointly agree the timeline for delivering the targets and measures that were committed to by the Supplier during the Call Off Procedure.

### The Buyer can identify specific social value priorities at call-off.

### The Supplier shall note that in delivering Social Value, the following measures may be used:

### The Supplier must manage, measure and report on the delivery of Social Value throughout the life of all Call-Off Contracts under this Framework Agreement.

### The Supplier must provide an annual Social Value delivery statement to the Authority detailing the Social Value that has been delivered through Call-Off Contracts under this Framework.

### As part of the civil society strategy implementation the Authority reserves the right to publish information on the delivery of Social Value through this Framework and may contact Suppliers requesting case studies for the purpose of increasing awareness and sharing knowledge.

**4. Continuous Improvement**

The Supplier shall design, implement and review Services, ensuring that potential improvements to efficiency and effectiveness are considered at all times. Further continuous improvement requirements of the framework are outlined in Call Off Schedule 3.

# PART B: Services description

**A copy of the Supplier’s response to relevant award questionnaire questions will be inserted here**