

Provision of Mts to Uttlesford District Council - Supplementary Questions



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Submitted to:



Uttlesford District Council



A Managed Telecommunications
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Document Control

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CHANGE HISTORY				
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2.0	08/05/06	21	Controlled	Document amended following meeting and demonstration on 28 th April 2006
3.0	26/05/06	15	Controlled	Supplementary questions answered following customer meeting on 24 th May 2006

Change Mechanism

1.1 Any requirement for change must be addressed to the Author(s).

1.2 For documents with draft status - the Author(s) can make changes at will.

For documents with controlled status - changes must be submitted to Change Authority.

Provision of Mts to Uttlesford District Council

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1. Foreword

1.1 ©Copyright

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1.2 Background

This document has been produced for Uttlesford District Council, following a meeting held between Uttlesford District Council and Global Crossing on 24th May 2006. This document provides information on the proposal to provide Mts service to Uttlesford District Council. Mts is OGCbuying.solutions' PFI contract for the public sector covering voice and data services that are delivered by Global Crossing.

1.3 Contact Details

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2 Supplementary Questions

1. Can Global Crossing confirm the different technical design options available to Uttlesford including the difference in costs?

It was confirmed at the meeting that the following sites are to be considered for the main design of the solution

Council Offices	200-300 extensions
Great Dunmow	9 extensions
Newport Depot	12 extensions
Museum	12 extensions

It is agreed that the main Uttlesford Council offices will be provided with the Mts Plus service which will consist of a Siemens HiPath DX telephone system and direct connectivity to the Mts network. This service is charged at £225 per active extn port.

Small sites - Option 1

The three small offices can be provided with Remote Extensions from the main Council office telephone system. This would be achieved using the Mobility software. These extensions would be included in the main design of the council offices and would be able to 'log on' at existing or newly provided Direct Exchange Lines at these remote locations. The cost to provide this solution would be £225 per active extension at each of the small office locations. These tariffs would also apply to the existing remote and home workers that could benefit from the Mobility software.

The Remote Agent functionality over ADSL was discussed but Siemens have confirmed that using the service with Mobility would provide the benefit of the Agent Desktop software due to there being no direct network services connecting them to the main Council office. The Remote agent could still be provided with this option it could function only from a telephony perspective. The statistics package within the HPPC would only capture limited 'Agent' activity.

Small sites - Option 2

Each of the three offices can be provided with small Siemens HiPath DXR telephone systems. This would provide full PBX functionality for the users at these small sites. Each site would be connected to the main Council office via 2Mbit circuits. These direct connections would allow a desk to desk number plan and facilitate Remote Agents for the Contact Centre together with the Agent Desktop software. The provision of 2Mbit bandwidth would also allow the council to consider using this connectivity to access the Data network via ISDN ports on the Siemens HiPath DX allowing any existing ADSL services to be cancelled.

The active ports across these 3 sites would also be charged at £225 per annum. However, this option would attract additional site charges of £3000 per annum per site.

2. Will Uttlesford District Council benefit from any on-line portals for the purposes of Call Logging reports, Invoice queries, checking the status of faults/orders?

Global Crossing does have on-line customer portals for all of these services but unfortunately, the security guidelines that are associated with the Mts framework contract, do not allow them to be used at this current time.

Invoices are sent to Mts customers directly from OGCbs and not Global Crossing therefore the Ucommand portal does not add any benefit to Mts customers.

The Call Logging platform that is used by Global Crossing is currently going through the security accreditation process and is not yet available for Mts customers.

3. Can Uttlesford be provided with on line access to the Powermail system to administer password resets? It is currently viewed that the 2 day SLA within the Mts agreement is not acceptable due to internal timescales.

Some investigation has been made internally within Global Crossing regarding the possibility of accessing Powermail by Mts customers for the purposes of password resets. The current situation is that the Powermail platform is sectioned together by customer. Mts is currently one customer on the Global Crossing Powermail platform and if System manager access was provided for individual customers, security would be compromised as the access would mean all other Government departments could see each others mailboxes.

It has however been confirmed that from July 2006, Global Crossing and OGCbs have agreed to reduce the SLA to within one working day. It has been confirmed however by OGCbs that historical information and statistics confirm that all Powermail reset requests are completed within 3-4 hours upon receipt of a customer order.

4. Can Global Crossing confirm how much it would cost to request Call Logging reports that are older than 12 months?

Due to the varied nature and size of the possible customer request, the price would be available upon application. Unfortunately, it is not possible to be more specific as the price is dependant on records being retrieved from archives which can affect the amount of time spent on producing the information.

Global Crossing can confirm that the Call Logging records are retained in archive for 7 years.

5. Can Global Crossing provide the '15 Standard reports' mentioned in the Mts Service description?

Global Crossing's Call Logging service is contracted to provide the following 15 reports: -

- Summary by most used extension
- Calls listed as recorded
- Calls listed by extension
- Summary by time and operator
- Summary by extension and response
- Extensions and calls report
- Summary by extension and rate
- Summary by extension and zero rated calls
- Summary by time and line
- Summary by daily response
- Summary by department and category
- Mobility summary transaction
- Mobility per site per extension
- Summary by department and area
- Summary by extension and area

6. Can the HiPath Pro Centre provide a specific report to capture activity on a call that has been transferred a number of times between various parties?

There a number of different reports that includes 'transferred' calls. The reports vary in content depending on the type of report selected. I have attached a document which details all of the reports available within HPPC Standard.



C:\Documents and Settings\kh009371\M

7. Can Global Crossing confirm that the provision of converters for use on block wiring is included within the active port charge?

Global Crossing can confirm there will be no additional charge for LJU or RJ45 adaptors for any handset installations.

8. Can Global Crossing confirm that the HiPath Pro Centre solution does include the IVR and RAD functionality?

The HiPath Pro Centre does include the ability to provide Recorded Announcements and IVR applications through the Call Director software within the solution.

9. Do the fix and response times within the main Mts SLA apply to Home and Remote workers?

Global Crossing can confirm that the SLA times do apply to all extensions including Home and Remote workers using the Mts Mobility solution. The Mobility users are essentially extensions off the main Siemens HiPath DX system. The Direct Exchange lines or Mobile devices that the remote users log on from are not included in the SLA.

10. Page 21 within the Mts Service Level document shows that if a fault is reported after 18.00 then Mts has the whole of the next working day to respond or action the fault. Can this be clarified?

This has been discussed with the commercial team and it has been identified that the wording needs to be amended. If a fault is reported at 18.02, the clock will not begin until 08.00 the next working day but will be responded to within 3 hours and cleared/fixed within 5 hours.

11. There doesn't appear to be any specific SLA's for HPPC or Global Crossing Network services. Could this be clarified please?

The Mts agreement has specific SLA's regarding the main elements of the service including the switch, network links, handsets and voicemail service. To date, specific peripheral items have not had SLA's assigned to them. This is being reviewed jointly between OGCbs and Global Crossing and when agreed will be added to the Mts SLA.

The routing of calls to the HPPC is covered by the SLA on the Siemens HiPath DX as the main ACD Queues and Agent groups are configured within the PBX software. If there is a failure on the HPPC server, the delivery of the calls to the Contact Centre will continue using the main Siemens DX.

The Global Crossing network services are covered by the overall availability of the Managed Voice service that Mts provides. This is consistently met at 99.98%.

12. Could the costs for additional HPPC training sessions be provided?

Additional training courses can be provided to Uttlesford District Council. On site trainers can deliver training to groups of users. The cost per day is £715.

13. Is it possible to have a Call Recording solution with minimal disk space that would allow an agent to press a certain button or digit string to begin recording an active call?

There is a feature on the Siemens HiPath DX called 'malicious call trace'. This feature can be used to log the details of the current call in progress. The users can record the details of the call by using a feature code. A telephone user can trace a call they are receiving or on behalf of a colleague that is receiving a malicious call.

Using the feature on behalf of a colleague eliminates the need to place the caller on hold, so reducing the risk of the caller realising that the call is being traced. Unfortunately, this feature does not record the conversation.

14. Could the cost of an alternative Call Recording solution be provided, such as Wordnet?

There are two alternative Call Recording solutions available to Uttlesford District Council. These have been detailed below: -

Mirra Series

Optimised for businesses wishing to record only a few telephone channels in small to medium size organisations. Available as a single or dual deck option means that up to 2,400 hours of calls can be recorded. All control of the Mirra takes place within a PC environment and with minimum training, users and system managers can access recordings quickly and easily.

Features:

- 4 to 32 channels
- Single or dual deck options
- 1,300 channel hours of recording
- Quick and easy access to recordings
- Various search criteria

Price per annum = £6190

Wordnet Series 2

The series 2 has innovative and flexible system architecture, designed as a truly adaptable system. Available as a stand alone device controlled via the front panel or as part of a networked, distributed system with search and replay sessions available from a desktop PC.

Features:

- Up to 128 channels
- Simultaneous record/replay
- High resilience
- Built-in redundancy
- Fax recording
- Full LAN/WAN connectivity
- 20,000 hours of storage
- Digital quality recording
- Simple graphical display
- Various search criteria

Price per annum = £18,228

15. Could Global Crossing articulate the position with regards to early termination costs? How would the council be penalised if Mts services were no longer required after 1 year?

If Uttlesford were to terminate their agreement under the Mts framework contract within the 3 year period, they would be liable for the charges for the remaining term left of the contract. If service commences for Uttlesford on 1st September 2006 and in 12 months time, they wished to leave the Mts contract, they would be liable for 2 years charges. This includes a 6 month notice period. If the 6 months were not provided, OGCbs are able to increase the termination costs to 2 years 6 months.

16. Could Global Crossing provide costs for the provision of a suitable analogue handset for use by Remote/Home workers?

This has been discussed with OGCbs and it has been confirmed that a price for the provision of an analogue handset for use at a remote location cannot be provided. Mts is not able to effectively manage the handset when not located on an Mts customer site.

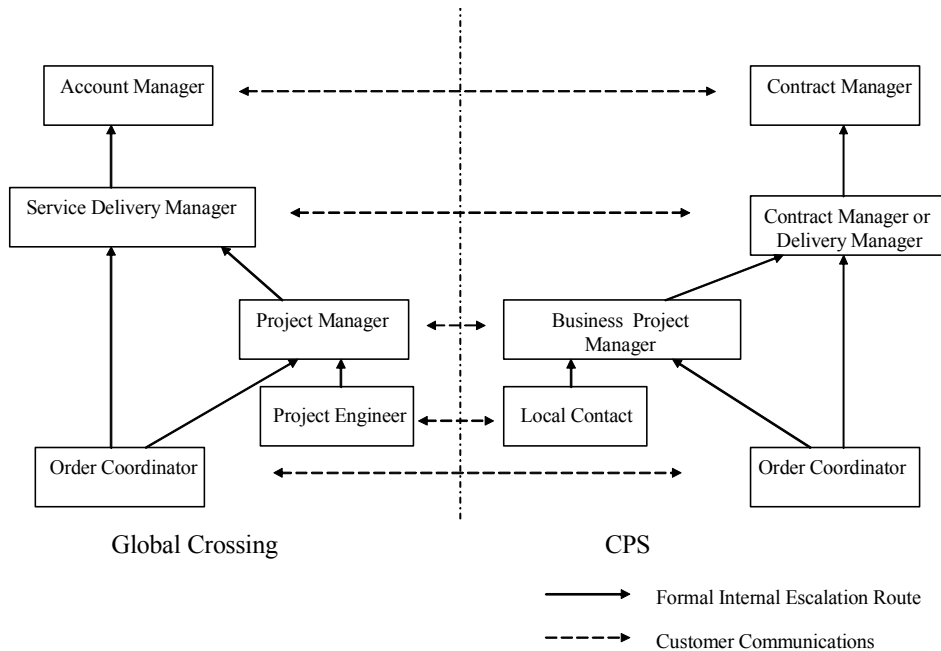
17. Could Uttlesford be provided with an example of the Project Methodology used after the order for Mts service has been placed? What are the next steps?.

Our Project Management methodology is based upon the PRINCE2 method, which is widely recognised by many public and private sector organisations, both in the UK and overseas. The PRINCE2 methodology was specifically designed to provide a framework covering the wide variety of disciplines and activities required within a project. Established in 1989 by the UK Government's Central Computer and Telecommunications Agency, the method quickly became adopted as the standard to be used for all Government information system projects.

Over the years, this method has been progressively adapted to reflect the practical experience gained in planning and delivering large, complex telecommunications projects - a practice that is actually allowed for and encouraged by PRINCE2. Following our standard approach, we would propose the creation of a Project Board for projects of this type. The Board would normally comprise of representatives from both organisations and be reflective of the key business and technical drivers, which are the corner stones to the successful delivery of these types of projects. A typical project team would consist of Programme Manager, Project Manager, Service Delivery Manager, Design Engineers and Customer Support Manager. A project will be controlled during its life cycle by adherence to the 4 generic project stages from which certain deliverables will be forthcoming at each stage. The four project stages being:

- Project Start-up (Pre-Launch).
- Project Launch.
- Project Delivery (ongoing reviews to ensure consistent quality).
- Project Closure.

The area of communications is key to the success of any project; therefore it is paramount to establish good links between the two organisations early in the project. To this end a customer launch meeting will be held as described above, and routine project review meetings will be scheduled at which progress will be reported and formal minutes will be produced. The following chart shows the communication paths between the two organisations.

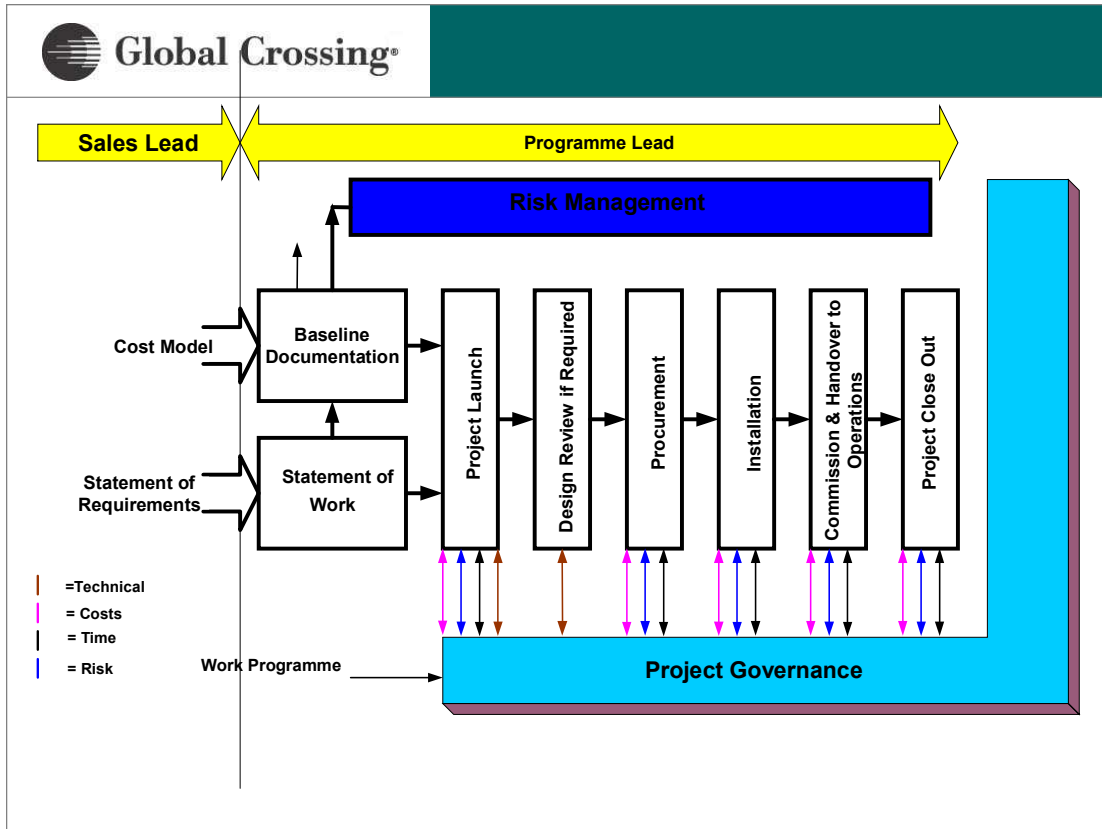


Formation of a Project Office under the lead of the Programme Manager will coordinate activity across geographical and organisation boundaries. The project team, together with the Project Manager, checks the progress of the project through formal project meetings. Lower level control is achieved through regular checkpoint meetings held by the project manager with relevant departments. The progress of each individual stage is managed locally on a day-to-day basis and any inconsistency is highlighted investigated and if required, amended by the Planner under authority of the Project Manager.

The rollout project plan will be broken down into a series of hierarchy levels, each lower level further decomposing the activity of the one above into more detail. At each level the plans are subdivided into:

- **The Project Plan** is produced for the whole project at the project start –up and is approved at pre-launch. It may include:
- **The Technical Plan** which gives details of all activities that will be carried out.
- **The Resource Plan** which gives estimates of the amount of cost and each type of resource required to undertake the activities as described in the Technical Plan.

- **Stage Plans** – these are prepared for each stage prior to commencement of work to show in greater detail the activities and requirements for that stage.
- **Detailed Plans** – these cover specific activities within the Stage Plans.
- **Individual Work Plans** – these lay down the work required by an individual to complete a task



At regular intervals throughout the Project lifecycle the Project should be reviewed to confirm that all is progressing according to the Plans developed at the Launch. The frequency of the reviews will be defined at the commencement of the Project and be appropriate for its size and duration. It may be necessary to schedule reviews more frequently at critical stages of the Project lifecycle. It is imperative that all key personnel attend the reviews to give accurate progress of their deliverables against the overall Project Plan. It is, however, counterproductive to schedule reviews too often as this only serves to distract people from the tasks they are required to perform.

Risk management is an integral activity to the successful delivery of the project. The Risk management process ensures that each risk is identified within the project environment and is documented, prioritised, actioned and closed. Risks are defined as any event likely to prevent the project producing the required deliverables to time, cost and quality.

Key Risks:

- Accurate definitions of requirements
- Customer preparation

- Delivery of PTT tail circuits
- Management of 3rd Party Suppliers
- Co-ordination of 7x24x365 operation
- Migration from existing network.

Project Initiation

The Sales Engineer, Project Manager and/or the Service Delivery Manager (SDM) begin all projects with an extensive transitional meeting with the customer. A detailed analysis is completed based on data collected during this process, and a project plan is developed. A site survey is scheduled, and the project plan is finalised and agreed to by both Global Crossing and the customer. Processes for revision to the plan are also established.

Project planning will begin upon award of contract and will continue until the customer accepts the last circuit. Every aspect of the implementation service will be reviewed with the customer prior to completion of the final project plan. The Project Manager along with the customer's implementation team will determine which sites are high, medium and low risk depending on specific characteristics and timelines defining the project lifecycle in coordination with Uttlesford. When a Uttlesford site has been refreshed in all areas of service delivery, a customer satisfaction follow-up meeting will take place to assess the smoothness of the implementation and the accuracy of the delivery.

Site Survey

During the pre-planning implementation meeting, Implementation Engineers will perform the necessary site survey for each Uttlesford location. The site surveys will be included within the internal order processes. Any information that is missing or in question will be conveyed to the customer's technical contact for resolution.

Customer Preparation

Listed below is a representation of the key elements that have been identified and grouped together by the organization, which has primary responsibility for their completion.

Uttlesford Responsibilities:

- Uttlesford will provide a single point of contact at each site with respective location and contact telephone number. Uttlesford will also provide a corporate contact including telephone number for overall project management coordination.
- Provide accurate account information.
- Provide billing information.
- Provide accurate location information.
- Identify local contacts/alternatives.
- Determine channel assignments.
- Draft letter to branch offices.
- Send letter to branch offices.
- Provide further notifications to branches, such as calls.

- Develop turn-up/test procedures with equipment vendor.

Local Access

Global Crossing has 3 ways of managing local network access, but all entail being a one-stop shop on behalf of Uttlesford.

- Global Crossing will manage the local loop directly
- Where service is completely off-net, Global Crossing will act on behalf of Uttlesford to provision and maintain the local loop via the third party. Global Crossing subsidiaries will act as intermediaries or agents on Uttlesford's behalf to provision and maintain the local loops.

Global Crossing has third party vendors operating agreements. Each Global Crossing vendor manager monitors performance conformance for his or her assigned third party provider.

Migration Strategy

Global Crossing will engage with legacy suppliers and Uttlesford staff in order to identify current builds, configuration and critical dependencies. A key strategy document will then be produced to identify the migration path, define responsibility and to initiate a pilot scheme for test and validation.

Global Crossing expects to work closely with Uttlesford on the project to ensure successful implementation and operation, specific roles in the project that Uttlesford will be play are: -

- Nominate Uttlesford Lead and Team members to reflect project requirements
- Agree requirement and Rollout Project Plan
- Site Preparation including environmental conditions such as cabinet space, AC power etc
- Expectance of Installation
- Co-chair Project Reviews.

18. Could it be confirmed that the HiPath Pro Centre 'Standard' is the most feature rich of the HiPath Pro Centre product?

The HiPath Pro Centre 'Standard' is the most advanced solution from the HiPath Pro Centre product suite.

19. Could the cost of headsets be provided to Uttlesford District Council?

	Handset Type			
	Monaural (Single Ear)	Binaural (double ear)	In the Ear	Cordless
Siemens Optiset and OptiPoint	£56	£92	£94	£278
Analogue	£56	£92	£94	£278

20. Could Global Crossing provide costs for the provision of Openscape to facilitate 'Voice to Text' media conversion?

Openscape is still being productised jointly between OGCbs, Global Crossing and Siemens. The solution is available for release to the general market but within the Mts Managed service, new products have to be tested extensively before they are deployed onto the customer network.

Global Crossing will advise Uttlesford on the progress of the Openscape product and hope to provide tariffs for the solution in the near future.