

Mobile Voice and Data Requirements

The Mobile Voice and Data requirements are based on the current service provision with potential for future growth.

Voice Tariff

O2: The network must be O2. The council's current mobile phone network is O2. Moving to another network will incur extra costs due to the unknown location of SIM cards and the swapping out of the SIM Cards.

Whilst this work takes place any potential cost savings against the current contract will not be met.

Large Estate: Ability to provide a minimum of 11,000 connections and manage a large estate.

All-inclusive calls and texts: The provision of a tariff which allows for a monthly payment of a set price which includes all calls and texts within the UK and EU at no extra cost.

Cancellation of Connection after one month: The current contract ties LCC to 24 month minimum length for each connection. This can prove costly to the Council and therefore the new contract must allow LCC to cancel a connection after one month.

Zero Tariff: The ability to have a SIM only with no upfront cost, texts and calls will be charged per call/text on a set tariff.

Voice Tariff: The voice and text charges are set for the 36 month period with no option to increase charges on that tariff however there will be the option to reduce the charges.

Tariff Flexibility: The ability to change tariff rates from All-inclusive to SIM Only and vice versa.

Data:

Data Pooling: Data must be purchased per TB and be available to all tariffs at no extra cost to the bulk data cost. There must be the potential to increase data at a pre-agreed price at the start of the contract.

Data Usage: LCC must be able to use the data how they see fit, for example for personal usage by staff and members and must be able to reclaim the cost of this data from staff.

Other Requirements:

Mobex: The ability for Leeds City Council to call from Landlines to LCC Mobile numbers and vice versa under this contract for free, either short dial or long dial.

Private APN: The provision of a Private APN.

Service Desk: Ability to contact O2 Service Desk direct rather than the supplier for new orders, support, queries etc.

Provision of O2 Service Relationship Manager: The contract must provide access to an O2 Service Relationship Manager who will be available to the council throughout the contract.

Regular Service Review Meetings and Reports: The contractor must attend regular service review meetings for the Mobile Voice and Data contract and provide monthly reports detailing KPIs, data usage and any billing enquiries.

Access to Finance Portal: There must be an online portal that provides details on bills, orders etc.

Provision of SIM Cards: The supplier must provide replacement, new and ungraded SIM cards free of charge

Provision of SIM Cards: The supplier must provide replacement, new and upgraded SIM cards free of charge.

Transformation Fund: Provision of money back to spend with O2 on O2 services and equipment. This should be calculated on minimum spend or per connection.

Fixed Line Telephony Requirements

The fixed line telephony requirements are to ensure the Council meets its telephony requirements including the Contact Centre who has recently moved to the current infrastructure.

Remain on Current SIP Infrastructure: The SIP infrastructure which has been put in place over the last few years is highly complex in its nature and now supports routing of all telephony services including the Corporate Contact Centre. It would be a high risk and complex project to transition these services to another supplier and given that the contact centre has only migrated onto the SIP channels in the last 18 months this business have requested that service provision remains with the incumbent.

Direct Dial-In Numbers: Provision of approximately 20,000 Direct Dial-In Numbers with no adverse impact on the authority. These numbers need to remain the same.

Voice Tariff: The call charges are set for the 36 month period with no option to increase charges on that tariff however there will be the option to reduce the charges.

Regular Service Review Meetings and Reports: The contractor must attend regular service review meetings for the Fixed Line Telephony contract and provide monthly reports detailing KPIs, SLAs and any billing enquiries.

Mobex: The ability for Leeds City Council to call from Landlines to LCC Mobile numbers and vice versa under this contract for free, either short dial or long dial.

