

Operator Steering Group Invitation to Tender

Title: Services to be provided to the Operator Steering Group

Deadline for receipt of tender proposals: **1st June 2018**

Background

The Operator Steering Group ('OSG') is an independent, unincorporated association, accountable to its members. Its mission is to act as a forum for its members to meet and agree the arrangements necessary to ensure that, at a practical, technological and procedural level, members are able to provide Mobile Number Portability ('MNP') that meets their obligations as set out under [Ofcom's General Condition 18](#). Further information about the OSG can be found on the [OSG website](#).

MNP uses a porting system (currently managed by a third party supplier) that supports the actual porting of mobile telephone numbers between providers. To that end, the OSG has a contract in place with this supplier. The [MNP manual](#) sets out the process and rules to be followed for porting in and porting out telephone numbers.

The main responsibilities of the OSG are set out below:

- Ensure the availability of the porting system to members in order, at a minimum, to facilitate members' satisfaction of their MNP obligations;
- Facilitate the discussion of matters affecting the MNP service offered by each member;
- Administer the meetings of the OSG Administrative Committee and its Working Groups, and ensure that the OSG Administrative Committee acts as a point of escalation on matters that are unable to be resolved by the Working Groups;
- Manage the suppliers that provide goods or services directly related to the porting system;
- Discuss and arrange funding for any suppliers;
- Ensure that the necessary agreements are in place such that the porting system is maintained in good working order; and while the OSG is not empowered to make decisions relating to MNP policy, the OSG shall act as a forum for members to discuss the practical and technical implementation of Ofcom's prevailing MNP policy.

Section 1: Specification

Introduction

The OSG is looking for a supplier to provide two main sets of services:

1. Services to discharge the day-to-day responsibilities and requirements of the OSG Chair and Production Manager activities. These are ongoing activities.
2. Services in relation to the implementation of Ofcom's new switching processes, which need to be implemented by industry by July 2019. Ofcom's statement on the subject, setting out the required changes, can be found [here](#). These services will be required for a limited amount of time, until the new process has been successfully implemented.

1. Service requirements OSG Chair and Production Manager activities

Accountability for all services required in relation to the OSG Production activities, including, but not limited to the following:

- a. Industry point of contact with the supplier of the porting system on behalf of OSG.
- b. Management of required interactions with the supplier of the porting system.
- c. Investigation, report/track any problems in the performance of the supplier of the porting system and any changes needed in the UK Mobile porting system.
- d. Accountability with the supplier of the porting system & subsequent reporting into OSG, key points being –
 - i. Assist/ facilitate the on-boarding of new participants including the provision of associated documentation for review and approval by the OSG.
 - ii. Regular and detailed reporting on porting system down time.
 - iii. Co-ordination across operators to deliver planned downtime/outages.
 - iv. The maintenance and revision the porting system support contract.
 - v. Escalation of issues to the supplier on behalf of the OSG.
 - vi. Management of the change request process across all operators.
 - vii. Hosting and maintenance of the industry information website as required.
 - viii. Maintaining and publishing for OSG members the availability performance against target performance in conjunction with the management of the Monthly Service and Support Charge refund.
 - ix. Quarterly audit of the back-up and recovery mechanisms of the porting system.

- x. Single point of contact for the third party in the situation for communication of any degradation to the data back-up capability of the porting system.
- xi. Communication of any exceptional circumstances to the Service Provider & Network Operator community.
- xii. Production, regular review, management & execution of disaster recovery plans and execution.

Create, schedule and maintain a calendar of ORG & OSG meetings:

- a. agenda creation and minute capture/circulation for all OSG working groups to be distributed within 48hrs of the event.
- b. Manage the escalation of any members' non-conformance to the Constitution to the OSG – monitor and report on attendance, readiness for membership etc. – document criteria/guidance for escalation within 48hrs of the escalation arising.
- c. Maintain single point of contact for industry wide responses to Ofcom & deliver responses to the timescales set by the OSG or Ofcom.

Performance monitoring:

- a. Produce and distribute Monthly incident reporting across operators into the OSG by the 5th of the following month.
- b. Produce and distribute Monthly industry porting success reports across all operators into the OSG – any reports are to be anonymised by the 5th of the following month.

Continuous Improvement:

- a. Attendance at meetings with Ofcom as required on UK Mobile Porting as the focal point for the OSG, diligently document any such discussions and distribute to OSG members within 48hrs of the scheduled event.
- b. Attendance at meetings with Ofcom on the progress of participating members establishing number portability with Executive Members and maintain records of this progress
- c. Conduct a monthly review as part of the OSG to ascertain the requirement for any OSG working groups, facilitation of any working groups, regularly review the on-going requirement for working groups and consolidate as appropriate to ensure efficient operation.
- d. Management & reporting on working groups across all operators – initiated by request into the OSG or by instruction from the OSG members including the creation/maintenance of risk logs and plans where required (e.g. working group activity for industry wide changes), weekly updates to be provided and to contain working documents e.g. plans/risk logs.
- e. Implementation and management of change requests and active participation as a specialist in a UK Mobile Number Porting including project management as required of industry wide change requests, for example Amendment to porting

files, weekly updates to be provided and to contain working documents e.g. plans/risk logs.

Conformance:

- a. Preparation & make modification to the documentation of the OSG as required at least monthly.
- b. Conduct quarterly formal reviews of the Mobile Number Porting manual & OSG web site and re-issue/revise when amendments occur or are required.
- c. Ensure all associated processes are documented and available to the OSG group e.g. on-boarding of new members, carrying out of audits, incident reporting, porting success reporting etc.
- d. Maintain new entrant's matrix. Monthly update of which MNO can port with which MNO.
- e. Monthly maintenance to ensure up to date contacts list for all OSG members available by the 1st of every month.
- f. Maintain email circulation lists & email exploders for all working groups and participants by the 1st every month
- g. Regular review (minimum Quarterly) of budget/financial accountabilities
- h. Use reasonable endeavours to exercise due diligence in the support of UK Mobile porting, the OSG constitution and its members' instructions.

2. Service requirements for the implementation of Ofcom's new switching process

- a. Pro-actively set up meetings with the technical and customer experience working groups (made up of mobile providers) and porting system provider to discuss industry requirements for the new switching process.
- b. Pro-actively gather agenda items from providers for technical and customer experience working group meetings and circulate to participants.
- c. Communicate requirements from technical working group to customer experience working group and vice versa.
- d. Report regularly to OSG on risks and progress throughout the implementation period.
- e. Document discussions and distribute action points from meetings.
- f. Document requirements and decision points.
- g. Liaise with Ofcom to get clarification, if required.
- h. Develop, communicate and agree on test plan prior to implementation.
- i. Supervise the testing, and report on test performance.
- j. Propose a performance reporting format taking into account the changes to the porting process.
- k. Ensure process manuals are up to date and publicised.

Procurement and Project Timetable

Event	Date/Time
Tender Notice posted	11 May 2018
Tender response deadline	1 June 2018
Clarification (if applicable)	From w/c 21 May 2018
Anticipated contract award	30 June 2018
Launch Date	1 August 2018 (or earlier by agreement)

*Bidders should raise any queries they have about the requirements by email to mnp-osg@googlegroups.com We will circulate all questions raised (without disclosing the source of the enquiry) and all responses to all bidders unless it considers the information commercially sensitive. Our view on the issue of commercial sensitivity shall be final, the bidder raising the question will be asked to withdraw it if it does not agree with this assessment.

**We reserve the right to carry out clarifications if necessary; these may be carried out via email or by inviting bidders to attend a clarification meeting. We may invite bidders to attend a clarification meeting. You are responsible for all your expenses when attending such meetings. The OSG reserves the right to vary all dates in this Invitation to tender, to terminate this procurement process and/or decide not to award a contract.

Duration of Contract

The services for the OSG Chair and Production Manager activities will be for a 12 months' period which would be renewable annually. The OSG has the expectation that there will be a 30 days' notice period in case of breach of contract or poor performance.

The services required for the implementation of Ofcom's new switching processes will be reviewed every three months.

Account Management

In performing the services required under this contract the supplier will report to the OSG.

Please specify in your proposal the named individual who will be responsible for the account management of this contract on behalf of your organisation.

Management Reporting/review meetings

Management and reporting to be agreed in liaison with successful bidder.

Contract Value

Please split your bid into an amount for the services for the OSG Chair and Production Manager activities and the implementation of Ofcom's new switching process.

Payment Structure and billing requirements

Annually in advance for the services in relation to the OSG Chair and Production activities
Payment for services in relation to the implementation of Ofcom's new switching process will be made in advance for a three months' period.

Evaluation criteria

Bids will be assessed based on the criteria below. To assist our evaluation of your tender submission, please ensure you clearly cross-refer your responses to the assigned numbers. Any relevant supporting tender documentation must also be clearly identifiable by a criteria number.

Table 1

	Criteria
1.	Demonstrate the quality and technical skills to undertake this contract.
2.	Outline your previous relevant experience of providing similar services including the following information in respect of each example relied on: Organisation Name: Length of contract: Value of contract: Reference contact details. Please provide references who we may contact to verify the information provided.
3.	Demonstrate your capability to bring innovation to the services required.
4.	Contract value.

Schedule of Charges

VAT is chargeable on the services to be provided and this will be taken into account in the overall cost of this procurement contract.