RTS Communications
G-Cloud Service Definition
Video Conferencing as a Service (VAAS)

Video Conferencing – Software Client
September 2013
CONTENTS

1. Executive Summary.......................................................... 3
2. Overview of the G-Cloud Service........................................... 4
3. Information Assurance......................................................... 5
4. Backup, Restore and Data Recovery...................................... 5
5. On-Boarding and Off-Boarding Processes............................... 5
6. Pricing.................................................................................. 6
7. Service Management Details................................................ 6
8. Service Constraints.............................................................. 6
9. Service Levels...................................................................... 6
10. Financial Recompense Model............................................... 6
11. Training............................................................................... 6
12. Ordering and Invoicing........................................................ 6
13. Termination Terms.............................................................. 7
14. Data Restoration and Service Migration................................. 7
15. Consumer Responsibilities.................................................. 8
16. Technical Requirements...................................................... 8
17. Details of Any Trial Service................................................. 8
18. Further Information............................................................ 8
1. EXECUTIVE SUMMARY

RTS was established in 1996 and has a proven track record in the supply of AV services to corporate and public sector clients across the UK.

RTS have installed temporary video conferencing installations for The Leveson Inquiry, various CPS criminal trials nationwide, offer bridging services and remote links for both criminal and civil trials and have supplied video conferencing solutions for many other public inquiries.

RTS hold demo stock of video conference equipment from manufacturers such as; Cisco, Polycom and Lifesize as well as Cisco Jabber and Virtual Meeting Room, PC and mobile software.

RTS is a Cisco Select Partner

ALL RTS personnel hold valid SC security clearances.

RTS Communications hold UKAS ISO 9001:2008 and ISO 14001:2004

RTS Communications is a supplier of video conferencing services on the Government Procurement Service. Reference: RM1709/7 Audio Visual (AV) Services LOT 5 Video Conferencing.
2. OVERVIEW OF THE G-CLOUD SERVICE

Our goal is simple – to offer an all-in-one affordable and fully supported video conferencing service for every type of organisation.

So whether you’re new to using video conferencing, or have already invested in video conferencing, with our managed service plans, we can make your investments go further and set you up for success, without all the technical headaches, infrastructure and man power needed to manage and support video.

We take care of all of this for you, with just one simple, fixed and low-cost monthly subscription fee, delivering a reliable, secure and fully supported high definition video experience like none other.

OUR SERVICE PLAN

- Point to point full video managed services for PC, desktop, mobile, tablet or meeting room endpoints with content sharing, and Real-time Activity Reporting.

- The service allows calls via IP, with access through a VMR (Virtual Meeting room) to multi point calls from IP and ISDN and includes content sharing.

- Scheduling, call invites and management of the service can be accessed through a web based portal as well as Real-time Activity Reporting.

WHAT COMES AS STANDARD?

- Subscription based, fixed monthly price.
- Any standards based video device, anytime, wherever you are.
- Real-time Activity Reporting (RAR).
- 1st, 2nd and 3rd line support.
- Content and desktop sharing.
- Video call encryption.

The service employs enterprise grade VC Architecture which encompasses both software and hardware end point environments on any standards based device.

The service has deployed over $4.3 million of Cisco VC infrastructure across its two data centres held in the UK and Hong Kong with a supporting MPLS hosted on the Level 3 network.

The service can also offer Concierge for calls which require a guiding hand ensuring that the layout of the call is to everyone’s satisfaction. Finally, over and above the infrastructure provision (which also provides resilience across the two datacentres) Real Time Activity Reporting (RAR) allows monitoring of call quality. This is measured down to the second and provides meaningful information about the usage and quality of the estate.
3. INFORMATION ASSURANCE

This service is rated as IL0

4. BACKUP / RESTORE AND DATA RECOVERY

The service provides full N+1 resiliency via two Points of Presence located in Tier 1 secure data centres in London (Global Connect) and Hong Kong (Mega-I). Within each infrastructure deployment there are further redundancy and resilience methods deployment so that there are zero single points of failure and provides a service which is currently over 99.999% reliable.

5. ON-BOARDING AND OFF-BOARDING PROCESSES

a) ON-BOARDING

On receipt of an order request, the order will be passed to an activation agent who will then arrange the following:

- On site survey (if applicable)
- Pre-service Network Readiness Documentation
- Activation and Configuration of Video Conferencing Services
- Training Delivery and Documentation

Once a customer has been on-boarded, a self-service module will enable the customer to self-manage their own video conference requirements such as:

- Personalised video address book with ‘click to call’ feature
- Plan video meetings (scheduling integrated with calendars)
- Manage their Virtual Meeting Rooms (if subscribed to this service)
  - Dial out to colleagues or third parties from the VMR
  - Change the VMR Pin entry codes
- See all of their own calling activity with unlimited history
- Manage their video contacts (including on-line / off line status)
- Manage missed call alerts
- Generate weekly call activity reports.

b) OFF-BOARDING

The customer will be informed of the termination of the service 30 days prior to the end of service.
6. **PRICING**

<table>
<thead>
<tr>
<th>Solution</th>
<th>Description</th>
<th>Price (ex VAT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MY CONNECT</td>
<td>MYCONNECT: Person-to-person managed service including PC / Mac video client.</td>
<td>£68.49 per month</td>
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<tr>
<td></td>
<td>Price includes registering of 1 system onto network, support desk and reporting functions.</td>
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<td></td>
<td>Minimum term 12 months.</td>
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</tbody>
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7. **SERVICE MANAGEMENT DETAILS**

RTS will assign a dedicated account manager for the duration of the contract with a backup in the event of illness or holiday cover. This dedicated account manager will be responsible for the day to day running of the contract and will liaise with the customer regularly to ensure the smooth running of the managed video service. The RTS account manager will hold regular quarterly meetings with customer via video for the duration of the contract term.

A helpdesk is available from 07.00 – 17.30 Monday to Friday excluding bank holidays.

8. **SERVICE CONSTRAINTS**

Emergency changes are managed on a case by case basis.

9. **SERVICE LEVELS**

The availability of the core platform infrastructure is 99.9% uptime with support available Monday to Friday 07.00 – 17.30 excluding public holidays.

10. **FINANCIAL RECOMPENSE MODEL**

Service credits are available for this service

11. **TRAINING**

Training is offered free of charge via video for the duration of the contract term. Registered users will be provided with an electronic copy of service user guide.

12. **ORDERING AND INVOICING PROCESS**

Initial information on the service, free trial requests and quotations can be requested from RTS Communications via email gcloud@rtscommunications.com – all quotations are valid for 30 days.

Upon receipt of a valid Purchase Order and terms and conditions, the designated account manager will liaise with the customer and coordinate the activation of the account.

An invoice will be raised and emailed to the customer on completion of the service activation.
Invoicing will be based on our standard terms and conditions. Any special requirements can be agreed prior to the service commencing.

13. **TERMINATION**

By consumers (i.e. consumption)

By the Supplier (removal from the G-Cloud Service)

**Both parties can terminate for:**

- Insolvency
- Material breach
- Revocation / amendment and non-replacement of authorisations or licenses
- Fraud
- Convenience on a 90 day notice period, such notice not to expire until the end of the initial period or renewal period (if applicable)
- Force majeure

**RTS can terminate for:**

- For Non-payment
- For IPR infringement
- In response to or in compliance with law, regulation etc.
- To prevent interference with, damage to, or degradation of RTS services, equipment or network.
- To eliminate a hazardous condition
- If the service is subject to service misuse by the Customer

**Customer can terminate for:**

- Convenience on a 90 day notice period, subject to the payment of early termination (if applicable)

14. **DATA RESTORATION / SERVICE MIGRATION**

There is no data to restore
15. CONSUMER RESPONSIBILITIES

Where RTS are not providing hardware or maintenance, it is the responsibility of the customer to ensure that these elements are provided to a suitable standard. Unless stated as part of initial proposal the customer is responsible for their own network equipment such as routers and switches.

16. TECHNICAL REQUIREMENTS

Any technical requirements will be identified prior to commencing the service. As a minimum an internet connection is required to facilitate this service.

17. DETAILS OF ANY TRIAL SERVICE

A free 14 day unlimited trial is available on request. Once a request for a free trial has been received, RTS will email a “Customer Take on Form”, upon receipt of the completed form, the free 14 day trial will be activated within 24 hours.

18. FURTHER INFORMATION

For further information on RTS Video Conferencing Managed Services, please email; gcloud@rtscommunications.com or visit the RTS website www.rtscommunications.com