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# Trusted partner for Digital Transformation

Software

Service Definition

National Emergency Hub

Multi-Agency Incident Transfer (MAIT)



Crown  
Commercial  
Service  
*Supplier*

**Atos**

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## Contents

<b>What is the National Emergency Hub service?</b>	<b>1</b>
<b>What Benefits does the National Emergency Hub service deliver?</b>	<b>1</b>
<b>What technology does it use?</b>	<b>2</b>
<b>What terms apply?</b>	<b>5</b>
<b>What are the charges?</b>	<b>6</b>
<b>How do I order?</b>	<b>7</b>
<b>Why Atos?</b>	<b>7</b>
<b>Glossary</b>	<b>8</b>

## What is the National Emergency Hub service?

The National Emergency Hub (NEH) is a unique service from Atos which provides a hub and spoke, instantaneous, secure, and resilient incident record messaging service between the Computer Aided Dispatch (CAD) systems used by enrolled emergency services. It makes use of the MAIT (Multi-Agency Incident Transfer) government approved standard messaging protocol. NEH, is a cloud service designed to securely route MAIT Standards compliant incident data between Computer Aided Dispatch (CAD) systems. It operates in the contact centres and control rooms of the emergency services, public authorities and other relevant users. Typically used by Fire, Police and Ambulance services.

## What Benefits does the National Emergency Hub service deliver?

The NEH service can help save lives, reduce harm and puts victims first; it also improves operational efficiency and saves cost in budget-conscious emergency services.

### Life Saving

Being able to send electronically the full details, or an agreed subset, of a contact to another agency with a few clicks of a button saves call centre staff having to telephone other agencies and relay the necessary details of the contact on the phone. This electronic transfer is much faster and is not prone to errors in transcription which can so easily occur in voice communications. This in turn allows critical assets to be dispatched faster, with higher quality detail of location and circumstances allowing response units to reach victims sooner, potentially saving lives or reducing injury levels.

### More efficient

Contact centres are typically busy places and call waiting times sometimes break agreed service levels. Using the NEH service allows agencies to hand off recorded contacts in a few clicks. Without it, operators can be held up by having to repeat contact details over the telephone to other agencies, often doubling the time taken to record the incident in the first place. This saving in contact centre time can ensure that more calls are answered within agreed service levels, delivering a more effective service to those in need.

### Cost effective

Some agencies already have multiple point to point connections in place with separate connections to different Internet Service Providers, or leased lines to provide that connectivity. The hub and spoke architecture of the NEH means that each connecting entity needs only one connection (perhaps a second for resilience) rather than the multitude of separate connections they have today.

## What technology does it use?

Key features of the technology underpinning the NEH service utilising MAIT (Multi Agency Incident transfer protocol) include:

- ▶ High Availability with hot standby Disaster Recovery fall-back;
- ▶ Complete scalability in terms of both volume of messages and number of connected entities;
- ▶ Confirmed delivery of messages;
- ▶ Error handling built in for malformed or un-routable messages;
- ▶ Uses British APCO approved XML schema validation for both MAIT1c and MAIT1d messages to accommodate the requirements of different emergency services;
- ▶ Supports TCP/IP 1.2 and HTTPS SOAP connections for easy connectivity;
- ▶ Minimal set up for simple VPN client;
- ▶ Full VPN from client-side CAD to and from Azure Cloud services;
- ▶ Hosted in the UK on Azure cloud instances;
- ▶ Built on robust Microsoft technology in Azure;
- ▶ Comprehensive audit capability for fault finding investigations and evidence provision;
- ▶ Simple flat fee pricing structure for certainty of cost to agreed limit of message volume – easy to upgrade for more volume as required; and
- ▶ Supported by an experienced Service Desk operating in line with ITIL v3 recommended practice who manage the application through a bespoke management interface.

## Service Management

An Atos ITIL-v3 conformant service management function will provide 3<sup>rd</sup> and 4<sup>th</sup> line support for the Atos NEH. This will be focused on Incident and Problem Management for any issues within the MAIT hub infrastructure and core service. All issues pertaining to agency data centre infrastructure are expected to be resolved by existing agency service functions.

As illustrated in *Figure 1*, Atos will work with an agency's existing IT Service Supplier, where they will act as a single point of contact for users. Incidents can be passed from the Service Desk to the Atos resolver group via email/phone

during normal service hours and by phone for priority 1 out of hours incidents.

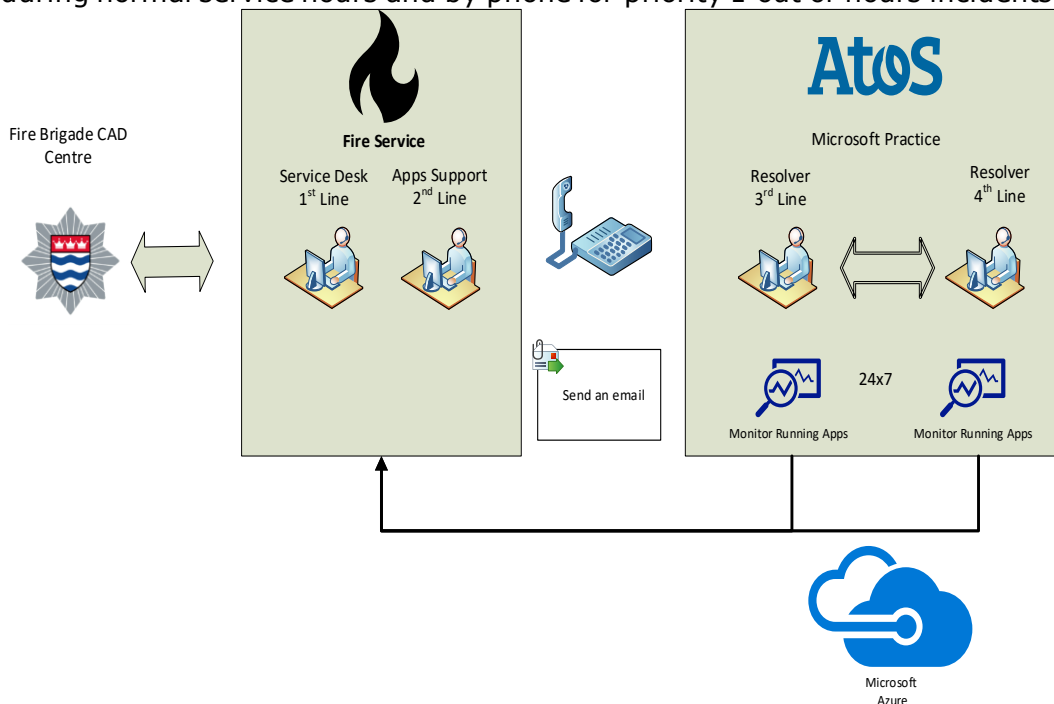


Figure 1 – NEH Service Management

Service Support hours of cover will be as detailed in table 1 below.

Service Hours		
Operational Area	Support Hours	Priority 1 Incident Support
Incident Management	08:00 – 18:00 M-F	24 X 7 365 days per year
Problem Management	08:00 – 18:00 M-F	N/A
Application Support	08:00 – 18:00 M-F	N/A

Table.1 – Service support hours of cover

Priority 1 Incident Definition as detailed in table 2 below.

Priority 1 Incident Definition				
Priority	Incident Description	NEH Component	Impact	Responsibility
1	Azure down	NEH Gateway, NEH Server, Storage, Process functions... unavailable	All Agencies can't connect to send or receive messages	Microsoft
1	NEH Site A and Site B down	NEH Gateway, NEH Server, Storage, Process functions... unavailable	Any Agency connected to Site A and Site B unable to send or receive messages	Atos, Microsoft

1	VPN failure (Server) both sites	NEH Gateway	Any Agency connected to Site unable to send or receive messages	Atos
1	Service failure (Service) both sites	NEH Server (TCP or HTTP Service)	Any Agency connected to Site unable to send or receive messages	Atos

Table.2 – priority 1 incident definitions

### Monitoring

Atos will monitor the service and respond to associated incidents/events during normal service hours. Where a fault or significant and persistent performance degradation, has been identified, Atos resources will (as part of the service) investigate to determine root-cause.

### Call Volumes

It is assumed that once the initial deployment is completed that call volumes to Atos support will be low because of the nature of the service and will not exceed 156 calls per annum which are included as part of the annual fee. If these call volumes are exceeded support is then charged in line with the G-Cloud SFIA rate card for the resources involved.

We expect that the agency Service Desk would manage any incidents and their own 2<sup>nd</sup> level support teams would determine if Atos or other third parties, such as their CAD provider needed to work together with them for resolution. As part of the Atos set-up process we will provide documentation to the Agency Service Desks and 2<sup>nd</sup> level applications teams to help them determine if escalation to Atos is necessary. Should there be a consistent pattern of misrouted calls to Atos from the agency that do not need our support, we would look to recover any associated cost against the G-Cloud SFIA rate card.

### Monthly Reporting

Atos will also provide as part of the service a single monthly report on message usage and Incident numbers in relation to the annual licence or licences purchased by the agency.

### High Level Service RACI

Table 3 below maps out the high-level activities and responsibilities around the service.

Service RACI				
Activity	Agency	IT Service Desk	Atos	Microsoft
Monitoring Atos National Emergency Hub	I	C	RA	I
VPN Server incident and problem resolution	I	C	RA	

Azure incident and problem resolution	I	C	A	R
VPN Client incident and problem resolution	I	RA	C	
National Emergency Hub send receive messaging problem resolution	I	C	RA	
National Emergency Hub Processing Component problem resolution	I	I	RA	C
Message content incident and problem resolution	C	RA	I	
CAD issue incident and problem resolution	C	RA		

Table.3 - activities and responsibilities around the service

Key	
Responsible - performs part or all of the activity	R
Accountable - ensures the activity is done	A
Consulted - provides input to an activity	C
Informed - receives output from the activity	I
Responsible & Accountable	RA

Table.4 – RACI definitions

## Security

The NEH service meets relevant aspects of the Cloud Security Alliance, Cloud Control Matrix 3.0.1 which in turn maps to COBIT, NIST and ISO27001/2 controls. High-Level Designs and supporting lower level documentation evidence this; these are available to our clients upon request.

No GDPR information is held or logged in the messaging process. Only that the message has arrived has no error flags for content/protocol and has been forwarded to the relevant requested agency.

The solution is penetration tested and any material findings remediated annually.

Support teams are UK based and hold SC level clearance.

## What terms apply?

Atos commits to provide the service for the duration of the Call-Off Contract subject to the terms and conditions of the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms) related thereto.

## Termination

Termination shall be in accordance with:

- ▶ The G-Cloud Framework terms and conditions.
- ▶ Any terms agreed within the Call-Off Contract under Part A Order Form (Termination), where the Crown Commercial Service guidance states: 'The notice period needed for Termination is at least 30 days from the date of written notice for termination without cause.'
- ▶ Atos Supplier Terms for this Service are as listed on the Digital Marketplace.

For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to continue to provide the service for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud Framework Agreement, the Call-Off Contract and the Atos Supplier Terms.

## What are the charges?

The pricing for the National Emergency Hub Service contains 6 elements:

1. Onboarding - a fixed fee for set up of an end-point(s)
2. Operational service – an annual charge for a given message volume routed through the hub
3. Operational service – for additional messages
4. Offboarding – free of charge
5. Consultancy in support of business cases, technical reviews, data discovery, security accreditation outside the core service etc – consumed only under specific tasking
6. Use of Pre-Production environment.

MAIT Licence	Bronze	Silver	Gold
Message package per Annum	250,000	500,000	1,000,000
Additional message packet option	250,000	500,000	500,000
Annual licence Fee	£17,250	£20,000	£23,500
Additional message packet option fee	£6,250	£7,500	£6,250
Onboarding (Per end point)	£2,500	£2,500	£2,500
Consultancy support	In line with the G-Cloud SFIA rate card	In line with the G-Cloud SFIA rate card	In line with the G-Cloud SFIA rate card
Offboarding	Free of Charge	Free of Charge	Free of Charge

Each licence includes 156 support calls a year, after which support is charged in line with the G-Cloud SFIA rate card for the resources involved. Support is provided on a third/forth line basis with calls only being passed to Atos once they have been triaged by the agencies first line Service Desk/Second line apps support.

Trial services are available for customers wishing to prototype solutions and determine the suitability of the platform to fulfil their technical requirements.

Customers requiring access to pre-production environments for testing can be supported. These will incur costs equal to man-days of Atos engineering support required to support the trials on a time and materials basis in line with the G-Cloud SFIA rate card.

The delivery model of this offering uses mainly UK based resources.



For information purposes Atos Syntel, a division of Atos, has a delivery model using a combination of landed and offshore resources

For a further overview of the of the National Emergency Hub (NEH) utilising the Multi-Agency Incident Transfer (MAIT) protocol please visit please visit <https://atos.net/en-gb/united-kingdom/industries-uk/police-uk/multi-agency-incident-transfer-emergency-services>

## How do I order?

Please send your requirements to the email address [GCloud@atos.net](mailto:GCloud@atos.net). We will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable. Once the quotation is agreed, we will issue you with the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed. If appropriate, you will be provided access to our self-service portal to start provisioning of services.

If you are a new customer, additional 'new supplier' forms may need to be completed.

Invoices will be issued to you and Crown Commercial Services (CCS) (quoting the purchase order number) for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

## Trial service

Trial services are available for Customers wishing to prototype solutions and determine the suitability of the platform to fulfil their technical requirements.

Customers requiring access to pre-production environments for testing can be supported. These will incur costs equal to man days of Atos engineering support required to support the trials on a time and materials basis in line with the G-Cloud SFIA rate card.

## Audit log retention and retrieval for investigations

The service keeps a log of all messages processed for up to a period of 2 years. Customers can request details of messages logs relating to an incident number. These queries will incur charges equal to the number of man days of Atos engineering support required to extract the message logs in line with the standard G-Cloud SFIA rate card.

## Why Atos?

Within this GCloud offering Atos can provide Proof of Concept (PoC), Proof of Value (PoV) and a wide range of general consultancy services where relevant. These services can be used by clients to shape their direction and improve outcomes; covering areas such as digital transformation, strategy & innovation, information governance and performance improvement.

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. We are the European number one in Cloud, Cybersecurity and High-Performance Computing; the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology

Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

Atos' role is to help design the future of the information space. Our expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Atos is widely credited with the highest standards for its pioneering efforts in sustainability, equality and inclusivity, for example: -

- ▶ Atos is ranked No.1 on the Dow Jones Sustainability Index (DJSI World & Europe) and won Gold in the EcoVadis ranking for performance in Corporate Social Responsibility (CSR)
- ▶ Atos has been named one of the most inclusive employers in Britain by lesbian, gay, bi and trans equality charity Stonewall with the company placed 40th in its Top 100 Employers list for 2020
- ▶ Atos has been recognised as a Times Top 50 Employer for Women 2019 in the UK.

Atos brings a partner ecosystem built to deliver superior business value based on best in class technology. We work hand-in-hand with selected world-class organisations in software applications, infrastructure and consulting to strengthen our own unique portfolio in consulting, solutions and services. We have Global Alliances with partners such as Google Cloud, DellEM, VMWare, SAP, Cisco, Oracle and Microsoft but also embrace the innovation and fresh thinking that our SME partners can bring. Our Horizons scheme is a pioneering programme that brings our customers the best talent and solutions from the UK and Ireland SME community, safely and at the scale you require. We continuously review and onboard smaller companies for the benefit of customers wishing to implement digital transformation strategies. We select standout SMEs who work innovatively to deliver cutting-edge technologies and specialist expertise. Once each organisation is fully onboarded, they are part of our partner ecosystem working in collaboration to achieve our customers' goals while also enjoying a number of benefits themselves that can help them grow and achieve their own business objectives.

To receive further information, please see the contact details at: <http://www.uk.atos.net/G-Cloud>

## Glossary

Term	Definition
NEH	National Emergency Hub
BAPCO	British Association of Public Safety Communications Officials
CAD	Computer Aided Dispatch
COBIT	Control Objectives for Information and Related Technologies
NIST	National Institute of Standards and Technology
ITIL	Information Technology Infrastructure Libraries
MAIT	Multi-Agency Incident Transfer

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VPN	Virtual Private Network
XML	Extensible Mark-up Language

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## About Atos

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The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches, to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

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