

## Your Analogue to Digital Guidance Checklist

This checklist is a summary of the more detailed guidance contained in the **Commissioner/Buyer Guidance – Transitioning your Social Alarms Systems from Analogue to Digital: The End of Analogue Purchasing.**

### ✓ Requirements Consensus

Stakeholders need to contribute both to the desired outcomes of the solution and the parameters that the solution must operate in to satisfy **IT / Security / Health & Safety** constraints.

### ✓ Procurement routes

Consider static and dynamic procurement frameworks within the TEC sector. Many pre-requisites have already been tendered against so the buying organisation can focus on the specific outcomes required against a shorter list of trusted bidders.

### ✓ 'Hosted' versus 'Enterprise' deployment

**A hosted deployment**- all of the infrastructure required to operate the platform is securely located in a datacentre in within the UK.

**Enterprise deployment**- the equipment to run the service is located within the organisation's existing buildings.

### ✓ Digital Heartbeats

Service Providers can be alerted if heartbeats are not received by either the ARC or the DMP after a set period of time.

A lack of a heartbeat informs that there is a connectivity problem with the device and should be investigated.

### ✓ Soft Market Testing

Explore the market to understand the art of the possible. Conduct **desktop research** into the **marketplace** as well as virtual or face to face sessions with potential **supply partners** and all stakeholders.

### ✓ Red/Amber/Green existing equipment & protocols

This exercise makes it absolutely clear what the expectations are for reprogramming or changeout of devices and the need to include these in any **cost** and **timescale** calculations.

### ✓ Digital Interoperability

It is important to be as **clear as possible to potential bidders** about the level of interoperability desired – a lack of precision in the wording of this requirement can lead to ambiguity and ultimately a lack of interoperability.

### ✓ Alarm connectivity via Broadband

There is a real interest therefore in the potential deployment of digital devices over customer's own broadband networks and this is an area that should be clearly specified, in conjunction with the deployment of the TS50134-9 protocol that devices and ARCs should be capable for broadband communication providing the option to commissioners of digital deployment without the need for SIMs.



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### ✓ Named Technical Design Owner

It is recommended that the commissioning organisation identify a Technical Design Owner that is responsible to ensuring the operation of the end-to-end service.

### ✓ KPI Reporting

Clear KPI reporting is vital, particularly during and immediately after the transfer process for either digital devices or the central ARC network and platform. As well as the standard Quality Standards Framework (QSF) KPIs with regards to summary alarm call answering, line utilisation and mobile response, Commissioners should specify that they have access, if required, to the detail that sits behind these reports on a daily, weekly, monthly basis as the situation dictates.

### ✓ Delivery & Service Credits

Commissioners are encouraged to hold Supply Partners to account financially when it comes to the subject of deployment and product development timescales. Commissioners should understand the true cost of delay from a resourcing and reputational perspective and ensure that Supply Partners are held to account for any delay on their part of any delay of their sub-contractors.

### ✓ Data transfer and testing

The current recommendation, based on experience from around the sector, is:

- Format: SQL database
- Content: Entire contents of database
- Frequency: Minimum 3 extracts
- Alterations: Minimum of 2 rounds of required alterations
- Timescales: Maximum of 5 working days' notice to complete each extract
- Cost: Included within the quoted contract price

### ✓ Quality Standards Framework (QSF)

The TSA recommends that Commissioners mandate that organisations involved in the end-to-end delivery of TEC to their customers are certified by TEC Quality according to the **Quality Standards Framework (QSF)**.

#### For more information:

Visit TSA's Digital Shift resource:

[www.tsa-voice.org.uk/campaigns/digital-shift](http://www.tsa-voice.org.uk/campaigns/digital-shift)

#### For advice on analogue to digital requirements:

[admin@tsa-voice.org.uk](mailto:admin@tsa-voice.org.uk)

#### Download the full guidance:

[www.tsa-voice.org.uk/campaigns/digital-shift/social-alarms-systems-from-analogue-to-digital](http://www.tsa-voice.org.uk/campaigns/digital-shift/social-alarms-systems-from-analogue-to-digital)

