

REPLACING THE VODAFONE GSI CONVERGENCE FRAMEWORK (GCF) PLATFORM

MAY 2020 UPDATE

Overview

The GCF Core Services include email relay, DNS and peer to peer (P2P) gateway services for users of the Public Services Network (PSN). These core services are necessary for the other services on PSN to run, providing integrated communication for central government and the wider public sector as well as enabling applications key for providing citizen services. The GCF services use legacy technology and are no longer cost efficient for either the public sector or Vodafone. They are being replaced as the first stage in the move away from the PSN to standard telecommunications offerings.

May 2020 updates

GCF Contract Extension

Given the timetable to replace GCF with a new PSN Core Service, the first six month extension period to the GCF contract between CCS and Vodafone is now active as of 1 April 2020. The second period is also likely to be activated, taking the contract through to GCF closure on 31 March 2021. Users have signed Payment Declaration Letters (PDLs) with CCS committing to paying bills from Vodafone. These remain valid and users should budget for similar costs to 2019/20 during 2020/21. The PSN Core Service will be procured directly by Users through a framework. 2020/21 budgets for the new service should be set dependent on individual user switch over dates.

GCF Service Termination Opportunities in 2020/21

During the GCF contract extension periods, your opportunities to terminate individual GCF services with Vodafone are as follows:

1. GCF DNS - Terminate by 25 June 2020, billing ceases on 30 September 2020, otherwise billing continues to March 2021 (GCF closure date).
2. GCF Email relay (and filtering if taken) and/or Peer to Peer (P2P)
 - Terminate by 25 June 2020, billing ceases on 30 September 2020 .
 - Terminate by 25 September 2020, billing ceases on 31 December 2020, otherwise billing continues to March 2021 (GCF closure date).

Termination notices should be issued to CCS at gcfwithdrawal@crownccommercial.gov.uk.

GCF Billing by Vodafone

Vodafone has issued invoices for the first nine months of GCF service (April to December 2020) and should shortly issue bills for January to March 2021. If your organisation is yet to settle your invoice for the first nine months, please could you ensure that this happens urgently. If you are disputing your charge with Vodafone or have not received one or both of these invoices, please contact CCS at gcfwithdrawal@crownccommercial.gov.uk.

Existing Service Cease Requests

Due to the impact of the Covid 19 emergency, CCS has suspended all planned GCF service ceases. Users that have submitted cease requests during 2019/20 have been emailed from Gov Notify for verification. The deadline for responses was 17 April and responses should have been sent to GCFWithdrawal@crowncommercial.gov.uk.

Responses will allow CCS to verify individual ceases with Vodafone and ensure no interruption to citizen services at this crucial time.

If you have received this verification request and not already responded, please can you do so urgently? Charges for service beyond cease dates should not be levied if cease requests are confirmed by 24 April.

New PSN Core Service Beta Testing

- 1) CCS is planning to beta test new PSN Core Services during September and October 2020.
- 2) Beta Testing this critical government infrastructure is an important task and we request that you seriously consider volunteering.
- 3) Beta Testing is essential for acquiring early insight into operational and technical challenges posed by the new PSN Core service.
- 4) We welcome Beta Test users from Central Government, Local Government and Emergency Services. We intend to run end to end co-ordinated tests across this group.
- 5) Please register interest by emailing GCFWithdrawal@crowncommercial.gov.uk.

Further information and resources

This newsletter will be published monthly for the remainder of the GCF migration project.

Regular GCF Customer Working Group conference calls also take place at which you can listen to updates and ask questions on all aspects of the GCF withdrawal. To be added to the invitation list, please email GCFWithdrawal@crowncommercial.gov.uk.

You can also get in touch with CCS via:

- GCFWithdrawal@crowncommercial.gov.uk
- <https://www.crowncommercial.gov.uk/contact>

Previous communications are available at:

- <https://publicservicesnetwork.zendesk.com/hc/en-us>
- <https://www.crowncommercial.gov.uk/news/update-on-the-government-convergence-framework>

You are receiving this email as we understand you to be the correct contact within your organisation to approach regarding the GCF Withdrawal project. If this is incorrect, please let us know by emailing GCFWithdrawal@crowncommercial.gov.uk.