

## Replacing GCF core services: update and next steps

We wrote to you at the end of May requesting feedback on the proposed approach for replacing the GCF core services.

**We're now writing to provide an update on the progress and outline details of the next steps and timeline for its replacement. It would be great if you could share this with other people in your organisation that you think would be involved with the purchasing or contract process.**

There's also a short FAQ at the end of this message that should help with any questions you may have, and our contact information if you have any additional questions.

### Current status

The Government Secure Intranet Convergence Framework (GCF) expired on 16 August 2015 having completed its maximum permissible extended period. This means GCF is now closed to new business.

All existing GCF call-off contracts will continue to be serviced, with each call-off contract expiring in accordance with its own terms (but no later than 16 August 2019).

There are currently some 580 customer organisations across central government and the wider public sector currently taking services from GCF. By October 2015 a further 120 justice customers will have migrated onto the platform following the expiry of the Police National Network (PNN) framework (these customers have already completed the contractual migration). The Home Office, under the PSN in Policing programme, is handling this work and the relevant communications.

### Unbundling of GCF core services

We are working with Crown Commercial Service (CCS) and Vodafone to unbundle the core services provided in your call-off contract into discrete components, which will be individually priced. This will provide you with flexibility and choice and, over time, open up a competitive market for these components.

Once the process of unbundling the core services is complete, each call-off contract will need to be amended in order to recognise the benefits that the unbundling will deliver. Vodafone and CCS will centrally manage these amendments wherever possible.

**Collectively we have agreed the principle that no customer will pay more for the disaggregated components than the current core services charge applied to them.**

The work to unbundle the core services is planned to be complete by 31 December 2015, and we expect customer call-off contracts to be amended by the end of January 2016.

We plan to dedicate time at the forthcoming GCF Forums (currently scheduled for November 2015) to provide an update and further information on the unbundling activity, as well as present plans for amending customer call-off contracts.

### Proposed timeline

We are currently working to the following timeline, and will contact you again as soon as we have further updates and details.

- **September:** Customers advised of the core services components
- **October:** Customers provided with commercial details of the core services components
- **November:** GCF Forums providing details of core services unbundling and plans for amending call-off contracts
- **December:** Customers issued with amendments to call-off contracts (including detailed information on options and next steps)
- **January:** Core service components available to customers

### Further information

There's a short FAQ at the end of this message that will hopefully answer any immediate questions you may have. If you need any further information on what's happening with the unbundling process, please email the CCS Network Services team at [networkservices@crowncommercial.gov.uk](mailto:networkservices@crowncommercial.gov.uk).

We'll keep you up to date with the plans and developments through the [PSN website](#), our [blog](#) and through these email messages. If you have any questions in the meantime, please email us at [public-services-network@digital.cabinet-office.gov.uk](mailto:public-services-network@digital.cabinet-office.gov.uk).

Kind regards, David

**David Close**  
**PSN Communications**



## FAQ

### **Q. What do I need to do now?**

A. You don't need to do anything just yet. We will write to you in later in September to advise you of the core service components and provide information on next steps.

### **Q. The GCF Framework expired on 16 August 2015, what happens to my GCF call-off contract?**

A. GCF call-off contracts are not affected by the expiry of the framework. Each call-off contract is an independent contract that will expire in accordance with its own terms.

### **Q. The initial term of my GCF call-off contract is due to expire soon, do I have the option to extend?**

A. Each GCF call-off contract can be extended in accordance with the terms of that call-off contract. Any option to extend is not impacted by the expiry of the framework.

### **Q. When will I know what the components of the disaggregated core service will be?**

A. Vodafone, GDS and CCS will be meeting in early September to agree and finalise the disaggregation of the core service into components. We will communicate this list once agreement has been reached.

### **Q. How can I take advantage of the benefits of the disaggregated core services?**

A. We will write to you in late September or early October providing full details of how you can benefit from the disaggregated core services.

### **Q. Can I opt out of receiving all of the core service components?**

A. You will be able to choose the core service components that you need. No services are mandatory.

### **Q. What if I'm not happy with the proposed core service components?**

A. We will provide the opportunity for customers to ask questions or discuss their concerns at every step of this process. Information on who to contact to raise your questions or concerns will be provided with each communication, or you can email the CCS Network Services team at [networkservices@crowncommercial.gov.uk](mailto:networkservices@crowncommercial.gov.uk).

### **Q. What happens to my GCF services that are not core services?**

A. Any services that you receive through your GCF call-off contract that are not core services will be unaffected by this update. You will continue to receive these services as currently described in your call-off until your call-off expires or is terminated.

### **Q. How long will my email service continue to operate after the GCF Framework expires?**

A. GCF email services (which include any mailboxes you have and the mail relay service) will continue for you until your particular GCF call-off contract expires.

### **Q. How do I continue to get secure email after this?**

A. Historically, GCF email services have been used for email addresses with the following domain names:

- [gsi.gov.uk](http://gsi.gov.uk)
- [gcsx.gov.uk](http://gcsx.gov.uk)
- [gsx.gov.uk](http://gsx.gov.uk)
- [gse.gov.uk](http://gse.gov.uk)

You don't need to use these names to get secure email. We've recently published an update to the [government network policy](#), which provides more information on the approach.