



Llywodraeth Cymru
Welsh Government

Learning in Digital Wales Grant Public Sector Broadband Aggregation Service Delivery Frequently Asked Questions

Introduction

The Learning in Digital Wales (LiDW) Grant Programme has been established to improve broadband connectivity and network infrastructure for schools. This will underpin the successful use of digital technology for teaching and learning including access to Hwb (the all Wales learning platform). The programme includes capital and revenue funding amounting to £39 million over two years.

The Learning in Digital Wales Grant (LiDW Grant) includes three distinct strands:

- provision of up to 1Gbps (Gigabits per second) of internet connectivity to local authorities and 2 x 20Gbps connections to the Janet network, to improve the overall capacity of the network for education purposes and address 'backhaul' issues which impact adversely on schools' broadband access
- combination of capital and revenue funding to secure 10Mbps (Megabits per second) connections to primary and special schools and 100Mbps to secondary schools
- capital grants funding worth £10,000 per primary and special school and £20,000 per secondary school to improve local network infrastructure for schools.

This frequently asked questions (FAQ) document specifically covers the Public Sector Broadband Aggregation (PSBA) service delivery/rollout and the internet connectivity to local authorities work stream of the LiDW Grant

General

1. What is in the scope of the LiDW Grant?

The LiDW Grant is designed to provide all participating local authority secondary schools, as defined on the Pupil Level Annual School Census (PLASC) list, with 100Mbps connection for each school by July 2014. The LiDW Grant will also provide all participating local authority primary, middle and special schools (and pupil referral units (PRUs)), as defined on the PLASC list, with 10Mbps connection for each school by July 2014.

The existing PSBA internet provision to local authorities is to be increased to 500Mbps initially, but up to a maximum of 1Gbps, as usage dictates. This applies to all local authorities that participate in the end-site connectivity. Local authorities that decide not to participate in the end-site connectivity will be requested to provide assurances to the Department for Education and Skills (DfES) regarding the required end-site bandwidth commitment and 2020 targets. For further guidance on this point please contact the DfES representatives (see Annex B).

2. What is out of scope for the LiDW Grant for participating local authorities?

The following are out of scope:

- 30Kbps per pupil in Wales
- fibre to all sites at any cost.

Please note that for local authorities that decide not to participate in the end-site connectivity portion of LiDW Grant, this will also be considered out of scope for these local authorities

3. Will all schools receive a PSBA connection?

Yes, if they are on the PLASC site list as confirmed by each local authority.

4. What is the 2020 target?

The 2020 target, as endorsed by Ministers, is for primary, middle and special schools (and PRUs) to have 100Mbps connectivity and secondary schools 1Gbps connectivity by 2020.

5. What does an in-flight project/in project mean in DfES communications?

This is defined as any PSBA migration project activity that a local authority had ongoing with PSBA prior to the launch of the LiDW Grant on 1 April 2013.

6. How are site closures treated?

Local authorities should contact the nominated DfES LiDW Grant representatives (see Annex B) and the School Governance and Organisation Branch of DfES to advise on planned closures. Any request to remove sites from the project must be made by the local authority, in writing to Logicalis UK (LUK) and DfES, and will be

subject to a Contract Change Notice (CCN) that LUK and DfES will need to authorise.

Please note that all connections are subject to the standard minimum rental period of one year and DfES will not be liable for any termination charges incurred by early termination of connections.

7. How are new sites treated?

Local authorities should contact the nominated DfES LiDW Grant representatives and the School Governance and Organisation Branch of DfES to advise on new sites. Any request to add sites to the project must be made by the local authority, in writing to LUK and DfES, and will be subject to a CCN which LUK and DfES will need to authorise.

Please note that all connections are subject to the standard minimum rental period of one year and DfES will not be liable for any termination charges incurred by early termination of connections. Requests to add sites must be received by 31 December 2013 in order to be considered by DfES for addition to the LiDW Grant.

8. Why are secondary schools being prioritised over primary schools?

As secondary schools are being provisioned at 100Mbps with the 2020 target of 1Gbps, fibre is the currently the only option available with current technologies. Therefore, these sites could be placed on order without further consultation. Primary, middle and special schools (and PRUs) are being provisioned at 10Mbps, which can be delivered with a variety of technologies.

9. Can we prioritise sites within the rollout?

Unfortunately there is no scope to prioritise sites within the rollout due to time constraints in place and the need to ensure completion by July 2014.

10. What is the new contract period for the sites that are being reprovisioned? For example, if a local authority is halfway through an existing five-year contract will the new installations require a new contract period? What if the local authority does not want this period extended?

The standard contract term for all new connectivity services is one year as per LUK standard terms and conditions. The LiDW Grant will fund the revenue for the connections provided until March 2015.

If a local authority has their existing installation costs profiled over an agreed term by the PSBA, these payment terms will not be affected by the LiDW Grant.

11. Will the LiDW Grant be expanded to include hosted services such as intelligent caching?

The LiDW Grant does not provide for this service. The cost of creation and caching of this service must be met by the local authority and should be explored further with PSBA colleagues.

12. Can LUK cope with the demand to get all schools provisioned by July 2014?

The Welsh Government is committed to ensuring all schools in Wales receive the agreed threshold speeds by July 2014.

Financial

13. The table below illustrates details regarding installation and revenue funding.

Status	Installation covered	Rental covered April 2013–March 2015
New customer/site	Yes	Yes
In-project connections on order with PSBA at 10/100Mbps	No	Yes
In-project connections on order with PSBA below 10/100Mbps	Uplift covered	Yes
Existing at 10/100Mbps	No	Yes
Existing below 10/100Mbps	Yes	Yes

14. For what period will the connection revenue costs be covered?

The Welsh Government will cover the revenue costs for the PSBA connections that meet the required 10/100Mbps commitment from April 2013–March 2015 to cover the actual revenue cost per connection. This funding will cease in March 2015. Circuit revenue cost payments will be made (based on evidence) for connections meeting the stated bandwidth requirements. Please note the commitment is not for two years' revenue costs from the point of installation.

15. Who is funding any connection installation costs including excess charges?

The Welsh Government will cover the installation costs for the PSBA connections installed under the LiDW Grant that meet the required 10/100Mbps commitment. Please note this commitment does not cover in-flight projects or connections installed before April 2013 that meet the required 10/100Mbps commitment. The commitment is for new connections installed as part of the LiDW Grant rollout. The payment for excess charges will be handled directly between DfES and LUK. Local authorities will not be required to be involved in this process.

Funding of all excess charges is at the sole discretion of DfES and large excess charges will be subject to scrutiny and evaluation to ensure best value is achieved.

16. What is the process for paying the revenue charges on qualifying connections?

Each local authority will be invited to a billing workshop with LUK where all billing-related activities/processes will be explained. A grant agreement will be offered to each of the qualifying local authorities detailing the processes and eligible items. The general approach is that LUK will invoice the local authority and the local authority will then reclaim payments from DfES.

DfES will only pay on need for qualifying connections. Qualifying connections are defined as PSBA connections that are provided under the LiDW Grant rollout or by a local authority existing/in-flight project that meets the 10/100Mbps commitment between 1 April 2013 and 31 March 2015.

17. Is there a commitment on the local authority to retain connection provision post-March 2015?

Yes. As part of the grant agreement, each local authority must commit to retaining all connections provisioned under the LiDW Grant rollout until at least 31 March 2017.

18. Who will fund connection revenue costs post-March 2015?

Each local authority will be responsible for all costs associated with their provisioned connections (end-site and internet connectivity) post March 2015. A forecast of revenue costs, per participating local authority post-March 2015, will be provided by the PSBA Team.

Under the LiDW Grant agreement, the Welsh Government requires formal written assurance from local authorities that they will meet the revenue costs from April 2015 until at least 31 March 2017.

19. What are the post-March 2015 revenue costs for each local authority?

Detailed post-March 2015 revenue costs for each local authority will be provided by LUK at the billing workshops scheduled for completion by October 2013.

20. Will the LiDW Grant fund connections that do not meet the 10/100Mbps commitment?

No. The LiDW Grant will only fund PSBA connections that meet the 10/100Mbps commitment.

21. Is there any stipulation as to how revenue cost savings should be used by the local authority?

The Welsh Government has stipulated that all revenue cost savings by each local authority for the period 1 April 2013–31 March 2015 must be reinvested by local authorities in local educational ICT as stipulated in the grant agreement. This can include equipment, software, services and staffing costs. It is for local authorities to determine how this money is spent – not schools.

However, local authorities should liaise with their schools and clearly articulate how the money will be spent to improve educational services. Each local authority will be required to produce an annual report as to how cost savings have been reinvested. These reports must be sent to DfES by 31 March 2014 and by 31 March 2015.

It is important to note that a key feature of the LiDW Grant is to support the implementation of Hwb – the all Wales learning platform. Local authorities must demonstrate how the revenue cost savings are used to:

- support schools in using the platform (e.g. by securing additional training from local authority and regional education consortia school improvement teams)
- provide technical support to the platform at a local authority level
- enable local authority management information systems (MIS) teams to complete a number of activities to support the transfer of data to the supplier of the platform in a timely fashion.

It is imperative, therefore, that the reports due for submission by 31 March 2014 and by 31 March 2015 include details in respect of how local authorities will use some of the revenue cost savings realised under the LiDW Grant to support the implementation of Hwb in schools.

22. Our existing connections and/or network hardware components are in contract and will attract termination charges. Will the Welsh Government provide financial assistance towards these costs?

No. The Welsh Government will not provide financial assistance towards these costs. They are the sole responsibility of the local authority.

23. When will local authorities be able to begin claiming for revenue costs?

Local authorities will be able to claim the revenue costs for qualifying connections between the period 1 April 2013 to 31 March 2015. Funding will cease 31 March 2015 after which the local authorities become responsible for all revenue payments and maintaining the connections provisioned under the LiDW Grant until 31 March 2017.

24. Some local authorities that were early adopters of PSBA are in the position where some schools are currently provisioned at the bandwidth commitments but not on fibre. This will impact the ability of these sites to reach the 2020 target. Who will fund the upgrade to fibre?

For sites not ordered, installed, and where the existing provision does not meet the 10/100Mbps commitment as of 1 April 2013, the LiDW Grant will fund installations and excess charges (where pupil numbers, excess charges, etc. allow) on a mostly fibre deployment model. Sites deployed as fibre will then have an upgrade route to meet the 2020 target.

For sites installed and meeting the bandwidth commitment prior to the commencement of the LiDW Grant, the local authority will be responsible for meeting the 2020 target.

25. What is the position if a local authority cannot fund the additional revenue costs post-March 2015?

Unless a formal written assurance is provided by each local authority in respect of committing to the increased revenue charges from 1 April 2015 to 31 March 2017, the Welsh Government will not install fibre connections to any primary/special school within that authority.

Where a local authority decides to opt out of the secondary schools connectivity, and an order has already been placed, then Welsh Government will need to consult with that local authority in respect of their proposed alternative plans to meet the 10/100Mbps commitment and the 2020 target. At this point, the Welsh Government would discuss post-March 2015 commitment or possible termination options with the local authority.

26. Where sites have already been provisioned, but the local authority has agreed to spread the original capital costs throughout the lifetime of the original contract, will the LiDW Grant cover these costs?

No. The LiDW Grant will only cover the costs of new installs.

27. Under the LiDW Grant, can local authorities select particular schools for inclusion and/or exclusion, i.e. can local authorities exclude certain schools from the project if the future revenue costs are too high?

The Welsh Government will liaise with local authorities on this particular issue. The Welsh Government understands the issue of increased revenue costs and will work with local authorities in an attempt to resolve any issues.

Connectivity

28. What type of connection will each site receive?

All participating local authority secondary schools will be provided with a 100Mbps connection. All participating local authority primary schools, special schools and PRUs will be provided with a 10Mbps connection. The LiDW Grant proposes a mostly fibre deployment (for new installations), subject to excess charges and to any local restrictions.

29. How will multiple schools on one campus be treated under the LiDW Grant, e.g. secondary and primary schools on the same campus?

The LiDW Grant will fund individual connections unless local authorities request that sites are removed from the project. In removing sites from the project, you should consider how your local authority will meet the 10/100Mbps bandwidth commitment for each site now and how you will achieve the 2020 targets. Any request to remove sites from the project must be made in writing to LUK and will be subject to CCN that the LUK and the Welsh Government will need to authorise.

Please note that the maximum bandwidth connection the LiDW Grant will supply to any end site/combination of end sites is 100Mbps. In combining connections, you should consider how your local authority will meet the 10/100Mbps bandwidth commitment for each site now and the 2020 targets.

30. How will schools that span multiple campuses (e.g. secondary schools with upper and lower schools on separate campuses) be treated under the LiDW Grant?

If the schools at each campus are separate entities on the agreed PLASC list, then each will receive its own connection at the relevant bandwidth. If the multiple campuses comprise a single school on the PLASC list then the local authority is responsible for any inter-connectivity between campuses.

Please also refer to '29. How will multiple schools on one campus be treated under the LiDW Grant, e.g. secondary and primary schools on the same campus?'

31. How many VRFs (VPN Routing and Forwarding) will be provided by the LiDW Grant?

For local authorities with an existing PSBA implementation, the number and configuration of VRFs will not change. The LiDW Grant will use the existing VRF normally referred to as 'curriculum'.

For local authorities not currently using PSBA for schools' connectivity, the LiDW Grant will deliver a single 'curriculum' VRF.

Please note any further VRFs required for corporate traffic are the responsibility of the local authority, as is any internal firewall and/or internal network configuration that may be required.

32. We have schools sites that share campus/buildings with others, e.g. leisure centres, libraries and resource centres. How will the LiDW Grant handle these? Can these sites use the LiDW Grant-provided bandwidth?

Yes. However, local authorities should note that the separate LiDW Infrastructure Grant must not be used to provide infrastructure to these non-school sites. The impact of non-schools usage on performance for schools is the responsibility of the local authority concerned.

33. We have a campus that accommodates three schools each of which are on the current PLASC list. They are currently served via a single 100Mbps PSBA connection with private fibre providing the inter-building connections. Can we have a single higher bandwidth connection to this site as we will not fund three connections post-March 2015?

Each school that is on the agreed PLASC site list will receive its own connection at the relevant bandwidth. In the interests of best value and sustainability each local authority can make a case for variation for multiple occupancy campuses. DfES will consider such requests in collaboration with the local authority, the Welsh Government PSBA Team and LUK on a case-by-case basis.

Please note that the maximum bandwidth connection the LiDW Grant will supply to any end site/combination of end sites is 100Mbps. In combining connections, you should consider how your local authority will meet the 10/100Mbps bandwidth commitment for each site now and the 2020 targets.

34. We have nursery/infant schools but they are not located at the same site as the primary schools they feed. Will these receive a PSBA connection under the LiDW Grant?

If the sites are not on the PLASC list, they are out of scope and will not be provided with a connection.

35. We have point-to-point private fibre connections serving some schools that meet the bandwidth commitment that we do not want to remove/replace. How will the LiDW Grant handle these?

Local authorities can request these sites be removed under CCN. DfES will not fund these existing connections and you should consider how they support the 10/100Mbps commitment and the 2020 target before requesting removal.

36. We have an existing Wi-Fi solution serving some schools that meets the bandwidth commitment that we do not want to remove/replace. How will the LiDW Grant handle these?

Local authorities can request these sites be removed under CCN. DfES will not fund these existing connections and you should consider how they support the 10/100Mbps commitment and the 2020 target before requesting removal.

37. If a school that has been provisioned with a LiDW Grant connection and is relocated, will the Welsh Government fund the shift/reprovision at the new site?

The Welsh Government will not fund this. The Welsh Government will only fund one connection for each school that is on the agreed PLASC list. Any subsequent connection shifts, reconnections, and any associated charges (including termination and excess charges), will be the responsibility of the local authority.

38. We have concerns as to our existing network topology and the order in which sites will be migrated to the PSBA network as part of the LiDW Grant with the minimum of disruption to service. How will the LiDW Grant address these concerns?

Local authorities should discuss the specifics of your implementation with their LUK project manager in the first instance. They will then escalate any unresolved issues to the DfES LiDW Grant Team for resolution.

39. Are nursery schools in the scope of the LiDW Grant provision?

Nursery schools are not being provisioned as part of the LiDW Grant.

40. Will the LiDW Grant fund the revenue costs for sites that currently exceed the 10/100Mbps bandwidth commitment?

For circuits that exceed the 10/100Mbps commitment, the LiDW Grant will only fund the revenue costs up to the bandwidth commitment for these schools until 31 March 2015.

41. How will sites currently provisioned as ADSL by the local authority be treated and will these sites be upgraded to fibre under the LiDW Grant?

DfES, in conjunction with LUK and the local authorities, will identify these sites. We will seek to provision fibre wherever possible.

42. If we do not take the end-site connectivity are we eligible for the internet connectivity funding?

Local authorities that decide not to participate in the end-site connectivity will be requested to provide DfES with the following assurances:

- confirmation that they will meet the 10/100Mbps commitment for all end sites
- confirmation that they will meet the 2020 targets
- confirmation that they will fund any additional shared infrastructure costs as defined by the Welsh Government PSBA Team.

Provided these assurances are given, the local authority will then be eligible to participate in the internet connectivity portion of the LiDW Grant.

For further guidance on this point please contact the nominated DfES representatives as noted in Annex B.

43. Can we have a higher bandwidth connection than 100Mbps to schools?

There is no scope under the LiDW Grant at present for increasing bandwidth beyond 100Mbps to any site. If a local authority chooses to increase bandwidth above that supported by the LiDW Grant they should contact the Welsh Government PSBA Team for information and costs.

44. How will PSBA internet provision usage be monitored and what triggers the bandwidth upgrade to a maximum of 1Gbps?

DfES and the Welsh Government PSBA Team will receive weekly usage reports from LUK. These will be reviewed and when an authority reaches sustained 80 per cent utilisation (as opposed to peak). It will be reviewed with a view to increasing the bandwidth provided.

45. What if a school was not originally migrated to PSBA due to its potential closure, however if the site is now to remain, can it be included as a new site?

Yes, if the school was included in the original PLASC list. If the school is not in the PLASC list then it is not eligible.

46. What if a school had a new PSBA connection on order but not installed prior to the LiDW Grant commencing? Will the LiDW Grant fund the installation costs for this connection?

If the connection on order met the 10/100Mbps commitment then the installation costs would be the responsibility of the local authority.

If the connection on order did not meet the 10/100Mbps commitment the LiDW Grant would fund the cost difference between the installation costs of the in-flight connection committed to by the local authority, and the 10/100Mbps commitment.

In certain circumstances where the connection on order cannot be upgraded to meet the 10/100Mbps this may entail a cease and reprovide, which the LiDW Grant will fund.

47. Can primary schools have a 100Mbps connection installed from day one if the equipment proposed is capable of delivering 100Mbps, but the project indicates a configuration for 10Mbps?

If a fibre connection is proposed under the LiDW Grant, the connection will be provisioned as 100Mbps. However, only primary schools with in excess of 300 pupils will be provisioned and funded by the LiDW Grant as 100Mbps. All others will be initially provisioned capable of supporting the 10Mbps.

Please note that the provision of fibre to any particular site at any cost is not within the scope of the LiDW Grant. All fibre provision is subject to review considering excess charges.

Pupil numbers

48. How will schools with low pupil numbers be treated?

Schools with pupil numbers below 33 (30 +/- 10%) will be reviewed by DfES with the local authority concerned on a case-by-case basis to ensure best value and equality of provision.

49. How will primary schools with high pupil numbers be treated?

Primary schools with pupil numbers in the range 270–330 (300 +/- 10%) will be reviewed by DfES and the local authority concerned on a case-by-case basis with a view to provisioning a 100Mbps connection to improve the overall user experience.

Implementation

50. What can we do to ensure a smooth deployment of PSBA into our schools?

Local authorities are encouraged to work closely with their nominated LUK project manager to ensure that:

- requests for information, e.g. customer requirements form (CRF), billing contacts, etc., are provided in a timely manner
- support is provided to LUK and/or any of their contracted providers to gain access school sites
- sites are migrated as soon as possible after installation by LUK
- sufficient rack space and mains power is reserved at site specifically for the LiDW Grant rollout.

51. There is insufficient rack space and power at site to accommodate the new equipment. How will the LiDW Grant accommodate this?

Provisioning of space and power is the responsibility of the local authority.

52. We have insufficient resource to migrate sites that have had the PSBA connection installed. Can DfES support additional resource to assist?

There is no specific additional funding available to cover this eventuality.

53. What are the implications of delaying the financial commitment as required by the LiDW Grant agreement (Chief Financial Officer sign off on the commitment to retain connection until March 2017)?

Any local authority not providing the required assurances in this regard by 31 October 2013 will be placed on hold until such assurances are received. This will delay the LiDW Grant rollout to sites within that local authority.

Annex A

Glossary

CCN	Contract Change Notice
CFO	Chief Financial Officer
DfES	Department for Education and Skills
LA	Local authority
LiDW	Learning in Digital Wales
LiDWG	Learning in Digital Wales Grant
LUK	Logicalis UK
PLASC	Pupil Level Annual School Census
PRU	Pupil referral unit
PSBA	Public Sector Broadband Aggregation
Qualifying connections	Qualifying connections are defined as PSBA connections that are provided under the LiDW Grant rollout or by a local authority existing/in-flight project that meet the 10/100Mbps commitment between 1 April 2013 and 31 March 2015.
SDSL	Symmetric Digital Subscriber Line
VRF	VPN Routing and Forwarding

Annex B

DfES representatives for further information

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