

MLL Telecom Ltd

Secure Gateway Services

Service Definition



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About MLL

MLL Telecom is a leading provider of managed Wide Area Networks and telecommunication services including LAN, Unified Communications (UC), Wi-Fi, and Security to the UK public sector. Our services are provided through our MLL's UK based support teams and engineering service and selected partners. Formed in 1991, MLL has established a reputation for customer-focused service delivery and agility.

Service Overview

MLL's Secure Gateway solution provides the following key services:

- Internet
- Health and Social Care Network (HSCN)
- Health and Social Care Network - Secure Boundary (HSCN)
- Public Services Network (PSN)
- Public Cloud Connectivity

The service is fully supported by MLL's UK based 24x7x365 NOC and field engineering services.

Service Description

MLL provides the following gateway services:

Internet

MLL's internet service provides access to the Internet from any location connected to the core network. MLL's internet platform has dual Tier 1 transit (GTT and Cogent) and dual peering (LINX and LONAP) which are geographically diverse in London and Manchester. This means that even a major event in either location would not affect the other. The bandwidth is easily accessible and can be scaled up or down at any time.

Health and Social Care Network

MLL's HSCN offering provides access to the Health and Social Care Network. This enables Buyers to deliver, share and consume services from anywhere on the HSCN and with anyone else on the HSCN, regardless of their location. MLL is an accredited HSCN supplier with Stage 2 compliance.

Health and Social Care Network - Secure Boundary

MLL's HSCN Secure Boundary service provides HSCN customers with secure access to the Internet from any site with a HSCN connection delivered by a Consumer Network Service Provider (CNSP).

The HSCN secure boundary refers to the security measures and controls put in place to protect the network and the sensitive data it carries from unauthorized access and threats.

The solution employs Next-Generation Firewall (NGFW) and Web Application Firewall (WAF) technologies to defend against digital and cloud-based threats.

The NHS Secure Boundary covers two main technology components, protecting two types of internet traffic:

- Bi-directional Traffic (Internal): This includes traffic within the NHS perimeter.
- Internet Traffic: Protects against external threats.

Public Services Network (PSN)

MLL's PSN service provides connectivity via a Direct Network Service Provider (DNSP) to the Public Services Network and creates the effect of a single network across UK government, delivered through multiple service providers. This ensures that organisations can operate safely, securely and efficiently with compliance made simpler.

Public Cloud Connectivity

MLL's Public Cloud Connectivity service allows access to any infrastructure on Platform Equinix across a nationally connected network. Access can be supplied to major Cloud Platforms including:

- Amazon Web Services
- Microsoft Azure
- Google Cloud
- IBM Cloud
- Oracle Cloud
- VMWARE

Flexibility can be achieved with on-demand provisioning of services.

There are a range of resiliency options, including single and dual ports and virtual connections, with the option of providing access via geographically diverse data centres.

Optional Products / services

IP Addressing (Public)

MLL provides public IP address subnet ranges which can be used to aid connectivity to the internet from inside the local network. This complements a Direct Internet Access service.

MLL is a local internet registry (LIR). This allows us to allocate RIPE registered addresses and take ownership of existing Buyer IP ranges.

Standards based delivery

MLL will use industry standards for project and service delivery as summarised in the table below:

Delivery and Service Management	Industry Standard
Service Management	ITIL
Project Management	PRINCE2
Quality Management	ISO 9001
Security Management	ISO 27001 and Cyber Essentials Plus
Environmental Management	ISO 14001
Health and Safety Management	ISO 45001
NHS Digital	Data Security and Protection Toolkit

Delivery

MLL provides Buyers with an Implementation Coordinator for the delivery of PSN, Cloud services (Azure, AWS, etc), Internet and HSCN connectivity Secure Gateway Services to single sites and low volume numbers of sites (typically up to 20 sites). For larger/ complex projects involving the delivery of HSCN services to multiple sites, for example, for an Integrated Care Board or an NHS Trust with multiple sites, MLL's proposal will include a core offering of project management, including the services of an MLL PRINCE2 qualified project manager, and technical professional services. Buyers will also have the option to purchase additional project management and technical engineering services.

The scale of the solution required, and therefore the MLL delivery team required to manage the implementation of the Buyer's requirements, including engineers, will be determined during the MLL team's assessment of the initial enquiry from the Buyer.

MLL follows an ISO 9001 audited delivery process and maintains an ISO 27001 audited configuration and change management process for customer hosted infrastructure. MLL's Project Managers are PRINCE2-qualified and, where assigned, will be MLL's stakeholder to manage the project delivery. MLL's Solutions Architects, Technical Design Authorities, and Technical Engineers, including our NOC and Field Engineers, are highly skilled across the range of technologies used in MLL's network deliveries, including Fortinet, Juniper, Cisco and HPE Aruba.

MLL uses PRINCE2 methodologies to deliver projects, typically employing the following 4 stages of project delivery:

- Internal project set-up (including contract award, team assignment, etc)
- Project Initiation (Kick-off meeting, risk assessment, technical discovery, technical workshop, project and technical documentation)
- Project Delivery (solution delivery, risk and issue management, change management, progress reporting, escalation management, governance, progressive handover to MLL's Business as Usual (BAU) team, etc)
- Project Handover (complete handover to MLL's BAU team, project review, lessons learnt, project closure, etc)

The lead time to deliver small scale standard gateway services in this offer is expected to take between 5 and 20 working days. The lead time to deliver a complex delivery HSCN is fully dependent on the Buyer's overall requirements and will be assessed and advised during the scoping of the project requirements, prior to award.

MLL's team will undertake regular project reviews with the Buyer to an agreed frequency. For larger projects, governance will be provided through a project board comprising senior sponsors from MLL and the Buyer.

Support

Monitoring and Reporting

- MLL will monitor all in scope secure gateway services 24x7x365 for availability, utilisation and performance.
- Any event which appears will be analysed and where appropriate raised as an Incident with MLL's Service Desk and the Buyer's Service Desk will be notified.
- Incidents will be managed using MLL's Incident Management Service through to resolution.
- MLL will provide access to the MyMLL service portal to track and raise Incidents and Service Requests.

Service Desk

MLL's Network Operations Centre is based in Marlow, Buckinghamshire, supporting customers on a 24 x7x365 basis.

The NOC and Service Desk undertakes the following functions:

- Receives Incident or Service Requests by agreed contact methods – telephone, email or via MyMLL portal.
- Records Incident or Service Requests on the Service Management System.
- Allocates a Call to Severity 1, 2, 3 or 4 and where relevant manage the Incident through to Resolution in accordance with the Service Levels.

Support Model

MLL's service support model is based on ITIL compliant processes with clearly defined roles and responsibilities, supported by industry recognised systems and tools. This model will be used to monitor the Service in order to meet the Service Level.

Incidents will be raised either proactively by MLL or reactively by the Buyer and logged in MLL's IT Service Management system.

MLL utilise the following Severity Definitions for Incident Management:

Category	Definition
Severity 1	The Services are Unavailable across the entire Buyer's estate
Severity 2	The Services are Unavailable at one of the Buyer's sites
Severity 3	The Services are Unavailable to an individual user
Severity 4	All other Incidents, including any Incidents raised initially at a higher Severity Level that were subsequently deemed to be attributable to the Buyer or in any other way not attributable to the Supplier.

MLL will ensure that Incidents are resolved within the Incident Resolution Time, based on the Severity Level of the Incident.

Service Hours

Monday – Sunday (including Bank Holidays) - 00:00-23:59, (24 hours per day, 7 days per week)

Service Levels

Availability

Service	Availability SLA
Internet (to Internet edge)	99.999%
HSCN Peering Exchange	99.999%
PSN	99.99%
Cloud Services (Azure, AWS, Google Services) – Non geo-diverse	99.99%
Cloud Services (Azure, AWS, Google Services) – geo-diverse	99.999%

Service availability credit table

Service credits will be applied only where the fault is as a result of a failure of MLL or the services we provide. Thus, for example, a software configuration change made by MLL that causes the loss of a service.

Service	Coefficient (m)	Service Level Threshold % (a)	Service Failure Threshold % (b)	Minimum Service Credit % (c)	Maximum Service Credit % (d)
Internet (to Internet edge)	5.0	99.999%	95.999%	5%	25%
HSCN Peering Exchange	5.0	99.999%	95.999%	5%	25%
PSN	5.0	99.99%	95.99%	5%	25%
Cloud Services (Azure, AWS, Google Services) – Non geo-diverse	5.0	99.99%	95.99%	5%	25%
Cloud Services (Azure, AWS, Google Services) – Geo-diverse	5.0	99.999%	95.999%	5%	25%

Social Value

MLL is committed to providing social value as part of its contractual deliverables which will be agreed with the Buyer and detailed in the call-off contract. Key social value themes for MLL include:

Fighting Climate Change - Underpinned by MLL's existing ISO 14001 environmental management system and published carbon reduction plan with a net zero target date of 2040.

Tackling Economic Inequality - We will deliver tailor-made offers to support the communities and citizens in the localities in which we serve our customers.

Equal Opportunity - This is a fundamental principle of our business and the basis of our customer relationships.

Company Information

Company Details

MLL Telecom Limited

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