Twilio Flex Service Definition – Lot 2b SaaS

1. Service overview

Service summary: Twilio Flex is a cloud software (SaaS) contact centre platform enabling public sector organisations to deliver secure, scalable, and accessible customer engagement services without managing infrastructure.

Service description: The service supports voice and digital channels through configurable web interfaces and APIs. AI assistance provides call summaries and presents best next action to agents and Agentic AI is available to automate workflows. This enables buyers to meet operational demand, security assurance, and compliance requirements while retaining flexibility to evolve services over time.

2. Service scope

Features include omnichannel interaction handling, configurable routing and workflows, real-time operational dashboards, and open integration interfaces. Benefits for buyers include improved citizen experience, reduced operational risk, rapid service change without infrastructure cost, and predictable SaaS delivery aligned to demand.

3. User needs

Twilio Flex meets the needs of agents, supervisors, service managers, and administrators by enabling efficient interaction handling, performance monitoring, controlled access, and integration with existing public sector systems such as CRM and case management platforms.

4. Service constraints

The service requires internet connectivity and use of supported modern web browsers. These standard SaaS constraints are mitigated through resilient cloud design, published system requirements, and optional private connectivity patterns.

5. Pricing

Pricing is transparent and primarily usage-based, allowing buyers to align cost to consumption. Charges are typically monthly with no mandatory long-term commitment, supporting budget control and reducing supplier lock-in risk.

6. Service availability and performance

Twilio Flex is engineered for high availability using distributed, cloud-native architecture. Availability is measured against defined critical service scenarios and supported by published SLAs and service credits, reducing delivery and continuity risk for buyers.

7. Support

Support is provided through authenticated channels with defined severity levels, response targets, and escalation routes. Incidents are managed using formal processes to ensure timely restoration and clear communication throughout resolution.

8. Onboarding and offboarding

Onboarding processes support rapid implementation through standard configuration and documented guidance. Offboarding and exit processes support data extraction in open formats and secure deletion, addressing buyer requirements for portability and exit planning.

9. Security

Security controls include role-based access control, multi-factor authentication, encryption of data in transit and at rest, vulnerability management, protective monitoring, and incident response. Controls are independently assured against recognised international standards, supporting public sector assurance needs.

10. Privacy

Twilio acts as a data processor for Flex. Personal data is handled in accordance with UK GDPR, contractual obligations, and defined retention periods, with mechanisms to support audits and data subject rights.

11. Accessibility

The service interface is designed to support recognised accessibility standards, including WCAG 2.1 AA, and common assistive technologies when used with supported browsers, helping buyers meet equality and inclusion obligations.

12. Interoperability and APIs

Twilio Flex provides REST APIs, webhooks, and event streams using JSON over HTTPS. APIs are documented in HTML and OpenAPI formats, supporting integration, interoperability, and future extensibility while reducing dependency risk.

13. Audit and assurance

Administrative and user actions are logged and can be accessed via the console, APIs, or event streams. This supports operational oversight, investigation, and integration with customer-managed SIEM and audit tooling.

14. Service management

Configuration and change management are performed through controlled, auditable processes. Changes are assessed for security impact, tested prior to release, and deployed using staged rollouts with rollback capability to minimise risk.

15. Resilience and continuity

Business continuity and disaster recovery arrangements support ongoing service availability. Backup, recovery, and failover mechanisms are tested regularly and reviewed following incidents to maintain service reliability and buyer confidence.