

G-CLOUD 15

LOT 3 CLOUD SUPPORT

LIVE VIDEO & AUDIO STREAMING AND RECORDING SUPPORT FOR PUBLIC INQUIRIES, COURTS, HEARINGS AND EVENTS

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1. Executive Summary

RTS provides secure, resilient audio visual and live streaming services to public sector and corporate customers. Since 1996, RTS has delivered end-to-end solutions for public inquiries, inquests, hearings, and other statutory proceedings where reliability, transparency, and public access are essential.

RTS designs, installs, operates, and supports live streaming and broadcast services that enable proceedings to be viewed by core participants, accredited media, and the public. We work closely with inquiry secretariats, legal teams, and communications functions to ensure services operate reliably and in line with operational and reputational requirements. Our approach reduces delivery risk and allows customers to focus on running proceedings rather than managing technology.

Services are delivered using highly available architectures designed to remove single points of failure and support high levels of service availability. Content can be streamed via customer websites, major online platforms, bespoke content delivery networks (CDNs), and directly to broadcast media. RTS has extensive experience working with national and international broadcasters including BBC News, ITN, Sky News, Channel 4, Reuters, AP News, CNN, and Al Jazeera.

All RTS technical staff hold a minimum of SC security clearance. RTS operates in line with UK GDPR, the Data Protection Act 2018, and public sector security best practice, providing customers with a secure, compliant, and dependable service throughout the contract lifecycle.

2. Experience

RTS has extensive experience in the design, installation, operation, management, and support of live broadcast audio visual and streaming systems across the UK. For more than 25 years, RTS has delivered technically complex, high-profile services in environments where reliability, security, accessibility, and public scrutiny are critical.

RTS has supported a wide range of public inquiries, inquests, hearings, and statutory proceedings, many of which involved prolonged timelines, large audiences, multiple stakeholder groups, and significant media interest. Our experience includes the deployment of secure live streaming platforms, court and hearing room audio visual systems, broadcast-quality video capture, and the distribution of live and on-demand content to public audiences, accredited media, and national and international broadcasters.

RTS has delivered services for major UK public inquiries and inquests, including the UK Covid-19 Inquiry, the Post Office Horizon Inquiry, the Grenfell Tower Inquiry, the Infected Blood Inquiry, the Manchester Arena Inquiry, the Undercover Policing Inquiry, the Independent Inquiry into Child Sexual Abuse, and the Leveson Inquiry. We have also supported sensitive coroner's inquests and legal proceedings such as the East London Inquests, the Jean Charles de Menezes Inquest, the inquest into the deaths of Diana, Princess of Wales and Dodi Al Fayed, the Litvinenko Inquiry, and the Hutton Inquiry.

In addition, RTS has provided services for historic and complex proceedings including the Birmingham 1974 Inquests, the Pinochet Extradition Hearings, the Southall Rail Crash Inquiry, the Baha Mousa Public Inquiry, the Al-Sweady Inquiry, and hearings for the Office of Fair Trading.

Across all engagements, RTS works closely with customers to deliver secure, resilient, and accessible services that support transparency, public confidence, and the effective operation of proceedings.

3. Accreditations

RTS maintains a comprehensive set of independently audited accreditations that demonstrate our commitment to quality, security, sustainability, and the safe delivery of services to public sector customers. These accreditations provide assurance that RTS operates robust, repeatable, and well-governed processes across all aspects of service delivery.

RTS is certified to **UKAS ISO 9001:2015**, confirming the operation of structured, continuously improved quality management processes covering service delivery, change management, incident management, and customer support. This ensures services are delivered consistently and in line with customer requirements.

RTS holds **UKAS ISO 14001:2015** certification, demonstrating a commitment to responsible resource management, reduced environmental impact, and the integration of environmental considerations into operational and procurement activities.

RTS is certified to **UKAS ISO 45001:2018**, ensuring effective identification and management of occupational health and safety risks, particularly in live and on-site environments, protecting staff, customers, and third parties.

RTS also holds **Cyber Essentials Plus**, providing independent assurance that appropriate technical controls are in place to protect systems and data from common cyber threats and to support secure public sector service delivery.

4. Overview of the G-Cloud 15 Service

The Live Video & Audio Streaming and Recording Support for Public Inquiries, Courts, Hearings and Events service is a fully managed, cloud-supported service that enables public sector organisations to stream, record, and manage live and recorded audio and video content. The service supports courts, public inquiries, inquests, hearings, and other formal proceedings, including in-person, hybrid, and virtual formats.

The service includes the capture, encoding, secure distribution, monitoring, and recording of live audio and video streams. RTS is responsible for configuration, operation, and ongoing support, removing the need for customers to manage streaming infrastructure.

Content can be delivered to core participants, accredited media, and the public, with access controls applied as required. Recordings can be securely stored and made available in line with customer-defined retention and publication requirements.

The service is delivered using resilient cloud-based infrastructure designed for high availability. Accessibility features, including support for captioning and accessible stream formats, can be enabled to support customer accessibility obligations.

RTS provides operational monitoring, incident management, and technical support throughout service delivery.

5. Service Plan

The RTS support service enables public inquiry hearing rooms to securely stream, record, and manage live audio and video content in high definition (HD) or standard definition (SD). The service supports single or multiple concurrent streams and allows live broadcasts to be delivered over the internet via customer-selected hosting and distribution platforms.

Live video can be captured from single or multiple video sources and is ingested and managed through a secure, browser-based interface. Customers can schedule and manage live streams, apply branding, control access, and display supplementary content such as holding slides during broadcasts.

The service includes an optional configurable broadcast delay to help manage the risk of the unintended release of sensitive or inappropriate material. Broadcast delays of up to 60 minutes can be applied and adjusted in 30-second increments, providing a practical safeguard for live proceedings.

RTS supports streaming to cloud environments and between cloud services and is compatible with commonly used content delivery networks (CDNs) and streaming platforms used by public sector organisations.

Live streams can be recorded and made available for cloud hosting, on-demand playback, or long-term archiving in line with customer requirements. Optional automated transcription, translation, and subtitling services can be provided to support accessibility, review, and record-keeping requirements.

6. Information Assurance

This service is suitable for the processing of information classified at **OFFICIAL (ILO)** in accordance with UK Government security classification policy.

7. Backup, Restore and Data Recovery

The service is delivered using resilient infrastructure with multiple layers of redundancy designed to remove single points of failure and support service continuity. Backup and recovery processes are implemented to support defined recovery time objectives (RTO) and recovery point objectives (RPO), as agreed with the customer.

8. Onboarding and Off boarding Processes

Onboarding : On receipt of an order, RTS will initiate the on-boarding process and assign an activation resource responsible for coordinating service setup. On-boarding activities may include:

- An on-site survey, where required
- Completion of pre-service network readiness and technical documentation
- Activation and configuration of the live streaming service
- Delivery of user training and supporting documentation

Once on-boarding is complete, customers are provided with access to a secure, browser-based self-service interface. This enables customers to manage their live streaming requirements, including:

- Configuring stream titles and branding
- Scheduling and managing live streams
- Controlling access to live streams, including public or restricted access
- Accessing usage and viewer reporting

Off boarding: RTS will support off boarding at the end of the contract or upon service termination. Customers will be notified a minimum of **30 days** prior to service termination. RTS will work with the customer to disable access, cease streaming services, and manage data and recordings in line with agreed retention and exit requirements.

9. Pricing

Pricing documentation attached in G-Cloud 15 Portal

10. Service Management Details

RTS will provide service management for the duration of the contract. A named account manager will be assigned as the primary point of contact, with appropriate cover arrangements in place to ensure continuity of service.

The account manager is responsible for day-to-day service management, contract oversight, and liaison with the customer. Service review meetings will be held on a quarterly basis and conducted remotely to review service performance against agreed service levels, discuss incidents and service requests, and agree any planned changes or service improvements.

RTS provides access to a dedicated service desk during core business hours, available **09:30 to 17:30, Monday to Friday**, excluding UK public holidays. The service desk manages incident reporting, service requests, and operational queries in line with agreed service level agreements (SLAs).

Incidents are logged, prioritised, and managed based on impact and urgency. By way of example, higher-impact incidents may receive an initial response within **1–4 business hours**, with resolution activity initiated promptly. Lower-impact incidents may have longer response and resolution times. Target response and resolution times, together with escalation thresholds, are agreed with the customer and documented during service onboarding.

An incident escalation process is in place to ensure unresolved or high-impact incidents are escalated to senior technical and service management resources, with progress updates provided to the customer until resolution.

11. Service Constraints

Emergency changes are assessed, approved, and implemented on a case-by-case basis. Where emergency changes are required, RTS will take reasonable steps to minimise service disruption and manage operational risk, with communication provided to the customer where practicable.

12. Service Levels

The core platform infrastructure is designed to support **99.9% availability**. Service availability, response times, and support arrangements are managed in line with agreed service level agreements (SLAs).

Support is provided during core business hours, **09:30 to 17:30, Monday to Friday**, excluding UK public holidays. SLA measures, including incident response and resolution targets, are agreed with the customer during service onboarding and reviewed as part of ongoing service management.

13. Financial Recompense Model: Service credits are available for this service

14. Training

Training is provided at no additional cost for the duration of the contract. Training may be delivered remotely and is intended to support users in the effective use of the service. Registered users are provided with access to electronic service user guidance and supporting documentation.

15. Ordering and Invoicing Process

Customers can request service information and pricing from RTS. Quotations are provided on request and are valid for **30 days**.

Following receipt of a valid purchase order and acceptance of applicable terms and conditions, RTS will assign an account manager who will liaise with the customer and coordinate service activation.

An invoice will be issued to the customer following completion of service activation. Invoicing is carried out in accordance with RTS's standard terms and conditions. Any agreed variations to invoicing arrangements will be confirmed prior to service commencement.

16. Termination

The service may be terminated by the customer or RTS in accordance with applicable contract terms.

Termination by either party

Either party may terminate the contract in the event of:

- Insolvency of the other party
- A material breach that is not remedied within an agreed period
- Revocation, amendment, or non-replacement of required authorisations or licences
- Fraud
- Force majeure events
- Termination for convenience on **90 days' written notice**, such notice not to expire until the end of the initial or renewal term (where applicable)

Termination by RTS

RTS may terminate the service where:

- Payment is not made in accordance with agreed terms
- There is infringement of intellectual property rights
- Termination is required to comply with applicable law or regulation
- Action is required to prevent interference with, damage to, or degradation of RTS services, systems, equipment, or networks
- Termination is necessary to eliminate a hazardous condition
- The service is subject to misuse by the customer

Termination by the customer

The customer may terminate the service for convenience on **90 days' written notice**, subject to any agreed early termination charges where applicable.

17. Data Restoration / Service Migration

There is no data to restore.

18. Consumer Responsibilities

Where RTS is not providing hardware, network equipment, or maintenance as part of the service, the customer is responsible for ensuring that these elements are provided and maintained to an appropriate standard. Unless explicitly included within the agreed service scope, the customer is responsible for their own network infrastructure, including routers, switches, and local connectivity required to access the service.

19. Technical Requirements

Any specific technical requirements will be identified and agreed with the customer prior to service commencement. As a minimum, the customer must provide a suitable and reliable internet connection to support access to the service. Where applicable, RTS will work with the customer to confirm network readiness and compatibility with existing systems and environments.

20. Details of Any Trial Service

No trial service is available for this service

21. Further Information

Further information about this service, including service scope and ordering details, can be obtained by contacting RTS using the details provided on the Digital Marketplace or visit www.rts-av.com



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