		THE	
		NATIONAL	
		ARCHIVES	

UNIFIED COMMUNICATIONS

CLOSING DATE FOR RESPONSES – 5PM, 1 DECEMBER 2020

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions relating to this opportunity. Those questions, and their associated responses, can be found below.

Q1: *Reviewing the ITT for UC it is not entirely clear what Government framework TNA are looking to issue this on. Please can you confirm?*
A1: This is an open competition tender that anyone may apply for. We are not using a Government framework. The Invitation to Tender provides information on how to respond to the tender. https://www.contractsfinder.service.gov.uk/Notice/486868a7-ba44-4317-b492-630ed3df3071

Q2: *Are all Polycom handsets connected to the 8x8 service?*
A2: Yes

Q3: *Can the number of DECT and Polycom handsets be confirmed as there is a discrepancy in the tender documentation?*
A3: We are unable to find any discrepancy. Please refer to App. A. There are 637 (Sep 2020) DDI enabled extensions in total (Sep 2020)
and within that total number there are 87 Polycom fixed phones and 175 DECT handsets.

Q4: *What is the existing dial plan design?*
A4: We use 4 digit internal extension numbers in the range 2000 – 5000 and we want to retain this number range. We do not use a number to breakout to an external line for local and international dialling.
Internal xxxx
Local (Area Code)T
International 00(Country Code)T
Emergency 999
A detailed dial plan for the VCC will be provided to the successful bidder

Q5: *Are the various telephony elements integrated?*
A5: Yes

Q6: *Who owns the existing infrastructure?*
A6: The National Archives owns the infrastructure

Q7: *Are the Polycom handsets locked to the 8x8 service?*
**A7**: The Poly handsets are not locked but may need to be factory reset as they are assigned to 8x8

Q8: *Are TNA amenable to maintaining the existing web chat service?*
A8: Yes, web chat is not mandatory but we will be consider as part of the tender submission review in context of other offerings

Q9: *Please provide a full list of the hardware included within the DECT Phone infrastructure, highlighting the items that require supporting*
A9: Please refer to the tender document, specifically paragraphs 2.6, 3.3 and appendices A&B. This diagram shows all the components of the DECT IP infrastructure hardware
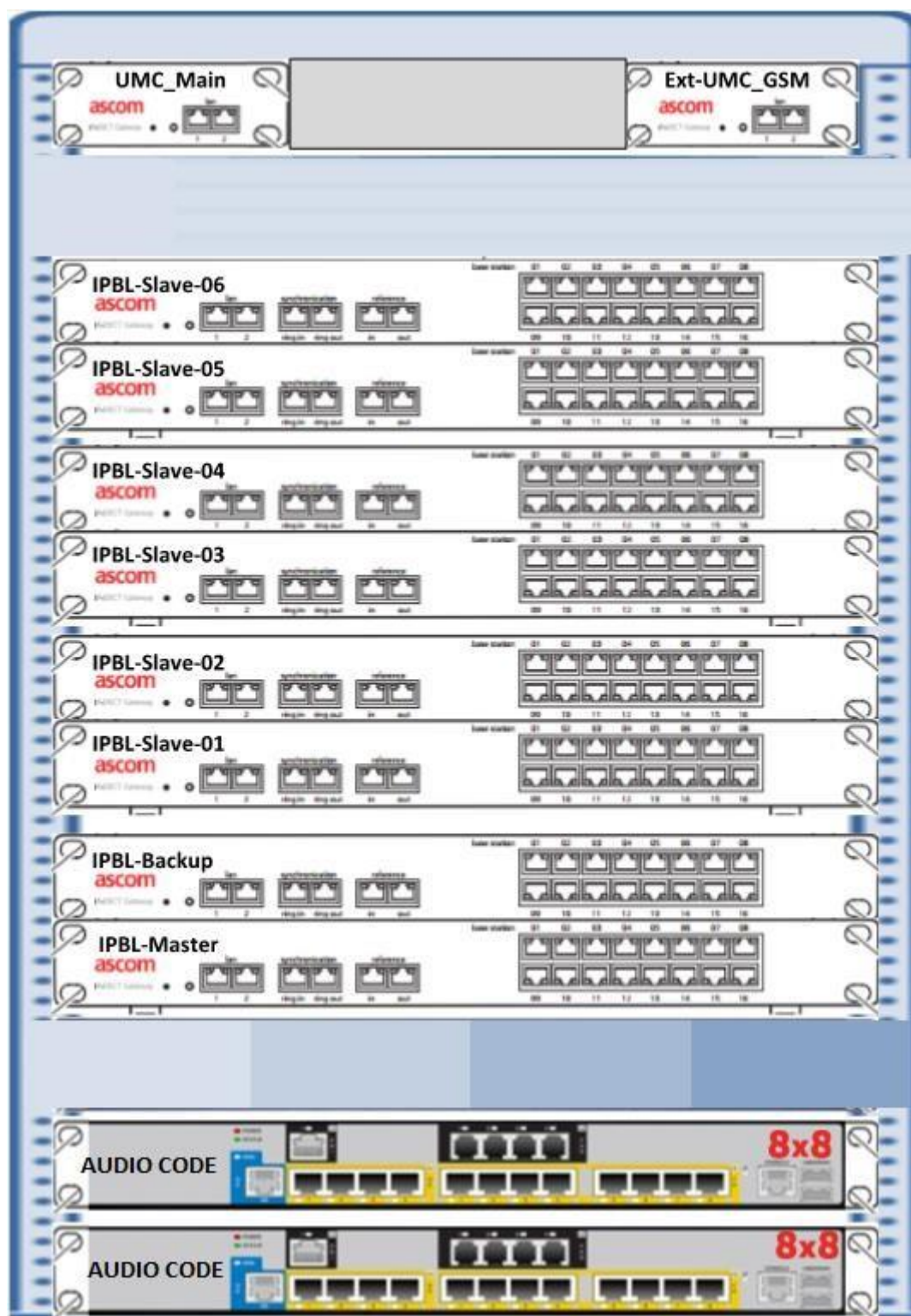
Q10: *To ensure the correct level of integration can be achieved, please provide an overview of the call handling requirements for the current DECT users.*
A10: DECT handsets are linked to a softphone client and incoming/outgoing external calls are routed via the Audio Codes devices and internal

extension calls land into/out the DECT handset and software client via the IP Blades. Calls can either be made/taken on the DECT handset or the softphone client.

Q11: *Please clarify whether you wish to manage/control the overall DECT solution in-house and you are only requiring maintenance support.*
A11: We will manage and control the DECT solution but we require a support to cover the current estate described here and in the ITT

Q12: *What is the estimated timescale to replace the legacy DECT services?*
A12: This is not set and will be dependent upon available funding. It will, however, be more than 12 months

Q13: *Is the overall preference to have the DECT users moved into a MS Teams environment, with the new IP based DECT system?*
A13: Yes, Teams is our chosen unified comms platform. We anticipate it will work in a similar manner to the current configuration

Q14: *Do the DECT users currently have corporate smartphones?*
A14: Some but not all

Q15: *Do any other part of the solution require PCI compliancy and if so, for how many users?*
A15: No, we do not process payment data, this handled by an external accredited partner

Q16: *Is the below a good reflection on the number of users and extensions?*
   a. 175 DECT users
   b. 40 emergency phones
   c. 8 speakerphones
   d. 18 Contact Centre Agents
   e. 1 Contact Centre Supervisor
   f. 375 Business users

A16: It is not as straightforward as portrayed above. The DECT users, contact centre agents and supervisors are also business users, they are not mutually exclusive.
There are 12 contact centre licences and 18 agents
There are 3 contact centre supervisors

Q17: *How many Teams integration users in total?*
A17: The same number as employees within TNA, this may fluctuate as business demands dictate

Q18: *What is the license breakdown?*
A18: This question needs clarification. Please refer to Appendix A.
We have 49 Professional Pro licences and 588 Basic licences (Sep 2020). See question 16 for more information

Q19: *With reference to 3.12 in Appendix D - Train the trainer and administrator training in the use of the supplier's solution must be included - please can you confirm for how many people or would you like us to specify?*
A19: 10 Admin training and 20 User/Trainer training

Q20: *Are the 87x VVX311 'Skype for business' enabled?*
A20: We do not know and do not use Skype

Q21: *Details of DDI ranges that need to ported*
A21: This will be provided to the successful bidder on award but there are approximately 650 DDI lines to port with 0203 and 0208 area codes

Q22: *Can you confirm if call recording is required – not in spec however this is included in Appendix C?*
A22: See section 3.4 and 3.6 in the ITT. Yes, call recording is required for VCC and available as an option for all users. Please specify how you manage/cost call recording for standard users

Q23: *Which international zones for calls?*
A23: Please see section 3.8 of the ITT

Q24: *What are the make & models of the DECT phones?*
A24: We have a mixed estate. Mainly Aastra DT390 and some Ericson DT412. We are not asking for support of the handsets

Q25: *Appendix B says "The supplier must support our use of on-site analogue emergency phones and DECT analogue infrastructure as described in the main ITT. Support includes the analogue hardware infrastructure equipment but excludes handsets, structured and endpoint cabling." Are they seeking management support of aggregation/SIP equipment?*
A25: Yes, it is forms part of the telecommunication estate that we are asking to be supported

Q26: *Can we remotely access them?*
A26: Yes if you can setup and provide remote access with assurance that you can show appropriate security measures and accreditation as noted in the ITT.

Q27: *Will there be a handover from the incumbent?*
A27: We would hope so but this is not guaranteed

Q28: *Do the current ATA's & gateways have support contracts?*
A28: Yes, with the current provider

Q29: *How long have they been in service?*
A29: Since 2016

Q30: *Who currently manages the infrastructure & carries out moves, adds & changes?*

A30: Mainly TNA, we do as much as possible with what self-service is available from the current system. Infrastructure and DDIs are managed by our current telephony service provider and their associated sub-contractors

Q31: *Do DECT users/extensions also exist as Teams users?*
A31: Yes

Q32: *Is the expectation that calls will ring on the Teams application & DECT handset simultaneously?*
A32: Yes and or Sequentially

Q33: *Any meeting room hardware/locations that require servicing?*
A33: We have Teams meeting rooms but these do not require support. They will require a dedicated meeting room number for audio only participants

Q34: *Will DDIs here need Teams user licenses or will 'Common Area' licenses suffice?*
A34: Common area licences can be applied to speakerphones but Teams meeting rooms will require meeting room licences

Q35: *Req 4. 16 – Audio bridging, support SIP H323 – can a further explanation of this requirement be provided?*
A35: The current setup utilises this Std. H323 protocol and we will consider an alternative solution. Alternative would be considered as part of the DECT replacement in the future. Sip is required for Teams H323 for Acsom

Q36: *Wide area network - If possible indicate peak utilisation on internet facing links when the office was fully occupied*
A36: Peak utilisation including all data of our network circuits was 50% of total bandwidth

Q37: *Anticipated peak number of concurrent calls across the organisation*

A37: We do not have figures for telephone peak calls. Information about meetings calls in contained in Appendix A

Q38: *Number of hunt groups in 8x8 which are outside the contact centre?*
A38: 4 Ring Groups, 14 Group Call Pickups

Q39: *Number of auto attendants or IVRs in 8x8 which are outside the contact centre?*
A39: Two (one is forward to Contact Centre for IT Service Desk)

Q40: *Total number of DDI numbers is listed as 637. Are all of these numbers going to be ported to the new Teams solution?*
A40: Yes

Q41: *Does the National Archives require any new DDI numbers? If so, how many?*
A41: Yes, with business demand. We do not have a forecast available

Q42: *Do you have one or two AudioCodes Mediant 800B SBCs? The diagram you provided depicts 2*
A42: Two

Q43: *Are they in active support from AudioCodes? When do they expire?*
A43: They are in active support from 8x8 and form part of the main contract that expires in February 2021

Q44: *Do you have one or two AudioCodes MediaPack 124E? The diagram you provided depicts 2*
A44: Two – see answer to Q.9

Q45: *Are they in active support from AudioCodes? When do they expire?*

A45: They are in active support from 8x8 and form part of the main contract that expires in February 2021

Q46: *Is the ASCOM controller blade in active vendor support? When does it expire?*
A46: They are in active support from 8x8 and form part of the main contract that expires in February 2021– see answer to Q.9

Q47: *Can you provide the serial and current license numbers for everything you want the new supplier to support so we can include in support costs?*
A47: This will be provided to the successful bidder on award

Q48: *Contact Centre - Number of Voice Agents*
A48: See Appendix A. 12 VCC concurrent licences and 18 agents

Q49: *Contact Centre - Number of users that require additional media types such as email, social and chat*
A49: All Contact centre staff for email and social and web chat
Up to 50 staff require the external web chat function

Q50: *Contact Centre - Number of Supervisors - are the supervisors also agents in queues?*
A50: Up to 5 supervisors (currently 3) and all are also agents

Q51: *Contact Centre - Number of Reception users*
A51: We do not have reception users in the current system but we have 5 reception staff

Q52: *Contact Centre - Number of contact centre queues*
A52: See Appendix A

Q53: *Contact Centre - Peak number of concurrent calls both live/handled and queued*

A53: We do not have this information

Q54: *Contact Centre - Does the contact centre use cloud based numbers (that redirect to company owned DDI's) or are all contact centre key numbers contained within the DDI ranges and managed by 8x8?*
A54: See Appendix A

Q55: *Has the National Archives already started a program of change and do they have an adoption strategy*
A55: Teams has been deployed to the business and is in full use – Telephony will be last piece to consolidate our use of Teams

Q56: *Has there already been any communication with users about the possibility of a change from 8x8 telephony and Contact Centre to Teams telephony and contact centre?*
A56: Yes

Q57: *Do you need pricing for any hardware such as handsets, headsets or meeting equipment?*
A57: No, not part of this tender

Q58: *Can you please confirm that as well as support for the SBC and the analogue gateways, whether you require us to support the current Ascom analogue DECT system. If yes - can you detail the devices and software levels that you require supported, and also, how long do you envisage this support will need to last ? ....as you plan to migrate away to the IP DECT solution next year.*
A58: Yes. Details will be provided to the successful bidder. We do not have plans for replacement yet, see earlier answers to questions

Q59: *On Point 16 our understanding is that if you are procuring a direct routing solution that this feature will be delivered by your Microsoft Vendor. However, if required, we can deliver this functionality if we can provide the licensing of your Microsoft Teams environment. Would you like us to quote for your Microsoft Teams environment*?

A59: No, we have a partner for Microsoft licensing. We have not stipulated direct routing

Q60: *On Line 17 you state as an essential requirement is a mobile phone Teams application integration for common mobile operating systems. Are you expecting this to be delivered by your new telephony provider? We understand this to be in the remit of your Microsoft Vendor who will be able to provide you with a Microsoft Teams application for mobile devices. If we provide your licensing, we would be able to provide this for you. Would you like us to quote for the licenses?*
A60: No, see above. The solution must be available through Teams on a mobile device

Q61: *On Line 20 you state that you require the ability to incorporate Rinp Groups (at least 9) Could you please specify what you require from these ring proups? In separate requirements, you mentioned Hunt Groups and Ring Groups. Could you please let us know your expectations between the two?*
A61: Hunt Groups will call agent 1 then subsequent agents sequentially if not answered. Ring groups 1St ring group of agents in the group all at once. See also answers to questions above

Q62: *Web chat - On your first point of your requirements for web chat it states that you desire an integration with Office o365. Could you please explain in detail what you require the integration to do?*
A62: This should refer to Dynamics 365 or a dedicated contact centre CRM solution. See desirable requirements for integration with Dynamics 365. It would be desirable if web chat were tracked through Dynamics 365 but failing that through another CRM solution – please specify

Q63: *On your second point for webchat you require an integration into a common cloud telephony solution or Microsoft Teams. Could you please explain in detail what you require from this integration*
A63: Ideally, web chat would present in Teams, and not require an additional local agent for web chat with customers. Web chat is not a mandatory requirement and we will consider any alternate offering included in the bid

Q64: *Virtual Contact Centre: On the third point of your requirements, it states that you desire an integration with Office 3d5. Could you please explain in detail what you require the integration to do?*

A64: Again this refers to both Teams and Dynamics 365

Q65: *Virtual Contact Centre: On line 1d it states that Audio Bridpinp, support SIP H323 protocols is an essential requirement. Why is this a specific requirement?*

A65: See answer to Q. 33

Q66: *Virtual Contact Centre: On points US and id you mention that you want call logs and alerts for frequent callers and previous abusive callers with the ability to block. Could you please clarify exactly what you wish to see from these call logs and alerts? Where would you like the call logs to be presented?*

A66: We want to be able to identify nuisance calls and block them, if necessary. The system should either natively or using a CRM notify the agent if the call is from a 'tagged' abusive caller. We should be able to report on this category of caller, exclusively. Please specify how this can be achieved in your solution.

Q67: *Virtual Contact Centre: On Line 21 you mention that you require an integration with common CRM systems (specifically Dynamics 3d5) Could you please explain in detail your exact requirements for the integration, i.e.- what you expect the integration to do?*

A67: This is a fairly standard requirement of a contact centre and we should not need to explain the capabilities required to track and report on calls from all appropriate channels through an integrated CRM. Some are described in the ITT and Appendix B.

Q68: Virtual Contact Centre: Can the TNA accept dual proposals? Having reviewed your documentation we would like to propose two solutions that TNA could explore in parallel to meet your requirements. Below we have summarized each option
   1. Contact Centre: GenesysCloud Back office: Voxivo4Teams
   2. Contact Centre: Voxivo CX Back office: Voxivo4Teams

A68: Yes, this is acceptable, but a consolidated system is more desirable

Q69: *Are the DECT handsets for dedicated users, or shared devices.*

A69: DECT handsets are for dedicated users

Q70: *For pricing the contact centre solution requires IVR, Voice, Call Recording and Dynamics integration. We understand that you also want the option for all agents to take web chat conversations. Are there any other channels that you want priced? In addition to the above we can also offer: SMS, Social Media and email as contact centre channels?*
A70: The additional channels you list are not essential now so will not be scored in the evaluation. It would be helpful, however, to understand what you offer and the pricing for additional channels particularly email.

Q71: Firstly, section 3.14 states the supplier must have good information security governance such as Cyber Essentials Plus, ISO 27001. While we can satisfy the Cyber Essentials Plus element, we do not have ISO27001 accreditation status. This is for good reason. While we aim to match the standard of our work against those outlined by ISO27001, [x] is a highly acquisitive business (we've acquired 3 companies so far in 2020). It is our understanding that a fresh audit would be required each time the acquired business had been successfully integrated into [x]. Q1- Is possession of Cyber Essentials Plus sufficient on it's own to meet minimum criteria? If not, we would aim to get accreditation within 30 days of being notified that [x] was the successful bidder (please confirm this would be agreeable).
A71: The ITT states the supplier must have good information security governance and should be able to demonstrate it.   It uses Cyber Essentials and ISO 27001 as examples of good governance but does not make these mandatory. Bids will be evaluated on the information security governance evidence submitted.

Q72: Secondly, section 4.2 details the minimum staff security clearance that would be required. Q2- We would aim to get accreditation within 30 days of being notified that [x] was the successful bidder as we do not have any staff currently in possession of this level of clearance. Please can you confirm this would be acceptable.
A72: Work will commence immediately following award. Therefore, bids will be evaluated on the evidence submitted.

Q73: *What pricing tier does TNA fall under in terms of Microsoft Licensing?*

A73: TNA is on the Government pricing structure for Microsoft products. Paragraph 2.9 contains information about our current Microsoft licensing.

Q74: *Could you please advise whether you would be willing to sign an NDA with us so we can disclose information about roadmap and upcoming features in our response to the unified communications ITT?*
A74: In principle we are happy to sign a non-disclosure agreement, if it is relevant to the bid process. Bids will be evaluated on the evidence provide at submission.

Q75: *Are the handsets for common area phones, or are they for specific users to log onto when they are in the office? Do these users change on the handsets (i.e. hot desking) or are they fixed? If we were to propose an alternative solution of changing these handsets to native teams devices would you need all 87 x VVX 311 handsets replaced?*
A75: There is a mix of common area fixed handsets for emergency call points (mainly analogue), fixed shared handsets for onsite staff (all Polycom) and individual handsets for fixed-desk users (all Polycom)- each having a dedicated extension. All these handsets are normally permanently logged in and do not operate in hot-desk manner.
Given the current situation and with our smarter working agenda, if they were changed to native Teams devices, I would estimate we would need to replace 40 handsets.

Q76: *On Section 4 point 4 of requirements. On screen pop up on calls. Is this related to popping a database or do you mean the softphone should show an inbound call by popping up?*
A76: This is referring is an on-screen pop up to inform the user they have an incoming call.

Q77: *Do TNA own the gateways: M800B and MP-124E FXS, are these currently maintained and supported? By you or by 8x8? Do you want the bidder to reuse these if possible?*
A77: All devices mentioned are TNA owned and are managed and supported by
8X8 through the existing contract. We wish the bidder to reuse the existing equipment.

Q78: *Do all DECT handsets have a DDI mapped to them?*
A78: Yes

Q79: *Do the DECT handsets currently support extension dialling between the DECT users and the 8X8 Virtual office/Polycom handset Users?*
A79: Yes, either using the DECT handset or the softphone app.

Q80: *How many simultaneous external calls do you require the analogue DECT solution to support?*
A80: One external call.

Q81: *Optional Requirement 3 – Live Web Chat Systems - R14 Ability to see what an enquirer is typing before they send it. Please clarify this requirement, is the 'ask' the ability to see what the enquirer is typing before they send, or is it to see that the enquirer is typing before they send?*
A81: To be able to see what they are typing as they type it. #

Q82: *Requirement 4 – Virtual Contact Centre - R1 Transfer calls to users around the organisation (Switchboard facility). Please confirm, is this requirement specifically for users in a traditional switchboard or reception role? Or is this functionality required for agents within the Contact Centre?*
A82: This is a requirement for VCC agents to transfer calls internally to colleagues. It is important that if there is not a VCC integration with Teams that the company directory is fully integrated and the VCC agents are able to see presence and availability of users and be able to transfer calls to staff. We assume that if there is integration with teams this will be native. Please advise if not.

Q83: *R8a - Text-to-speech recording. Our assumption is that the use of the word 'recording' means that you want to be able to generate audio clips for IVR prompts, on-hold comfort messages etc, from text, is this correct? Or please advise the specific use case.*
A83: Yes, this assumption is correct.

Q84: *Is there a requirement for back office users to interact with your customers via web chat or is it only within contact centre as there was information about 40 users being able to interact via web chat with your customers?*

A84: We have spoken to our business colleagues and they have increased this number to 60 or 70. Web chat is designed for external enquiries. The internal staff chat will be carried out via Teams.

Q85: *What is the expectation around end user clients and whether those end users should be able to use clients on multiple devices such as laptops, PC's, mobile phones?*
A85: Yes, we want to be able to use on as many devices as possible. We have corporate Android phones but want to be able to use on personal mobile phones and other devices such as tablets, PCs and laptops.

Q86: *There is an essential requirement about ability to see what an enquirer is typing before they've sent it. Do you mean see they are typing or see the content before they send?*
A86: To be able to see what they are typing as they type it.

Q87: *In some responses some of the DECT phones ring simultaneously with the soft client currently in play, how does the dial plan work?*
A87: Everyone that has a DECT phone also has a soft client, some people don't log in so there is an auto direct to DECT phone. Currently as we are not on site as much more people are logging into their soft phones more, but when they are onsite, they use either and we would like to continue this functionality.

Q88: *Is your intention to replace the DECT phones with mobile phones?*
A88: We are looking at options and someone that may be able to help us with that. We are certainly interested in mobiles that might have a DECT capability as well. There are still some areas in the building that are still unreachable with Wi-Fi and we intend to continue to improve that. We may look to simply convert our analogue DECT system to an IP DECT system and then using corporate mobile phones for that use or perhaps dedicated Wi-Fi handsets. We haven't yet looked too deeply into this, but it is something we are interested to explore.

Q89: *Is there a requirement to centralise e-mail and SMS within the contact centre or is it of interest?*

A89: We are not using SMS at the moment but might look to incorporate chat and contact centre into one. If there is something out there we would be interested to know more. We have stated in the ITT that we require integration with Dynamics 365. We are currently in the process of rolling out to various teams within The National Archives and there is a current discussion with the contact centre to see if it would be beneficial for them to use Dynamics 365 so have asked that any system will integrate with a 3rd party CRM such as Dynamics 365.

Q90: *Would you like to look at options for the contact centre agent to live within CRM, the contact centre system or both?*
A90: We don't mind seeing options but the types of e-mails the contact centre gets are not marked as CRM cases. If we send the enquiry to someone else they will raise it as a case. We also don't log every e-mail as they may be a one off. We deal with fairly straight forward enquiries.

Q91: *Is there a vision that the contact centre to also use Microsoft Teams as the client or would it be preferential for the contact centre to use contact centre software with integration directly into Teams?*
A91: The preference would be to use Teams in most cases but we are fully aware it doesn't have all the capabilities of the contact centre. In that case we might take decision to just use contact centre software and use that interface in which case it has to integrate fully with Teams in terms of our directory and so on. All the features you might expect in Teams should therefore be fully integrated and surfaced in the contact centre software.

Q92: *Could you expand on the requirement of the H323 in the contact centre and what that call flow looks like and if there's any interworking going on currently?*
A92: We wanted the H323 (our current protocol for our 8x8 systems) to be supported as it is currently, and have the ability to support SIP for Teams Integration and for when the DECT analogue estate is replaced in the future.

Q93: *Can I check if my understanding is correct in that you want to re-use the VVX Polycom handsets?*

A93: Yes, we want to try and re-use where we can. We are reviewing our on-site equipment because of the changes in working now and in the future. Many of the VVX phones have not been used for many months now and as we move towards a smarter way of working environment where there will be less need for those fixed handsets.

Q94: *Is your process that you will be taking demonstration on the number of bidders suitable or will you choose the preferred bidder from the tender responses?*
A94: Our intention is to shortlist 3-4 suppliers following their bids and ask for demonstrations.

Q95: *On the DECT and analogue infrastructure, do you own the infrastructure, and will you be keeping it and re-provisioning it with the new solution?*
A95: Yes.

Q96: *Regarding existing infrastructure, are you looking for the winner to re-configure any existing hardware to support the services?*
A96: No, we don't envisage this being
necessary; Just std. new service provision setup requirements.

Q97: *Can you expand on the scripting ability listed under 32 within Requirement 4 - Virtual Contact Centre (Appendix B)? Is that for outbound dialling or campaign management?*
A97: We have two scripting abilities in our contact centres, they have different call plans. The requirement we have is to have different functionalities on how a caller gets from making the call to speaking with an agent. More a case of call flow and how calls are routed and directed to agents on other recorded messages.

Q98: *Will 8x8 still be given an opportunity to bid here as they have the ability to integrate with Teams? Are 8x8 also being considered or are your plans to completely move away?*
A98: This is an open tender available to everyone so 8x8 just like everyone else has the opportunity to bid.

Q99: *What does the requirement around archiving chat conversations involve? Is it around downloading those chats or going on a live systems and how long is the retention for?*
A99: We would like to retain the functionalities. We monitor the chat service to ensure our agents meet the service levels we request of them. We tend to go back to the archived chats from at least 6 months to a year if required for review, this is particularly useful for complaints. Part of the requirement behind archiving is due to our conversations being subject to the Freedom of Information Act.

Q100: *Is there an appetite for more proactive quality assessment as opposed to jumping back to archived interactions?*
A100: We would be open to hearing what the possibilities are. The more analytics the better, especially if they are presented in a way that are easy to understand and easy to see.

Q101: *There is a requirement around video and how you interact with customers. Would you be interested in doing screen recording and even managing quality in that way as well as giving your agents the ability to see the screens of customers (with permission) to be able to guide them and navigate them to the answers they are looking for?*
A101: We are often required to explain to enquirers how to use our catalogue so to be able to show them a screen would be a significant enhancement.

Q102: *Should we provide information about chat bots and how they can promote self service via web chat function?*
A102: Yes, a chat bot facility would be of interest. We would need to investigate security aspects and overheads obviously.

Q103: *Is there any opportunity to extend the deadline for the tender at all?*
A103: We are on a tight schedule and unfortunately won't be able to extend the deadline for submissions past 5pm 1st December 2020 as we need to give enough time to the successful bidder to, such as porting numbers as we have a deadline for this.

Q104: *Is there a hard deadline for go-live?*

A104: The existing contract expires on 20th February 2021 for both back office and contact centre.

Q105: *With deadline of 20th February 2021, do you have any estimated timelines with a phased approach to additional functionalities?*

A105: We can look at phasing in additional features we don't currently have after this deadline. The current deadline is for the main telephony piece, virtual contact centres, DECT and analogues.

Q106: *When you evaluate the tender responses and pricing, how will you compare pricing between the suppliers?*

A106: We will take the whole price into consideration, but quality plays a very large part in this tender. In the ITT we ask for a Contract Price so whatever the charging model is will need to be broken down and a total figure provided.

Q107: *Is there a description of the DECT service from 8x8? We need fairly low-level detail on how this service works to potentially manage it. Are there any topology diagrams or call flow indications?*

A107: There is no description from 8x8. We have provided this information in various ways and this should enable you to submit a bid. We have provided topology diagrams in Appendix A and in the answer to follow up questions.

Q108: *What sort of support is required? If there is a hardware failure, are we expected to replace it?*

A109: Yes, hardware replacement is part of the requirement. Support required is break-fix for hardware and software including site attendance when necessary. As detailed in the ITT, we have an in-house support team that can carry out fault diagnosis and resolution if possible and we did indicate that we are prepared to self-serve as much as possible. As an indication of the potential requirement to attend site, in the past two-year period we have received 2 visits from an engineer, and we have not replaced any hardware.

Q109: *If there is not a comprehensive handover from 8x8, can we propose a replacement service wholesale or in part?*

A109: Our assumption is that you are referring to DECT as the question is not specific about what will be replaced. We do not understand why you would want to replace the service, but if you can propose a replacement, and this will be considered in the evaluation of the bid.