Clarification Questions and Responses

Question number	Subject	Clarification Question	Date received	Response to Clarification Question	Date Responded
	Project name or reference:				
	YH09-24 Telephony Early Engagement				
01	Response	I had a question on the format of the response required as it is not clear in the listing. For now, do you just require a yes/no to each of the requirements listed or more detail? Also,	16/08/2023	A high level response to each requirement with summary would be useful but note this is not a tender process and no contract will be awarded on the basis of the Early Engagement Notice.	16/08/2023
02	Pricing	For commercials I assume ballpark is ok?	16/08/2023	Yes. We are anticpating a contract term of 3 +2 +2.	16/08/2023
03	Requirements	We would be very happy to participate here with an offer - in order to be able to add pricing information, could you also tell me the number of workstations required: 1) with a service cloud voice connection? 2) Users for ContactCenter functionalities (if the number is different from the Salesforce connection) ? 4) How many supervisors ? 5) Should workstations with Salesforce also be connected using direct MS Teams telephony (without ContactCenter)?	16/08/2023	1. We don't have the exact figures at present and are working to obtain this now so knowing the ability to and any restrictions to scale will be paramount eg PAYG, co-terming. If you can provide prices on a per user/licence level and any price breaks that will be sufficient at this stage. 2. We estimate this to be around 180 in total (TBC) and will be taking place over a period of time as functionality is built out in salesforce and teams migrated. Before the teams are migrated, we will still need to provide telephony capabilities outside of salesforce as we envisage a 2-hop migration will be required for some, first to the new solution from our existing and then from the new solution to SCV. Open to hear about different approaches, previous experiences with a similar client and best practices for your specific solution. 3. ? 4. This is currently estimated at 310 which includes the 180 from above. This is not exact as we are also looking at onboarding new users and teams that have previously not been part of the existing telephony solution, eg teams that currently operate on mobile phones. 5. this is not currently envisaged as a requirement but the ability for this would be a nice to have for future proofing, teams operating in salesforce should all be front line workers where all calls in/out through PSTN should be dealt with inside of salesforce.	16/08/2023
04	Response	We have come across the Telephony - Single Unified Contact Centre Solution on the Stotles website and we are very keen on responding. I am currently having difficulties locating the ITT response document. Please could you forward the document, along with the portal you wish for suppliers to respond via?	16/08/2023	Please also see Q01. This is an Early Engagement notice only, details on how to respond are contained within the Contracts Finder notice.	16/08/2023
05	Response	For some reason, your website isn't working. It says there is no IP address and therefore I can't see any of the documents required for your pre-market engagement 'Single Unified Contact Centre Solution'. I can see the high level requirements on the Government website however. Please could you send me any further documentation, questions etc. It would also be great to know the number of agents the solution would be supporting.	16/08/2023	See Q01, 03 & 04	16/08/2023

06	Requirements	We wanted to find out if you have any detail on the number of agents/users? Would you be looking for inbound and outbound SIP services, and if so, do you have any information on the minutes per month for these?	16/08/2023	Please also see Q03. we would be looking for a all-in-one, fully SaaS based telephony solution to replace our entire telephony stack. we currently have SIP trunks (130 channels) that feed in to our on-prem PBX which for both, we would be looking to decommission. There is a high likelihood that there will be some phone numbers that we will need to retain so the ability to port numbers to the new telephony solution provider will be needed. We also have a number of non-geographical numbers (0345) from our current provider that currently forward to numbers on the SIP trunk which will need to be retained. Regarding the number of minutes on the SIP trunk, this varies greatly on season due to the nature of our sector (housing & repairs) and contact centre. Based on limited reporting we currently have, we can see that between march and July we had a monthly inbound peak of 200k~ minutes and a min of 150k~ minutes	17/08/2023
07	Contracting Route	please can you confirm if you are working to a particular Framework for this project?	16/08/2023	we are yet to establish a route to market and we welcome guidance from potential bidders on what our approach might be and what procurement frameworks are available.	17/08/2023
08	UPDATE	UPDATE FROM YH	-	Please note amended requirement description: To help us with this, we are seeking a SaaS based telephony solution which will also integrate with our Salesforce CRM system for the implementation of service cloud voice. The solution must have a strong proven track record of integrating seamlessly with Salesforce for our front-office staff, as well as the capability to leverage Microsoft Teams as a softphone to provide contact centres functionality for our back office staff.	17/08/2023
9	Requirements	In question 6 you mention integration with backend systems for personalised responses. Can you explain the Use Case around this? For example, playing Salesforce customer information back to customers via IVR.	18/08/2023	Correct, personalised greeting like "hello xxxx", we are also exploring things like ID&V and integration for intelligent routing ie "did you call regarding ticket xxx that is currently raised on the system"	21/08/2023
10	Requirements	How many concurrent agents do you require on the contact centre? I can see you require around 310 named (including supervisors). Is 180 the number of concurrent agents?	18/08/2023	The numbers are not confirmed at present but a total figure of around 180 can be assumed as Q users for both front and back office. factors such as shift patterns will affect concurrency. In any scenario, we would require something that is scalable both up and down with clear cost and licencing implications.	21/08/2023
11	Requirements	How many back office staff members do you require MS Teams integration for?	18/08/2023	By "MS Teams integration" I will assume you mean both Q agents and users with an extension that are not part of a Q. The numbers are not confirmed at present but this is currently estimated at around 310. 310 being the total users of telephony. As mentioned in the answer for Q3, salesforce users will be onboarded over a period of time. In the worse case scenario, if salesforce is not ready, all users will be expected to use MS teams as the interim solution	21/08/2023

12	Requirements	On estimate, how many IVRs/flows do you currently have in the contact centre?	18/08/2023	There are currently around 55 queues which will be going through a review to consolidate.	21/08/2023
13	Requirements	How long do you require recordings to be stored for for back office & contact centre staff?	18/08/2023	Call recordings are currently enabled for select teams, functions and queues and not all. Current retention policies are set for a blanket of 6 months.	21/08/2023
14	Requirements	Do you require the ability to take payments via the contact centre? If so, what's payment gateway do you currently use?	18/08/2023	Yes for our front office, currently with AllPay.	21/08/2023
15	Requirements	What Microsoft Teams licenses do you currently have?	18/08/2023	E5	21/08/2023
16	Requirements	Is there actually 180 users that need full contact centre functionality? I am asking the question because we have a UC licence with a basic Salesforce integration priced much cheaper than a full CC licence and still offers click2dial, mobile app, call note taking and logging of activity in Salesforce. Typically, a CC licence would be needed for contact centre users only rather than supporting functions. Could you advise?	21/08/2023	If you can present the options showing the differences so that we know the mix and match options that will be sufficient for this early engagement as there are question on sequencing and dependencies to be worked out. Eg, one scenario might be that we procure a new solution and move everyone over to it first if there are any delays with the delivery of salesforce.	21/08/2023
17	Dates	When are you expecting to go-live with the solution?	21/08/2023	The project sequencing and transition states is yet to be fully confirmed. It is envisioned that we can stagger go live for different user groups and we would not take a big bang approach. This is also obviously dependent on any number porting activities, etc. Eg. Users that are not part of queues, and just need a general generic landline service could be moved over sooner rather then later, this would also allow our IT function to familiarise themselves with the platform first. Our current estimated plan is plan is March/April 2024	21/08/2023