**TELEPHONE TENDER QUESTIONS & RESPONSES**

Q. Schedule 1 states, 450 users to access via app on mobile or via softphone but then goes on to talk about handsets. Do you require mobile app/softphones or actual handsets?

A We require handsets and softphones/mobile apps

Q Will the service be running on an existing internet connection, and if so what is the bandwidth. There is mention in appendix 2 of adsl line with failover (450 users will not work on an adsl connection)

A We have a 1gb link through Jisc however we would like the phone system to have a fail over onto fibre broadband.

Q Are you considering new Mitel technology bids as part of this process as Mitel will provide support to partners both design and commercially.

A It’s a cloud-based system we require.

Q In the document it states you have 420 lines but I’m not sure if you’re referring to users/extension. You also mention that you have ISDN for outside lines. Please can you let me know how many channels of IDN you currently have at each site?

A We have an ISDN30 at each site so currently we have 60 outgoing lines.  We currently have 420 handsets in use across the college.

Q How many will be based in a classroom environment?

A Maximum of 5

Q How many will need outbound calling?

A All but 5

Q Brief overview of call flow/handling

A Most numbers are DDI however reception calls could be diverted to individuals or groups.  We also have hunt groups.  If a call isn’t answered it diverts to voicemail.

Q How many inbound numbers?

A 60 inbound calls

Q How many ring groups?

A Around 50 (may change)

Q Confirmation of what is required with regards to “3x Digital receptionist”

A We have requirements for 3 reception areas so would need 3 reception class switchboards

Q How important is “Barge In / Listen In / Whisper” in the short term.

A We will at least require listen in for training etc.

Q What is exactly meant by “Intercom/Paging”?

A It’s a facility where we could dial an extension and it would instantly put us on loud speaker without them having them answer.  Alternatively, we could also dial a number and all phones would switch to speaker phone.

Q are there existing phone numbers that will need to be transferred to the new service? If so, how many please?

A There are around 450 numbers that would need moving to the new system.

Q The ITT mentions that you will need an additional 100 DDI numbers. However, please can you let me know how many existing DDI numbers you will need to port in?

A There will be around 450 numbers that will need migrating from the current system.

Q Reporting: How many users do require Call Reporting for?

A All

Q Receptionist: Are you looking for a receptionist/switchboard console?

A We would need 3 one for each site

Q Do you require any contact centre functionality, if so for how many users?

A No

Q Re: Integration with M365/Microsoft Outlook - What Microsoft licences do you currently have?

A We have Microsoft A3 currently

Q Barge In/Listen In/Whisper – Are these functions all mandatory?

A Listen in is the main one however its isn’t essential right away.

Q Are East Durham College happy with Mitel;

A Cost of licence’s has been an issue but overall yes

Q Would East Durham College consider a Mitel cloud offering?

A Yes

Q What current handsets are used throughout the College and would an option to re-utilise these be attractive?

A We have Mitel 5212 mainly and around 10 Mitel 5530’s  We also have a Mitel switchboard.
Ideally we would prefer new phones with a 1gb passthrough in them as currently they only provide 100mb which is proving problematic.

Q Does the £300,000 include any capital expenditure for handsets, etc or is this separate?

A All handsets are included in the above cost.

Q To reduce your carbon footprint and to reduce your costs for equipment, would you consider not using handsets and just use the Softphone Apps we provide on any device (PC’s, laptops, mobiles, etc)?

A Unfortunately not due to a number of reasons

Q Approximately how many minutes per month would you need, spread across all users?

A Each user would require around 2000 minutes to both landline and mobile

Q Regarding each of your three sites, can you please clarify if each site has their own ISDN line?

A 2 of the sites have ISDN30 the 3rd is just an extension of the main site linked by a leased line

Q What is the total number of ISDN channels across all three sites?

A We have 2 ISDN 30’s

Q How many DDI’s / Extensions will you need to keep / bring across to a new system?

A We will need to bring all 450 lines over.

Q Do you have any analogue devices – such as fax machines, door entry systems, overhead PA systems etc?

A Not any more thankfully

Q Can EDC confirm connectivity requirements and site addresses for the Leased Lines, with the view to save on cost and increase bandwidth.

A We have a 100mb link from the main Campus to the Peterlee campus and a 1gb link from the main campus to the Houghall campus.

The main campus has a 1gb link to the internet however it is not suited to telephony over it.
We would require a failover Fibre/ADSL on the main site and also the Houghall site.

Q Could you provide a high-level network diagram showing main campus sites and remote sites?

A We don’t have one available that we can share at the moment.

Q We are keen to understand the topology of your connectivity and its resilience, if the network diagram could include details of Interconnects (LINKS) and break out connectivity please.

A We have a 1gb internet link however it does not work that well with telephony.

Each site is connected via a leased line with the one is 100mb and the other is 1gb the backbone at each site is 10gb and currently 100mb to most desktops although staff will be upgraded to 1gb at a later date.

Q Does the college have a virtual environment? If so, could you provide some information on your current set up please?

A We currently use a Hyper-V cluster

Q What security is required on the physical handsets, i.e., Keypad lock such as Pin Code protected?

A None needed

Q Are you able to verify approximately how many users are based at each site? (we appreciate a number of the faculty will be roaming).

A At our main campus we have around 250-300 staff, our secondary campus we have 100-170 and our smaller site around 20-30.  We also have 2 smaller satellite sites which are not linked in any way to the college, and they have around 5-15 staff.

Q Could you please clarify your requirements for ‘Geographical Blocking’?

A UK calling only on all handsets with the switchboard able to dial to other countries.

Q Could you please clarify your requirement for ‘Usage Alert’?

A If someone was close to using their allocation of minutes an email alert would be sent to a relevant person.

Q Please could you clarify your ‘Call Flow Designer’ requirement?

A We would want the ability to route certain calls to a predefined menu or a known external number to automatically route to a predefined extension.

Q Could you please provide details of the current onsite technical team, i.e. Do you have an ICT team to maintain current systems and provide 1st line support?

A The Technical Services department maintain the current phone system and would also provide support for a new system.