**T25/001/CHS Telephone Services – Questions & Answers**

Q: Is the functionality for WhatsApp and SMS required from project go-live?

**A: Yes**

Q: Are you looking for reporting per user or per queue/hunt group?

**A: Ideally reports for Per User/Per queue would need to be available for analytics purposes**

Q: You mention you need call blocking for inbound calls, do you also need this for outbound calls?

**A: The ability to block outgoing numbers would be required (Eg for Premium Numbers)**

Statement: “Possible hunt groups at schemes outside head office e.g. Extra Care/CSS schemes.”

Q: Are the users outside of head office requiring telephony as well? If so, how many and is this something we need to include in our costs as an option?

**A: Initial Scope will be Head office from go live with a view to incorporating branch offices in a staged project**

Remote Working Software

Q: Please confirm who will be utilising Remote working software? Contact centre agents or other users, or both?

**A: Both**

Q: Current CRM has no API’s available currently which can be leveraged, to integrate our system we require the softphone integration to be able to call a file

If your CRM can do an export of the customer database, we can import this.

**A: Although we could do an export of our customer details, this would require investigation around Data protection and GDPR, also may cause data inconsistencies depending on sync cycles with this in mind it would not be as useful as the softphone being able to call a file which we can configure to open our CRM**

Q: User count states 80 normal + 10 Contact Centre

We are looking to check that there is requirement for 90 users in total (80 standard plus 10 contact centre) and that these 90 users will all require Telephony. Is this correct?

**A: Head office would be the initial scope for the project and the time of this tender being written and finalised these were the figures, however number may change slightly and future scope to include branch site will increase the figures overall.**

Q: Are you wanting all users inside and outside of the Contact Centre to utilise Teams telephony integration only, or will some users require multi-device i.e. handset as well as teams integration?

**A: The aim of this project would be to centralise the system with teams integration but the option to have hardware is required as in some scenarios this may be a requirement**

Q: One of the areas that you are evaluating the response on is service terms provided. You mention that you are looking for a 3-year agreement. Could you confirm your hours of service and hours that you would require support for. Could you also confirm SLA/response times for faults that you would be looking for?

**A: We have not agreed on any SLA requirements, but the below should be a good guideline but is not set in stone and can be discussed.**

**Our core business hours are 9am-5pm Monday-Friday, however OOH calls are dealt with by way of an IVR which offers a way to connect a third party depending on reason for calling.**

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| --- | --- | --- |
| **Priority** | **Response Time** | **Resolution Time** |
| P1 | 15 minutes - 1 hour | 2 - 4 hours |
| P2 | 1 - 2 hours | 4 - 8 hours |
| P3 | 4 - 8 hours | 1 - 3 business days |
| P4 | 24 hours | 3 - 5 business days |

**P1 (Priority 1) - Critical**

* **Response Time**: We would expect to usually to be within **15 minutes to 1 hour**.
* **Resolution Time**: We would expect to usually to be within **2 to 4 hours**, as these issues are critical and can severely impact business operations.

**P2 (Priority 2) - High**

* **Response Time**: We would expect to usually to be within **1 to 2 hours**.
* **Resolution Time**: We would expect to usually to be within **4 to 8 hours**. These issues are important but not as urgent as P1, often affecting productivity but not causing complete work stoppages.

**P3 (Priority 3) - Medium**

* **Response Time**: We would expect to usually to be within **4 to 8 hours**.
* **Resolution Time**: We would expect to usually to be within **1 to 3 business days**. These issues are less urgent and can usually be worked around until resolved.

**P4 (Priority 4) - Low**

* **Response Time**: We would expect to usually to be within **24 hours**.
* **Resolution Time**: We would expect to usually to be within **3 to 5 business days**. These issues are minor and do not significantly impact business operations.

Q: Please can you confirm if the Value of the Contract £55,000 is for one year or over the three-year period.

**A: The value of the contract is approximately £55,000 over the tree-year period.**

Q: What is the number of users who will be utilizing the VoIP system?

**A: 80 Standard + 10 Contact Centre**

Q: Are there any additional specific requirements or preferences you might have for the system?

**A: Please see Tender Specification Document**

<https://www.contractsfinder.service.gov.uk/Notice/Attachment/edd801d4-4264-4e58-afea-d1b1c44a1c37>

Q: Do you have a contact centre as part of this requirement?

**A: Yes**

Q: Can you provide more details on the current integration between the Toshiba Strata 6000 and the cloud-hosted Agent Ready system? Specifically, how calls are routed between these systems and if there are any dependencies.

**A: Once we move to the proposed system this will not be a consideration as both The On-Prem PBX and Agent Ready Systems would be redundant**

Q: Are there any specific requirements or limitations for porting existing direct dial numbers to the new system?

**A: Some of the Number are part of a Centrex System**

Q: Can you provide more details on the current mobile integration? Specifically, how calls are diverted to mobiles and any issues currently experienced.

**A: Currently calls are diverted by traditional call divert**

Q: Are there specific metrics or KPIs (in addition to length of call, wait time, abandoned calls, average time to answer) that need to be tracked for reporting purposes?

**A: Call analytics are vital for the call centre and would be required, currently we run analytics on standard KPI’s the ability to create custom report moving forward would be advantageous**

Q: How often do the menu options change, and who is responsible for updating the menu options?

**A: The Customer Services Team Manager would normally be responsible for updating the Menu changes, menu items rarely change but an easy way to change would be beneficial**

Q: Is there a preference for specific call distribution algorithms (e.g., round robin, longest idle) beyond what’s mentioned, and are there any specific peak times or patterns we should be aware of?

**A: Currently we have a hunt group, and any free agent will answer it, However the option to change the call distribution would be advantageous**

Q: Can you provide more details on the different recorded messages required for out-of-hours call handling?

**A: When we switch to OOH (aka “Night Mode”) the menu recorded message advises our core business hours and diverts to a company which handles the OOH on our behalf, as opposed to having a standard IVR which ask users to “pick an option” at which point the call is diverted to the relevant party or forwards to CHS Group’s Customer service team**

Q: Are there any specific devices (phones, softphones, mobile apps) that need to be supported or integrated with the new system?

**A: Our preference would be to have a mainly MS Teams Integrated system, however the option of a 3rd party softphone (PC, Android and Apple compatible) would be advantageous.**

Q: How is voicemail currently managed, and are there any specific features or improvements needed in voicemail handling?

**A: Currently Voicemail is managed via the user’s desk phone (Hardware) if more advanced changes are required, we can connect directly to the Voicemail system and adjust as required.**

Q: What level of training is required for staff on the new system, and do you have any specific training preferences (e.g., on-site, remote)?

**A: This yet to be confirmed and if training was required the preference would be remote, with training resources or guides made available**

Q: Can you provide more details on the customer database and any specific CTI capabilities needed?

**A: Our current CRM has no API’s available currently which can be leveraged, to integrate our system we require the softphone integration to be able to call a file**

Q: Are there specific features within Teams that need to be leveraged (e.g., call routing, presence integration, Teams calling plan)?

**A: We would like to able to integrate user presence/availability**

Q: What specific functionalities are needed for WhatsApp integration? For example, is it just for messaging, or do you need voice call capabilities as well?

**A: Initially we would like to be able create a new WhatsApp integration with the ability to leverage other social media platforms in the future**

Q: What volume of SMS messages is expected, and are there any specific requirements for SMS functionality (e.g., bulk messaging, automated responses)?

**A: At present we use Text anywhere for outgoing SMS, we currently do not have incoming SMS Management**

Q: What level of support is required post-implementation (e.g., 24/7 support, on-site support, remote support)?

**A: CHS would like to be able to manage most aspects of the system in-house, but with support available for more complex problems or requirements**

Q: Can you provide more details on the current telephony infrastructure and any constraints that might affect the migration to the new system?

**A: We do not foresee any constraints which may impact any migration of the Phone System**

Q: Are there any anticipated changes or future requirements that we should consider when proposing a solution?

**A: We do not predict any major changes which would impact this proposal**

Q: Can you elaborate on the specific social value initiatives you are looking to support (e.g., types of local initiatives, specific goals for reducing carbon emissions)?

**A: CHS provides housing solutions and support for people who would otherwise be homeless. In addition, CHS will support residents to improve their lives: access additional funding, re-enter education, get back to work or get better employment. Every supplier we work with will have a plan to reduce carbon but will not be expected to have achieved zero carbon at this stage**

Q: Are there any additional costs that should be considered beyond the fixed price (e.g., for unexpected upgrades, additional users, hardware replacement)?

**A: No**

Q: Are the following certifications mandatory or is it enough to have internal policies in place and be working towards:

ISO14001 Environmental Management Systems

**A: Internal policies acceptable and working towards requested certification would be an advantage**

ISO45001 Occupational Health & Safety

**A: Internal policies acceptable and working towards requested certification would be an advantage**

20400 Sustainable Procurement

**A: Internal policies acceptable and working towards requested certification would be an advantage**

Q: Is it a mandatory requirement that we have a Zero Carbon Plan in place?

**A: Internal policies acceptable and working towards requested certification would be an advantage**

Q: Do you have a budget in place?

**A: Yes**

Q: What Microsoft Teams licensing do the currently have?

**A: We currently have E3 and E1 365 licencing we are aware that for our preferred solution with teams as the softphone we may need to purchase telephone system licences**

Q: Who currently provide the 20 inbound ISDN lines?

**A: Currently with Virgin Media on a CENTREX platform**

Q: How may DDIs are attached to the 20 inbound lines?

**A: 130 DDI's are attached**

Q: What database/CRM software are they using that they are expecting integration with? - CTI capability – open customer database with call specific users – (mostly Customer Services)

**A: Our CRM is Aareon QL Housing Management**

Q: Some clarity on a couple of the features as it would be good to have a clear understanding of what they mean by the following:

**A: Ability to disconnect from Voicemail (mainly switchboard users),**

**To be able to turn off Voicemail Features,**

**Easy Out-of-Office setting across platforms,**

**If users setup an out-of-office message it would be replicated across all devices they have connected**

Q: Would be confirming what Business Applications your Organisation uses as part of the CTI Integration?

**A: Our CRM is Aareon QL Housing Management, which is our main consideration**