

**Lewes District Council
&
Eastbourne Borough Council**

**Voice over Internet Protocol (VoIP) Telephony
Tender Information
And Draft Specification Document**

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1 Introduction

1.1 Background

Lewes District Council (LDC) and Eastbourne Borough Council (EBC) are merging to deliver frontline services to their customers.

EBC is a multi-site organisation supporting several satellite sites. It utilises a Mitel on-premise solution based at the main 1 Grove Road site with Business Edition Contact Centre and a single number with auto-attendant functions. The Mitel platform has served EBC well.

LDC is a multi-site organisation with Southover House acting as its main primary site and supports several satellite sites. The telephony service is a hosted SIP PBX solution; however there are no applications on site and no real contact centre offering. Calls are presented to a switchboard and then distributed by various hunt groups to the business, and as such do not offer the reporting and flexibility needed to deliver the experience required to our customer base.

LDC and EBC are seeking a single supplier to deliver a joint solution, including hardware, software and ongoing support and maintenance service for both authorities. The councils also invite suppliers to optionally quote for additional items to deliver connectivity (e.g. SIP trunks) and call charges. If quoting for connectivity and/or call charges, these costs should be itemised and presented separately.

It is anticipated that the solution will be Mitel-based, in order to align with and strengthen the proven EBC solution. Alternative solutions may be considered where it can be clearly demonstrated that they meet both councils' requirements, offer better value and do not entail extra risk through unnecessary change.

1.2 Expected Outcomes

EBC and LDC are seeking a single, modern, functioning telephony and contact centre solution that will:

- Replace LDC's existing (hosted) telephony service and upgrade and/or improve the EBC Mitel platform.
- Support shared services, including a joint contact centre that can operate across multiple locations, retention of both councils' existing number ranges to enable internal transfers to extensions across both ranges and retention of the main public contact number for each authority (01273 471600 for LDC and 01323 410000 for EBC).
- Integrate via CTI with the councils' customer relationship management system (Civica Connect360).
- Enable improvements to customer service, including the ability to handle up to 100 concurrent calls into the contact centre, with a range of tools to manage the customer experience when queueing (e.g. position in queue, call waiting times, request call back etc),
- Provide high quality management information to enable performance management of call handling staff, demand forecasting and to help plan services more effectively.
- Support flexible working practices for staff including home and mobile working.
- Ensure resilience, including failover to either primary site in the event of loss of service at the other.
- Be agile, flexible and scalable, to meet changing business needs.
- Be subject to excellent, responsive ongoing support from the supplier.

1.3 Before and after

Before and after measurements to demonstrate that outcomes have been achieved:

At LDC, the current telephony system does not enable baseline statistics to be produced.

At EBC baseline statistics have been collected on:

- Call volume (total amount of monthly calls to 410000 and 436436)
- Monthly total calls handled by customer advisors via 410000 and 436436
- Total number and % of calls abandoned on 410000 and 436436 (current target is less than 6%)
- % answered within 30 seconds
- % of enquiries at first point

The EBC call centre expanded the range of enquiries it was handling in July 2015 resulting in a more similar profile of calls to LDC from that point forward.

2 Procurement & Contract Overview

The procurement of this contract will be conducted under the Public Contracts Regulations 2015 using a Competitive Procedure with Negotiation, where the councils reserve the right to award the contract once initial tenders have been evaluated, this is due to the high risk value that both councils have attached to the contract and the significant impact that the supply and service will have on the council, its officers and its customers.

As a result of this procurement the Council is seeking a professional, enterprise-based ICT solutions provider. Applicants must be able to offer the experience and resources to deliver the entire scope of our requirement.

Submissions for the contract will therefore be considered from prime/sub-contractors and other groupings of organisations provided that the relevant grouping can provide a single comprehensive solution for the Council. The Council will be contracting solely with a single legal entity and will require the Contractor to direct, manage and quality assure the output of any sub-contractor or consortium members.

The successful Supplier will be responsible for:

- Design and implementation of the solution – system and handsets
- Supply of the System including software licences
- Support and maintenance of the solution for a 5 year period

The Supplier is asked to provide recommended models and costs for the supply of the Handsets however the Council reserves the right to procure these items from other suppliers to deliver competitive advantage

2.1 Expression of Interest

In order to express your interest in taking part, interested organisations (“Applicants”) are required to complete and submit the PQQ in accordance with the attached instructions.

2.2 Proposed Timetable

Set out below is the proposed timetable for this Procurement. This is intended as a guide and whilst the Council does not currently intend to depart from this timetable, it reserves the right to do so at any stage. Any update will be provided as and when appropriate.

24 th June 2016	Contract Notice published & Issue of Pre-Qualification Questionnaire
25 th July 2016	Return date for PQQs
5 th August 2016	Notification of PQQ results & Issue of Invitations to Tender
19 th August 2016	Last date for questions
24 th August 2016	Final response to questions
30 th August 2016	Closing date for Initial Tender submission.
12 – 14 Sept 2016	Keep FREE for demonstrations/interview/ [at EBC/LDC offices]
30 th Sept 2016	Deselection (where applicable) & Requests to Negotiate issued by EBC & LDC OR Selection of preferred supplier (& commence Standstill Period)
11 th October 2016	Contract Award OR Revised Tender Submissions
21 st October 2016	Selection of preferred supplier (& commence standstill period)
31 st October 2016	Contract Award and commencement of implementation period
1 st Feb 2017	Go live date

2.3 Evaluation Criteria

From the Councils existing Mitel and Cisco knowledge it is believed that system functionality is broadly comparable across all Telephony Systems within the marketplace. We are therefore placing greater importance on selecting a partner who can demonstrate value for money, a low risk implementation and a high level of ongoing support whilst bringing experience of working with Councils in Shared Service models. The evaluation criteria reflect this and are shown below.

Criteria	Important	Additional Info for ITT	Score
Implementation	Completion by 01/02/2017 Must be a single Supplier	Any 3rd Party contractor(s)	30%
Timescale - rapid deployment of solution ahead of schedule			15%
Implementation of disaster recovery solution			10%
Project management and business support through implementation			10%
Flexible working solution			5%
Integration and collaboration solution			10%
Support			20%

3 Existing Infrastructure

3.1 LDC Telephony System

The server infrastructure utilises LDC's main office at Southover House as the main hub site, residing on HP equipment using Cisco 4510R Chassis core and Cisco 29605-48FPD-L PoE switches. Connections to remote offices are currently delivered using either leased lines or, in the case of shared occupancy with the County Council, via the County's Network Infrastructure. There is currently backup solution in place but no official DR, however in the event of a system failure; Southover has ISDN30 for backup communication.

The network is adequately sized for its current capacity and there are no plans to increase capacity in any particular location.

3.2 EBC Telephony System

Telephony services for EBC are currently delivered through two Mitel MXE 3300 controllers and are located at two sites. The switches are connected using IP Trunking across the Council network, to provide resilience and Disaster Recovery. The core site supports around 600 users and a remote site of which has around 35.

Primary number delivery is that of Gamma SIP and the SIP channels land on the controller at Grove Rd via virtual MBG. Towner (remote site) acts as backup resilience and also has its own ISDN30 for telephony services for backup communication. A MiCollab resides at Grove Road providing an audio conferencing bridge supporting 20 connections.

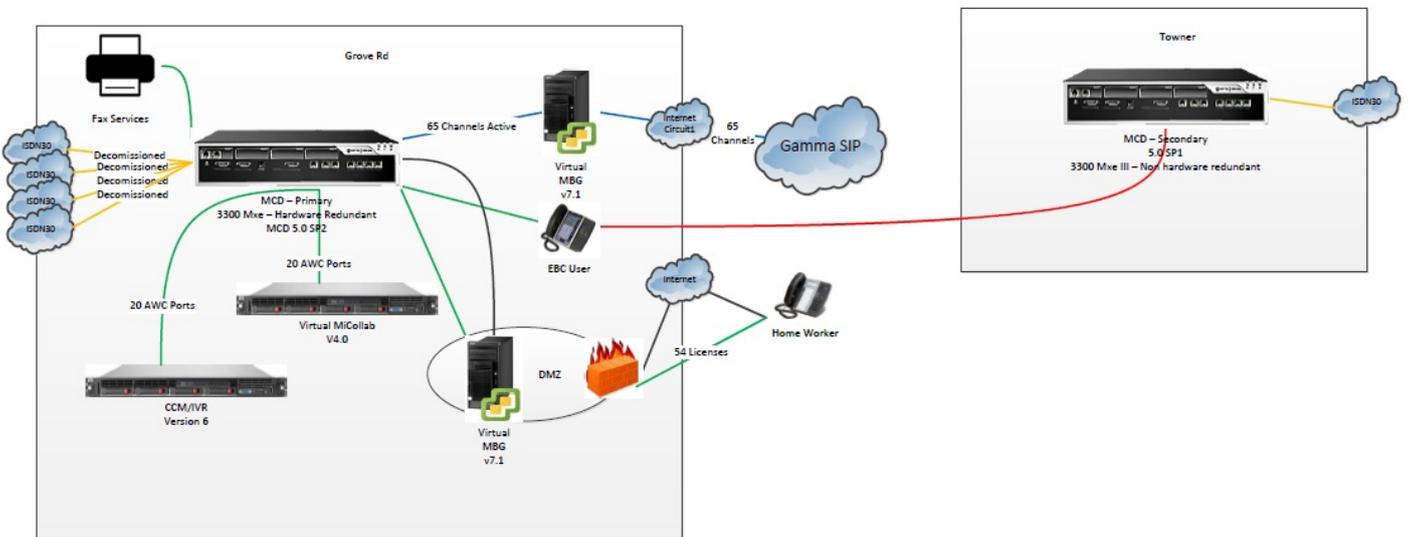
A MiContact Centre Business underpins the contact centre at Grove Rd with local ACD agents supported by CRM integration. Another virtual MBG sits in the DMZ supporting up to 54 remote IP handsets.

Eastbourne provides Telephony services to Remote Offices and Flexible Workers using VoIP Handsets. Services are delivered using the Councils Wide Area Network and Broadband Connections.

EBC Current License Summary

Licence Type	Numbers
Main site	Enterprise System Enabled
MCD ACD Users	28 – in user 22
MiVoice Business Digital Link	4
MiVoice Business External Hot Desking	215 – in user 111
MiVoice Business Mailbox Licences	442 – in user 421
MiVoice Business SIP Trunk Licences	65
MCD Users	766 – in user 756
MiCollab AWV Audio Ports	20
MiCollab AWV Web Session	20
UC Mobile Users	2
Unified communicator ACD	0
MiCollab client Processors	1
Unified Communicator Softphone Users	0
MiCollab Client Users	0
Contact Centre	Business Edition
Reporting Agents	50
Agent Desktops	20
Supervisors	4
Call Accounting	Call Accounting Extension 100
IVR Starter Pack	Premium IVR Routing Ports 8
MBG Teleworker	MGB Licence 54
MBG SIP Proxy	MBG SIP Trunk Proxy 65

Fig.1 – EBC Telephony Schematic



3.3 Virtualisation / CRM / Exchange / Mobile

Virtualisation - As part of the core server infrastructure, the Councils utilise VMWare technology as its virtualisation solution.

Email – email service across the Councils is provided through Microsoft Exchange with EBC employing Exchange Server 2010 and LDC Exchange 2013 with Outlook 2010 mail client.

CRM – EBC has a CRM solution in place and is Integration with its Contact Centre. LDC has no CRM solution in place; however this is a future requirement and therefore needs to be factored into any solution design.

Mobile – the Councils utilise a range of mobile technologies across its estate(s) including Windows, Android, and iOS devices which will need to be factored into the design as part of the Unified Communication Platform.

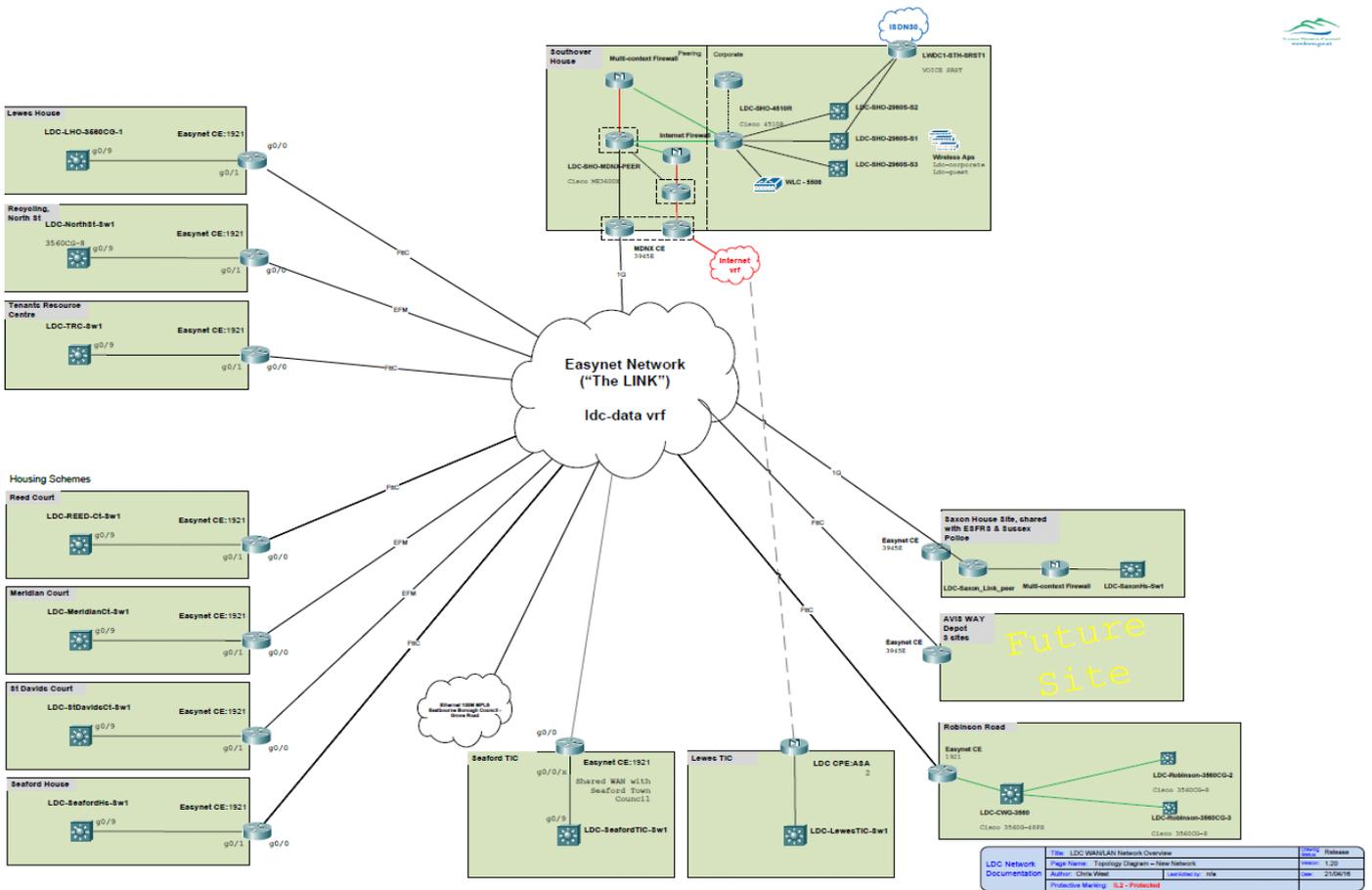


Fig.2 – LDC Network

3.4 Power Supply LDC

In the event of power failure, LDC has a Generator to supply power to its main (primary) building and separate UPS's to the server rooms powering each server.

3.5 Power Supply EBC

In the event of power failure to the building, EBC has UPS to its servers but no backup facility for the building.

4 Specification of Requirements

4.1 Implementation

The implementation should be undertaken in as seamless a manner as possible. The Councils seek advice from the supplier as to how this should be achieved i.e. two systems running in parallel, phased transfer etc. Flexible Working is a requirement of the system, and the implementation of this functionality will need to be part of the implementation.

4.2 Capacity / Requirement Summary

Overall system capacity (users)	LDC 350, EBC 650 (Approx. 1000)
Upgrade of EBC/ LDC from Business to Enterprise or equivalent	Contact Centre functionality
Phone System Resilience for LDC and EBC	<ul style="list-style-type: none"> • Need to retain ISDN30 resilience on remote site(s) for backup communication • For users • Trunks • ACD Part & ACD Agents • LDC Contact Centre (CC) will use EBC CC for inbound resilience and vice versa
Voice Mail	1000 users
User Profile	Basic user Standard ACD (Multimedia with stats package) 50 Administrator 10 Super Administrator 5
Voice Recording	Y Please provide options, all or your proposed selection based on your experience.
Home working capacity	50
Analogue Interfaces (Analogue Trunks) LDC	10 devices
Analogue Interfaces (Analogue Trunks) EBC	5 devices
SIP Trunks LDC	40+ channels (however final decision will be based on design)
SIP Trunks EBC	65+ channels (however final decision will be based on design)
IVR	LDC, EBC Yes
Ability to Integrate to CRM *	Y Civica Digital 360 (current and future implemented solution)
Auto Attendant	Y EBC 2, LDC 6
Call Reporting	Y

Call Logging	Y
Devices (EBC has 600)	LDC require 350
Conferencing facility voice	10

Table 4 – Capacity / Requirement Summary

4.3 Subcontracting

Subcontractor(s) - the Councils appreciate that ICT service(s) can typically be provide by one of more service providers, therefore details of any third party(s) whose products or service(s) will be included as part of your solution design, including your Risk Strategy for mitigating should the relationship of those partnerships deteriorate will be requested in the ITT.

Upgrades – It is expected that the system should be upgradable and future-proofed; therefore the Councils will require at least a 5 years investment and maintenance plan for the proposed solution.

4.4 General Requirements

The Councils' impression is that system functionality is standard across all Telephony Systems within the marketplace and have, therefore, only asked questions about areas of functionality that are considered particularly important to enable the Councils to achieve their vision.