

**VoIP - Tender Specification Document**

|  |
| --- |
| **Introduction** |
| The Cambridge Housing Society Limited is a charitable housing association & social enterprise helping people and communities in and around Cambridgeshire.**Scope of the Contract** The Cambridge Housing Society Limited provides telephone services to its 80 staff at its head office site at Endurance House.  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Currently the telephone system is a hybrid between an in-house PBX (Toshiba Strata 6000), which provides physical desk phones and voicemail; and a cloud hosted system (Agent Ready) which provides calls to the customer services (8 telephones) call centre (switchboard). A majority of the desk phones should be diverted to mobiles to support staff flexible working between home and office. Most staff have a direct dial number that allows external calls to reach them directly without the need to call the switchboard and have the call transferred to them. However, many customers call our switchboard number and cannot be transferred to the appropriate colleague. The main company telephone number has 20 incoming lines. Customers calling the main telephone number are greeted initially with a menu system to direct their call to the most appropriate external or internal service or partner.Many staff members use Microsoft Teams to call other staff members (either video or audio), and several are connected to Teams calling plan enabling them to call external phone numbers. **Requirement**CHS requires a telephone system to replace its existing system with the following specification:Entirely digital communicationSystem to be scalable.**Phone** SoftphoneAbility to receive calls at any location whilst connected to the Internet or mobile data.**Customer Services (Switchboard/ call centre)**Call analytics/reporting – real-time and historic. To include length of call, wait time, abandoned calls, average time to answer.Incoming menu system for customers with ability to transfer calls externally.System to distribute calls to agents according to which signed in and available for longest period (Hunt group)Able to divert incoming calls to out of hours call centre with several different recorded messages being available. Call queues with queue numbers for those waiting.Music on hold.Ability to transfer calls both internally and externally.**All system users**Easy to transfer between different devices.Ability to disconnect from Voicemail (mostly switchboard users)Ability to transfer calls both internally and externally.Direct call numbers (DDI) preferably taking existing numbers.Voicemail to email.Directories – both company wide and personal.Conference calls.Call blocking.Easy Out-of-Office setting across platforms.Easy setting of voicemail messages.Group pickup and ring between specified users.Possible hunt groups at schemes outside head office e.g. Extra Care/CSS schemes.**Integration**CTI capability – open customer database with call specific users – (mostly Customer Services)Integration with Microsoft Teams.Integration with WhatsApp.Text (SMS) sent and receive capabilities.Software compatible with remote working software – Citrix/ VPN etc.**Other**The solution proposed would need to provide telephone services to The Cambridge Housing Society Limited for a 3-year period.  Proposed system will need to be supportable for the 3-year period.The Cambridge Housing Society Limited is not tied to any vendor.The prices offered will be a fixed price for the contract period.**Selection Criteria**The winning bid will be selected on:

|  |  |
| --- | --- |
| **Criteria** | **%** |
| Price (including installation) | 40% |
| Consultancy Support | 15% |
| Functionality matched against the above specification | 10% |
| Service terms provided | 10% |
| Degree of future-proof capability | 10% |
| Amount of work and disruption to move to the new service | 10% |
| Social value (considering reducing carbon emissions, opportunities for local people, employee wellbeing, supporting local initiatives, opportunities for young people) | 5% |

Therefore, your proposal should pay particular attention to these issues.**Contract Period - Pricing schedule (basis-3 years fixed price, with 2 year extension and confirmation of any inflationary increases)** We are aiming to implement the solution by September 2024, but this date has a degree of flexibility.The contract will run for 36 months plus an extension option of 2 years from the date of signing.The solution proposed would need to provide telephone services to The Cambridge Housing Society Limited for the above periodThe proposed system will need to be supportable for the contract period.The prices offered will be a fixed price for the initial contract period. |