Clarification Questions and Responses

	Project name or reference:				
	YH09-24 Telephony Early Engagement				
Question number	**Subject**	**Clarification Question**	**Date received**	**Response to Clarification Question**	**Date Responded**
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
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