



TS17003

**Supply of an Internally Hosted Contact
Centre Telephony and Multi-Channel
Solution with Associated Services**

Council Requirements

Tenderer's Name: *Please insert name of your organisation.*

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For information only

1. Introduction and Background

1.1. Project Overview

1.1.1 Derbyshire County Council

The Council is represented by 64 elected members who are elected every 4 years. Elected members are democratically accountable to residents who live in their electoral division.

The Chief Executive and the Strategic Directors of each department form the senior management team; responsible for delivering a variety of services to the local community across the county of Derbyshire.

The Council departments are:

- Chief Executive's Office;
- Corporate Resources;
- Adult Care;
- Children's Services; and
- Economy, Transport and Communities.

Further information can be found at:

http://www.derbyshire.gov.uk/council/council_works/departments/default.asp

1.1.2 Call Derbyshire

Call Derbyshire is the Council's main public facing contact centre operating 24/7/365. It has 70 Agent seats and is currently based at Shand House, Darley Dale. Call Derbyshire answers around 360,000 incoming calls and responds to 50,000 other enquiries (e-mails, web forms, text messages that are converted to email, paper referrals) per annum. It is recognised as the single point of access for all new enquiries and utilises multi-skilled call Agents to respond to a wide portfolio of services; such as adult and children's social care, highways, library book renewals, blue badge applications, and school admissions.

Inbound telephone calls to Call Derbyshire are routed through a selected range of DDI numbers, non-geographic 0845 numbers and the Council's main telephone switchboard number; 01629 580000. Calls to the switchboard are filtered by an auto attendant (currently provided by Mitel), which initially gives the caller the option to input the required extension number or to be connected to a Call Derbyshire Agent.

1.1.3 Requirement Overview

The Council requires an internally hosted multi-channel contact centre telephony and multi-channel Solution with associated services. This will include;

- Installation and configuration of the contact centre Solution and infrastructure;
- Training and skills transfer as required to allow the Council to use, administer, develop and support the Solution; and

- An effective support and maintenance service.

The Council requires that the Solution enables the contact centre to manage and respond to incoming and outgoing telephone calls and all other customer Interactions regardless of Channel. There is an increasing number of enquiries and referrals made by e-mail, Social Media, text message and telephone, and the provision of a Web Chat module as part of this Solution will further increase the number of customer Channels available.

As such, the Council requires a Solution that is agile, adaptable and easily configurable by non IT staff. The Solution is required to:

- Provide multi-channel visibility and allow Contact Centre Business Administrators, and Contact Centre Supervisors, to implement operational changes without delay; such as giving a particular Call Derbyshire Service or Channel greater priority due to:
 - Demand;
 - Customer wait times; or
 - Any other unforeseen events;
- Be resilient to ensure the continued safe delivery of complex and urgent social care calls, which are handled by Call Derbyshire 24/7/365; and
- Be scalable, so it can be deployed to other areas of the Council if required and be responsive to changes in demand and functionality.

The Council will also be taking calls on behalf of a number of other local authorities and Government bodies. These local authorities and Government bodies will not have access to the Solution; calls will be taken on their behalf by the Council.

- 1.1.4** A key objective moving forward is to reduce the number of manually handled telephone calls and e-mail requests the contact centre processes through the use of automated self-serve access by telephone and a Web Chat facility; both of which can help drive channel shift and increase the take-up of digital services allowing contact centre Agents to focus on the more emotionally demanding, complex and urgent calls for example; child protection.
- 1.1.5** The Council has internal ICT resources to support its technical infrastructure. Any applications or systems procured by the Council need to be compatible with this infrastructure (see Appendix D – Technical Infrastructure).
- 1.1.6** The current contract expires October 2017, but extensions are being sought to enable this procurement to be concluded. The Solution will, therefore, need to be fully implemented with Go-Live in December 2017 at the latest.

1.2. Contract

- 1.2.1.** The Council recognises that markets and businesses are changing at an ever-increasing pace. The requirements detailed in this document are, therefore, the minimum acceptable to the Council and shall be capable of development where appropriate and relevant. The Contract will provide the flexibility for the Council to increase or decrease the number of licensed Users as required.
- 1.2.2.** The Contract shall be a supply arrangement for the supply of an internally hosted

multi-channel contact centre Solution with associated services to a single acceptable source of supply for a period of 5 years with options to extend on an annual basis for up to 3 further years, taking the contract term up to a maximum of 8 years.

1.2.3. The Contract will not be split into lots as the nature of the requirement is that it cannot be fragmented. The Council has a single requirement for technical reasons, efficiencies, seamless integration, Council resource implications and implementation.

1.2.4. During the life of the Contract, the Council shall be entitled (but not obligated) to order additional items or services, which are in line with the on-going maintenance and upgrading of the requirements detailed in this document. These will be subject to the provisions relating to pricing in the Contract. Wherever possible such additional items shall be based on the prices quoted in Appendix A - Price Schedule.

For information only at Selection Question

2. Business Requirements (30%)	
2.1. Core Functionality	
2.1.1.	<p>The Council requires the Solution to be capable of facilitating and managing Interactions across multiple Channels including but not limited to;</p> <ul style="list-style-type: none"> • Person to person voice calls; • Automated telephone services (by voice or keypad) - allowing complete fulfilment without the need for human intervention by Council officers; • Web Chat; • E-mail; and • Social Media. <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:	
2.1.2.	<p>The Council requires the Solution to be capable of offering customers alternative options when the Call Derbyshire Service or Channel they require is unavailable or may involve a long wait time(anytime from 60 seconds to 5 minutes depending on the priority of the Service, configurable by the Contact Centre Business Administrators); including, but not limited to:</p> <ul style="list-style-type: none"> • Direction to an automated telephone service that can push and pull information from a back office database/system. For example; a Library renewal can be completed over the telephone by saying/entering all required information; and • Call back option for telephone and Web Chat. <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:	
2.1.3.	<p>The Council requires the Solution to allow multiple role based permissions to appropriately restrict access to and viewing of Call Derbyshire Service/Channel /Interactions. For example;</p> <ul style="list-style-type: none"> • Contact Centre Business Administrators – Highest level of access; ability to create, edit and amend all areas of the Solution Functionality; • Contact Centre Supervisors - Ability to create, edit and amend selected Solution information including the management of Agents permissions; and • Agents – ability to view information only required to the individual Agent. <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:	
2.1.4.	<p>In the event of the contact centre not being operational (for example site evacuation), it must be possible to remotely instigate an emergency close down of all services to put the system into Evacuation Mode.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your</p>

<p>Solution will meet this requirement.</p> <p>The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.</p>	
Response:	
2.1.5.	<p>The Council requires the Solution to be compatible with wireless headsets.</p> <p>The Council currently utilises the following wireless headsets; Plantronics CS351N/A, CS351/A, CO52A, CS361N/A. Please explain whether the Solution is compatible with the identified models listed above and/or list any other alternative makes/models identified by the Contractor as compatible with the Solution.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:	
2.1.6.	<p>The Council requires the Solution to provide Contact Centre Supervisors with the ability to immediately instigate operational changes without the need for technical knowledge. For example: amending a call flow so that a Call Derbyshire Service has increased priority and can be directed to a different Skill Group.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p> <p>The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.</p>
Response:	
2.1.7.	<p>The Council requires the Solution to provide the Agent with the facility to demonstrate website navigation to the customer in a Web Chat conversation.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:	
2.1.8.	<p>The Council requires the Solution to allow a Web Chat communication to be transferred to another Agent; wherever the Agent is based.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:	
2.1.9.	<p>The Council requires the Solution to require a customer to provide an e-mail address before a Web Chat conversation can commence.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p> <p>The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.</p>
Response:	
2.1.10.	<p>The Council requires the Solution to provide the customer and the Council with an</p>

<p>e-mailed transcript of a Web Chat conversation once the Web Chat has ended.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p> <p>The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.</p>
Response:
<p>2.1.11. The Council requires the Solution to provide the ability to record customer Interactions for a period of time defined by Appendix E - Contact Centre's Retention Schedule.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:
<p>2.1.12. The Council requires the Solution to allow for the flexibility of conducting multiple Interactions with different customers at the same time. For example; talking to a customer over the telephone, whilst also conducting a Web Chat conversation.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:
<p>2.1.13. The Council requires the Solution to provide a feedback mechanism to allow customers the opportunity to share thoughts about their user experience. For example, a customer satisfaction survey that is offered at the end of a Web Chat or following a telephone conversation.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:
<p>2.1.14. The Council requires the Solution to be fully Responsive to provide an appropriately resized view on mobile devices.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:
<p>2.1.15. The Council requires the Solution to allow Contact Centre Business Administrators to create, edit and associate information messages with Call Derbyshire Services and Channels. For example; any information played to either the customer or the agent can be tailored to suit the nature of that specific Call Derbyshire Service or Channel; including but not limited to the following;</p> <ul style="list-style-type: none"> • Welcome messages; • In-queue messages; • Closed messages; and • Whisper messages to advise the agent of the type of call they are about to receive.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

2.2. Business Administration

2.2.1. System Users

2.2.1.1. The Council requires the Solution to allow Contact Centre Business Administrators to create and edit Contact Centre Supervisor roles and permissions.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.2.1.2. The Council requires the Solution to allow Contact Centre Supervisors to create and edit Agent profiles, including but not limited to;

- A user ID and PIN or password;
- Channel and Call Derbyshire Service membership i.e. the Channel and Call Derbyshire Service Interactions the Agent will be responding to;
- Skill Level the Agent is awarded for handling Interactions based on Channel or Call Derbyshire Service. The Skill Level might be applied as a numeric value or as a description. For example the Agent may have only recently been trained to take adult care calls, so would be assigned a 'low' skill rating; or level 2 where 10 is the highest and 0 is the lowest rating;
- Barring – this may, for example, be used to restrict Agents from certain tasks, such as making outbound calls.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

2.2.1.3. The Council requires the Solution to allow Contact Centre Supervisors to create and edit Agent groups, including but not limited to;

- The ability to create a group of Agents who share a common skill. For example; trained to take children's call;
- Editing of groups. For example, the ability to add and remove Agent membership in real time without the need for the Agent to log off/on again; and
- Associate groups of Agents with a specific Contact Centre Supervisor. For example; Helen's team.

Please explain using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.2.1.4. The Council requires the Solution to allow Contact Centre Business

Administrators, and Contact Centre Supervisors, to quality monitor customer Interactions, including but not limited to;

- Dial-in and listen to live telephone calls at both an Agent and Call Derbyshire Service level;
- Follow a real time Web Chat conversation involving an Agent and customer;
- Join a live telephone or Web Chat conversation to offer support to Agents; and
- Take control of a live telephone or Web Chat conversation from an Agent.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.2.2. Call Handling

2.2.2.1. The Council requires the Solution to be able to allow Contact Centre Business Administrators to create, and amend, Call Derbyshire Services, including but not limited to the following;

- Life span of Call Derbyshire Service (for example a transport consultation has a defined end date). The service can be created with a short term start and end date, or with an indefinite expiry;
- Opening times; for example, the contact centre may take calls for some services 24/7/365 whereas others will have a more defined schedule. Typical examples include:
 - Monday to Friday 8.00am to 5.15pm; and
 - Monday to Friday 4.00pm to 9.00am (closed during day time hours 9am to 4pm);
- Holiday periods; specifically public and bank holiday dates;
- Call routing; rules that can be defined based on CLI or service type (for example; child protection) allowing calls to be delivered to IVR menus, (including fully automated services when possible), and defined Skill Groups;
- Queue options, for example;
 - Maximum number of calls allowed to queue before customer hears the engaged tone or a call back later message; and
 - Queue reduction rules – for example; offering customers the ability to leave a message that keeps its place in the queue, have the choice to be redirected to an automated service or request a call back at a time of their choice;
- Create or amend KPIs; for example; target percentage of calls answered in xxx seconds, abandonment rate percentage, speed of answer; and
- Call recording rules; for example, record everything, or record 60% of one type of Call Derbyshire Service, and 60% of those calls taken by Agent A and Agent D.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

2.2.2.2. The Council requires the Solution allow Contact Centre Business Administrators to

create, and edit, IVR scripts and be able to publish and associate a new/amended IVR script with immediate effect.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

2.2.3. Social Media

2.2.3.1. The Council requires the Solution to be able to allow Contact Centre Business Administrators to create and amend rules associated with Social Media enquiries and responses, including but not limited to the following;

- Assign a priority to a Social Media channel (for example Facebook, Twitter) e.g. if a tweet is considered to be more urgent than another Channel/Call Derbyshire Service, rules can be set accordingly;
- Create defined time periods for service availability, for example; operating hours for responding, unavailable, times and public and bank holidays;
- Alert an Agent/group when a new Interaction has appeared;
- Assign to a specific individual/group when required; and
- Create KPIs, for example; speed of answer.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.2.4. E-mail

2.2.4.1. The Council requires the Solution to be able to allow Contact Centre Business Supervisors to create and amend rules associated with incoming email enquiries, including but not limited to the following;

- Assign a priority to an email enquiry based on the email address the enquiry has been directed to and/or the subject header;
- Create defined time periods for service availability, for example operating hours for responding, unavailable times and public and bank holidays;
- Alert an Agent/group when a new email has appeared;
- Assign to a specific individual when required; and
- Create KPIs for example; speed of answer.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.2.5. Web Chat

2.2.5.1. The Council requires the Solution to allow the Contact Centre Business Administrators to create and amend Web Chat rules and settings including, but not limited to the following:

- Web Chat opening and closed times;
- 'Wait' time based on Agent availability;

- Multiple Web Chat facilities which can be linked to specific services/campaigns;
- Priority – based on Web Chat topic and other service priority;
- Create/edit conversation greeting messages and template replies;
- Notification – ‘Queue’ a Web Chat request and/or alert an Agent/group when a new chat is waiting; and
- Create KPI’s for example; speed of answer and time taken.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

2.2.5.2. The Council requires the Solution to be able provide the ability to create keyboard shortcuts so that the Agent can insert standardised text, such as scenarios. For example; Welcome to Call Derbyshire, you are speaking to xxx Agent, how may I help?

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.2.5.3. The Council requires the Solution to be able to provide the facility for a disclaimer to be embedded in the Web Chat conversation.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.3. Multi-Channel Management Information

2.3.1. Historical Information and Reporting

2.3.1.1. The Council requires the Solution to provide a comprehensive reporting suite that allows Contact Centre Business Administrators and Contact Centre Supervisors to create, edit, save and delete both standard and bespoke reports.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

2.3.1.2. The Council requires the Solution to be able to report on the following areas for each Channel and Call Derbyshire Service, including but not limited to the following;

- Type of Interaction;
- Total number of Interactions by date and time;

- Channel specific or Call Derbyshire Service specific totals;
- Number of messages left;
- Common KPIs, including, but not limited to;
 - Speed of response (wait times before Interaction is received/opened by Agent, or call back made in response to a message);
 - Handle time (including post Interaction work); and
 - Failed responses (for example Calls/chats abandoned).
- CLI information;
- Outgoing and incoming; and
- Numbers dialled.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

2.3.1.3. The Council requires the Solution to be able to report on the following areas for each Agent on each Channel, including but not limited to the following;

- Number. of Interactions as an overall total and totalled by Channel/Call Derbyshire Service;
- Type of Interaction for example; Channel, Call Derbyshire Service, inbound, outbound;
- Handle time (total amount of time spent by the Agent to complete the work required);
- Status code reports; for example; amount of time spent talking, post call work etc.; and
- 'Idle time'; for example, comfort break.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.3.1.4. The Council requires the Solution to be able to provide reports in exportable formats such as XML and CSV.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.3.1.5. The Council requires the Solution to allow Contact Centre Business Administrators the ability to manipulate and analyse reports, for example; adding filters and producing graphs.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.3.1.6. The Council requires the Solution to have the ability to include information relating to Call Derbyshire Services/Channels/Agents that are no longer active, if the time parameter of a report includes a period of time where there was activity.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.
Response:
<p>2.3.1.7. The Council requires the Solution to be able to report on unreturned calls, for example; where a customer has used a call back facility, but a return call has not been made.</p> <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:
2.3.2. Real Time Information
<p>2.3.2.1. The Council requires the Solution to allow Contact Centre Business Administrators to create and amend the type and layout of real time management information including, but not limited to the following:</p> <ul style="list-style-type: none"> • Number of customer Interactions answered and abandoned; as a total, by Channel or by Call Derbyshire Service; • Number of customers waiting in the queue (telephone and Web Chat); in total and by Call Derbyshire Service and Channel; • Number of online Interactions waiting to be viewed, for example; e-mails, Social Media notifications; in total and by Call Derbyshire Service and Channel; • Number of customer call backs waiting (where a queue buster option has been applied and a customer has requested a call back); • Customer wait times by Call Derbyshire Service and Channel; including longest and average wait times; • Number of Agents logged on, and their status (available, in a call, completing post call work etc.); • Agent specific information such as: type of Interaction currently being dealt with, time in current status (for example how long on a call, how long in unavailable code); • Performance against pre-defined KPIs such as speed of answer, abandonment rate; and • Grouping of information such as a view of all activity associated with one Call Derbyshire Service, Channel or Skill Group. <p>Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.</p>
Response:
<p>2.3.2.2. The Council requires the Solution to allow the Contact Centre Supervisor to be able to configure the view of the real time information, to include but not be limited to the following;</p> <ul style="list-style-type: none"> • Ensuring the User only sees what they have permission to view; • Changes automatically based on pre-defined rules; for example; red for parameters that have been exceeded and green where there are no concerns; • User configured information in different colours and fonts to highlight changing conditions or emphasise critical information; and

- Group specified information together so that it can be displayed to suit operational preferences. For example, arranging Channel, Call Derbyshire Service, and Agent information on the screen in a way that best suits the operational managers.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.3.2.3. The Council requires the Solution to provide Contact Centre Supervisors with the ability to select the type of information they want to see on their own desktop and devices based on their permission settings.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

2.3.2.4. The Council requires the Solution to be able to display real time information (based on User permissions and configured device view) on multiple screens at the same time; including but not limited to the following:

- Operational manager desktop;
- Supervisor desktops;
- Agent desktop;
- Network connected wallboards;
- Plasma screen; and
- Mobile devices.

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement.

Response:

For information only

3. Technical Requirements (20%)

3.1 Solution Infrastructure Requirements

3.1.1 Virtualised Environment

The Council requires a Solution, which is fully compatible with its technical environment as detailed in Appendix D. The Council operates a converged infrastructure across its two data centres. The converged infrastructure utilises virtualisation technologies to present business critical systems, with a share of an optimised pool of network, compute and storage resources from either data centre.

The Council has made considerable investment in its existing core and data centre network, the storage platform and the server infrastructure and wishes to leverage as much of this investment without incurring addition expense. The Council uses Microsoft Windows Server 2012R2 HyperV as the hypervisor, a platform on which it virtualises the server operating system environment. The Solution should be sympathetic to this and be able to provide integration with the Council's virtualised server infrastructure.

Please state below how your Solution will meet this requirement, and include in your response:

- Whether the Solution is supported in a virtualised infrastructure environment;
- Whether the Solution can be implemented on a Microsoft Windows Server 2012R2 HyperV platform;
- Details of any customisation, additional requirements or restrictions that would be applicable;
- Technical information describing how this can be achieved;
- Details of which SAN or NAS protocols the Solution is compatible with including FC, FCoE, ISCSI, CIFS, SMB3, NFS and pNFS; and
- Any changes required to the Council's infrastructure to implement the Solution.

Response:

3.1.2 Solution Architecture

The Council needs to understand how the Solution will operate within its technical infrastructure, which is predominantly virtualised, (See Appendix D) and requires an architecture that ensures the Solution is technically robust, protects data integrity and holds data securely, with no single point of failure, whilst taking into account the following:

- The Council will require operational use of the Solution 24/7/365;
- That reporting should not impact on live operational use; and
- Provision of support for the production and any other non-production environment(s).

The Council requires the Tenderer to provide detail on both the infrastructure and associated licensing (e.g. the hardware and database licensing) that will be required for your Solution.

Please provide a schematic/detailed diagram illustrating the architecture of the Solution, explaining how you will meet this requirement, include both physical components and logical components and also include in your response:

- Numbers and types of servers required and minimum specification;
- Implications of using an in-memory based Solution or equivalents;
- Tiers (for example web, application, database, storage etc.);
- Protocol information including the types and ports in use;
- Any resilience, fault tolerance or redundancy incorporated within the Solution;
- Solution permissions required;
- Recommended Solution environments, for example; production, test, quality assurance etc.
- Virtualisation options; and
- Network requirements, including load balancing.

Please provide the costing of this infrastructure within Appendix A - Price Schedule (sections e and f), to enable the Council to gain an understanding of the total cost of ownership for your Solution.

Please Note: The Council will separately source storage and servers through its own existing ICT supplier contracts.

Response:

3.1.3 Telephony Integration

The Council has made considerable investment in its existing VoIP telephony solution and wishes to leverage as much of this investment as possible. The telephony services for the current contact centre are provided by the Council's corporate VoIP system, which uses the internal data network to support 7,600 IP extensions.

The VoIP solution is based on the Mitel MCD V7, operating within the Council's virtualised HyperV environment. This is a resilient service, which is spread across the Council's two data centres and is connected to the PSTN network via two independently routed SIP trunks with a current capacity of 340 channels.

The Council requires the Solution to make use of the Mitel VoIP telephony system to provide the voice communications between the public, Call Derbyshire Agents and other back office staff, including but not limited to the following;

- The ability for contact centre Agents' to make and receive calls;
- The ability to make and receive multiple calls at one time between the telephony system and Call Centre Agents;
- The ability for calls to be transferred to back office telephones;
- The ability for calls to be transferred from back office telephones to the Solution.

Please explain with the use of diagrams how your Solution will meet the above requirements and connect to and interact with the Council's telephone system.

Response:

3.1.4 Solution Scalability

The Council requires the Solution to be scalable in respect of, but not limited to:

- Number of Users;
- Increase in data volume;
- Increase in transactions; and
- Performance degradation.

Please explain and demonstrate, using screen shots and diagrams where appropriate, how your Solution meets this requirement, including in your response:

- The anticipated storage requirements for the Solution; and
- An approximate forecast of monthly and annual storage growth in gigabytes (GBs) for a typical implementation for a similar size and scope to this project.

Response:

3.1.5 Resilience

The Mitel system is designed to be resilient across the Council's two data centres and will continue to function fully should one data centre become unavailable.

As the Council considers all communication with the public to be of utmost importance (and to be able to deliver a critical response for services such as emergency out of hours social care calls) it requires the Solution to be designed in such a way as to ensure that it is fault tolerant and resilient.

Please explain how your Solution will meet this requirement, and include in your response:

- How the Solution will operate across two data centres; and
- How the Solution will continue to function should one data centre become unavailable.

Response:

3.1.6 Availability and Capacity Management

The Council requires a Solution design to deliver an availability of 99.99%, 365 days per year, 7 days per week excluding agreed scheduled maintenance. Any sizing must take into consideration the minimum life of the initial Contract term of 8 years.

Please provide details of your approach to availability, capacity management, resilience, system performance and responsiveness for the Solution to demonstrate how you will ensure that this target availability will be achieved. Include in your response:

- Screen shots and diagrams where appropriate to demonstrate how you will deliver the required availability;
- The capacity management process, procedures and tools to be used to ensure disk space, memory optimisation and application performance; and
- The housekeeping activities required to ensure no degradation in the system performance and responsiveness.

Response:

3.1.7 Solution Software

The Council requires that all of the Solution software components are maintained and supported throughout the period of the Contract by the Contractor, and that any updates required will be applied in a frequency that will be appropriate to application environments;

Please detail all of the components you are providing as part of your Solution (core software and optional modules), and explain how these components will meet the requirements. Include in your response:

- A description of the software components that will be provided in the Solution;
- List all of the components, modules, widgets, snippets and their version or release;
- The period that you will support the listed components for; and
- Describe any interdependencies and dependencies.

Response:

3.1.8 Database

Where there is a database element of the Solution this must be hosted on premise within the Council's infrastructure (see Appendix D - Technical Infrastructure) which is predominantly virtualised.

Please confirm the extent to which your Solution is compatible with, and can reside within the Council's infrastructure. Include in your response:

- Details of the database platform that is recommended to be used with the Solution;
- Details of the build or version of the database or application that is required;
- Whether the database can be co-hosted on an existing database platform or requires a separate instance.
- How the availability of the database environment is maintained;
- How the application connects to the database server;
- Any specific naming, configuration or collation requirements for the database.
- The expected performance characteristics of the database in terms of database transactions, disk subsystem I/O, processor, memory and network utilisation; and
- The initial size of the database and the predicted growth rate for the database.

Response:

3.1.9 User Accessibility

To ensure the Council achieves continued flexibility, it requires that the Solution is capable of being accessed by Agents, Contact Centre Supervisors and Contact Centre Business Administrators from locations including; office, home and remote sites.

Please explain and demonstrate, using screen shots and diagrams where appropriate, how your Solution meets this requirement and include in your

response:

- Details, for each User location type, how the Solution will:
 - Be accessible by using a Council Approved Device and means of access;
 - Enable multiple records to be accessed by multiple Users, without loss of Solution performance and integrity; and
 - Handle multiple concurrent activities without disruption to Service;
- Any restrictions on the number of Users that can access the Solution at any one time;
- Recommended (not minimum) network bandwidth, including data transfer rates, packet sizes, frequencies and typical transaction sizes; and
- Detail the typical number of transactions per second/minute.

Response:

3.1.10 Solution Maintenance

The Council requires the Solution to include tools that will enable the Council to be self-sufficient in operational support and maintenance on a day to day basis.

Please provide details of how you will meet this requirement. Include in your response:

- Details of any accounts and required level of privileges;
- Details of the tools available; and
- Details of any regular maintenance tasks which need to be performed.

Response:

3.1.11 Solution Access

For compliance with the Council's encryption policy, all Users must be able to access the Solution over an internet connection via https providing a uniquely encrypted channel for private communications using Transport Layer Security (TLS) protocol (or equivalent in line with RFC 5246 (Internet X.509 Public Key Infrastructure Certificate Policy and Certification Practices Framework)), that enables as a minimum 256-bit symmetric key encryption using SHA256RSA signature algorithm with RSA public asymmetric key encryption of 2048 bits.

Logon credentials, authentication, access to and transfer of data should all be protected by TLS v1.1 protocol (or equivalent) that enables as a minimum 256-bit symmetric key encryption using SHA256RSA signature algorithm with RSA public asymmetric key encryption of 2048 bits.

Please explain how your Solution meets this requirement. Include in your response:

- Confirmation that your Solution can be accessed using the above detailed configuration; and
- Details of any additional configuration requirements or any limitations with the above configuration, including web browser compatibility.

The score for this requirement will be validated as part of the due diligence

process, please see the Guidance Notes and Instructions to Tender.

Response:

3.1.12 Accessibility Standards

The Council is an equal opportunities employer and every effort is made to make its services accessible to all Users. The Council's accessibility requirements are in line with the Web Accessibility Standard BS8878:2010.

The Solution must be configurable for Users with various levels of ability, usability, and accessibility, complying with "AA" standards (or equivalent) as a minimum.

Please describe how your Solution ensures the Council's accessibility requirements will be met or exceeded using screen shots and diagrams where appropriate. Include in your response:

- The degree to which you are able to comply with and remain compliant with the Web Accessibility Standard BS8878 - Web Accessibility Standards Code of Practice or equivalent;
- Details where the Solution has differing levels of accessibility;
- The degree to which the Solution complies with W3C Web Content Accessibility Guidelines 2.0 "AA";
- Where the Solution does not comply with W3C "AA", what alternative methods exist for Users with a disability to access information contained within the Solution; and
- What testing either automated or by Users with disabilities was conducted during the development of the Solution to optimise accessibility.

Response:

3.1.13 Web Standards and Branding

The Council requires all publically accessible web pages published by the Solution to reflect the corporate brand and styling, and to be fully compliant with the Council's corporate website standards, including the validation of all HTML mark-up (<https://www.derbyshire.gov.uk/global/default.asp>).

Please explain, using screenshots and diagrams where appropriate, how your Solution will meet this requirement, include in your response:

- How the web pages published by the Solution will reflect the same look and feel as Derbyshire.gov.uk branding where applicable;
- How the Solution ensures corporate website standards and HTML code validation are met and maintained; and
- How any code embedded or added to the website complies with accessibility standards and HTML code validation.

Response:

3.1.14 Quality of Code Base

The Council anticipates that from time to time some elements of the Solution may require development or enhancement, which could potentially cause unexpected bugs or performance issues. However, the Council requires the Solution to be resilient to such issues.

Please explain how you will meet this requirement and how you ensure the resilience of your code base. Include in your response:

- Your approach to bug/error reporting and resolution; and
- The procedures in place to return to normal service as soon as possible in the case of any errors.

Response:

3.2 Solution Security and Audit Requirements

3.2.1 Security Policies and Standards

Information Security is of particular importance to the Council given the sensitivity of data, legislative requirements and potential reputational damage. The Council has ISO27001:2013 certification and has established an Information Security Management System (ISMS) in accordance with the requirements of ISO27001 and ISO27002 code of practice for information security controls. The Contractor will be required to provide a level of information security assurance for both Council and personal data which is compliant with current Data Protection Legislation and information security best practice.

The Council has various security policies and the Contractor will be required to comply with these policies and any successive versions throughout the Contract term.

With regard to this procurement, please refer to the following (links provided below):

- Information Security Policy
http://www.derbyshire.gov.uk/working_for_us/data/importance_of_data_security/default.asp In particular Sections 3, 4.1, 4.9 and 7;
- Access Control Policy:
http://www.derbyshire.gov.uk/working_for_us/data/access_control/default.asp With particular reference to Sections 3 (Physical access and controls), 5 and 6;
- Operational Management Policy:
https://www.derbyshire.gov.uk/working_for_us/data/at_your_desk/your_computer/default.asp With particular reference to Sections 4.1, 4.2, 4.3, 4.7 and 5;
- Information Systems Development and Maintenance Procedures:
http://www.derbyshire.gov.uk/working_for_us/data/at_your_desk/email/default.asp With particular reference to Section 5.
- Data Protection and Storage Media Handling Procedures
http://www.derbyshire.gov.uk/working_for_us/data/away_from_your_desk/usb_cds_dvds_external_hard_drives_etc/default.asp In particular Section 2, paragraphs 2, 3, 4 and 8; and
- Third Party Connection Policy
http://www.derbyshire.gov.uk/working_for_us/data/away_from_your_desk/working_with_the_public/default.asp In particular Section 4.

Please explain and demonstrate in your response, using screenshots and diagrams where appropriate:

- The degree to which you are able to comply with the identified sections of the policies detailed above;
- How security incidents are identified, reported and managed; and
- The extent to which your Solution conforms to ISO/IEC 27001 Information Security Standard and ISO/IEC27002 Information Security Code of Practice or equivalents.

The score for this requirement will be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

3.2.2 Passwords

The Council has a specific Password Policy (please use the link below to access this document) and all passwords must conform to this policy.

http://www.derbyshire.gov.uk/working_for_us/data/at_your_desk/passwords/default.asp In particular Section 4, bullet point 1, 2, 3, 4 and 5; Section 4.1, 4.2, 5, 7, 8.2 and 8.4.

The ability for User names and passwords to be created and changed should be wholly controllable by the Council (or its delegates). Please explain how you will meet this requirement and include in your response:

- The extent to which you can comply with the identified sections of the Council's password policy;
- The frequency of password refresh and the recovery facility for those who have forgotten their password;
- How User passwords are created and maintained;
- How User passwords are stored and transmitted;
- What facilities are available and what you would recommend to securely communicate passwords to Users;
- What evidence would the Council be provided with to verify that Users have received the appropriate password details;
- How 2FA can be used to further secure the Solution;
- The extent to which the Solution integrates with Microsoft Windows Active Directory; and
- Any limitations or restrictions that the Council should be made aware of.

The score for this requirement will be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

3.2.3 Encryption

To aid compliance with the Data Protection Act 1998, the Council requires the Solution to protect personal information from observation or disclosure whilst in transit across network segments and for data at rest.

The Council has a specific encryption policy please use the following link to access the document:

http://www.derbyshire.gov.uk/working_for_us/data/away_from_your_desk/encrypti

[on/default.asp](#), in particular Sections 5.1 and 6.

Please explain how your Solution will meet this requirement. Include in your response:

- What type of data will be encrypted within your Solution;
- The form of encryption the Solution uses to protect the transmission of data between client devices, servers and other Solution components, including the transmission of personal details across the internet and also whilst stored and processed;
- The extent to which you are able to comply with the encryption policy;
- Whether any data will reside on client machines;
- The minimum levels of encryption the Solution enforces;
- Any limitations or restrictions that the Council should be made aware of; and
- Any observations or comments you might wish to make.

The score for this requirement will be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

3.2.4 Digital Preservation

The Council has a specific Corporate Digital Preservation Policy, which the Contractor should comply with (link provided below).

http://www.derbyshire.gov.uk/working_for_us/data/at_your_desk/your_office/default.asp

Please explain and demonstrate, using screen shots and diagrams where appropriate, the extent to which you are able to comply with this policy. Include in your response:

- Details of the Solution's management processes for archiving aged data, from online availability to other media for example hierarchical data storage, tape or mass storage devices, also the removal of data from both live and archived content;
- How your data retention and disposal rules will meet the Council's standards, demonstrating the flexibility of the Solution to support this requirement;
- Explain how the Solution supports archiving of data either using date/time based retention rules or other; and
- Any limits and restrictions.

Response:

3.2.5 PECR

The Council requires the Solution to be compliant with PECR and to maintain the privacy and confidentiality of data held within the Solution.

Please confirm what plans you have in place to ensure continuing compliance with this EU Directive, including in your response, how this affects the Solution and what modifications the Solution may require in the future, as well as how the following items are addressed:

- Solution User activity tracking for example does the Solution use cookies to

track User activity;

- The Solution must provide adequate protection of personal and private information from observation or disclosure when in transit across vulnerable network segments. This is required to meet obligations under privacy and Data Protection Legislation. The protection provided should be appropriate to the threat and seek to deny access to all those not authorised;
- The Solution must protect personal and private information from misuse when stored and processed within the service implementation domain; and
- Safeguards and controls must be in place so as to make the data stored unavailable to non-Users or other groups.

The Council needs to be assured that the Solution affords sufficient safeguards and controls so as to make the data stored unavailable to non-Users or other groups.

Response:

3.2.6 Authentication

The Council requires the Solution to provide User authentication.

Please explain and demonstrate, using screen shots and diagrams where appropriate, how your Solution meets this requirement and include in your response:

- What data the Solution will record relating to authentication and authorisation of a connected User;
- What interface is provided to the access control system for Technical Administrators;
- How the Solution retains the original record of Users and their access details, including after the account has been disabled, suspended or become inactive; and
- How this information will be made available for Technical Administrators to analyse.

The score for this requirement will be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

3.2.7 PSN Connection Compliance

The Council complies with the Government's PSN Connection Compliance - allowing connection to the GCSx (PSN) network. The Solution must not compromise the connection at any time during the life of the Contract. Please see the below link for details about PSN.

<https://www.gov.uk/public-services-network>

Please explain and demonstrate (using screen shots and diagrams where appropriate) how your Solution complies with this requirement.

Response:

3.2.8 Audit Trail

The Council requires the Solution to maintain an extractable Audit Trail, which will record additions, amendments and deletions to activity data of Users and Technical Administrators.

Please explain and demonstrate (using screenshots or diagrams where appropriate) how your Solution will meet this requirement. Your response should include, but not be limited to, how the following data will be captured:

- Date and time of transaction;
- User ID and name of the individual undertaking the transaction;
- Details of the data before and after the transaction;
- Details of the User's MAC or IP Address (subject to whether the connection is internal or external) of the IT equipment for the User making the connection;
- Details of which activities undertaken by the Technical Administrator will appear in the Audit Trail;
- Any limitations or restrictions that the Council should be made aware of; and
- Details of failed log-in attempts including user account information and MAC or IP address.

The score for this requirement will be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

3.2.9 System Clock Synchronisation

The Council requires the Solution's system clock to be kept synchronised with an industry recognised synchronisation procedure for security and audit purposes.

Please explain and demonstrate (using screenshots and diagrams where appropriate) how your Solution meets this requirement.

Response:

3.2.10 User Awareness

The Council requires the Solution to have the ability to issue a notification to remind Users of their obligations when accessing the system.

Please explain and demonstrate (using screenshots or diagrams where appropriate) how your Solution meets this requirement. Include in your response;

- Which Users can edit the notification;
- The type of content that can be added for example; text, hyperlinks, images etc.; and
- Any limitations or restrictions that the Council should be made aware of.

The score for this requirement may be validated as part of the due diligence process, please see the Guidance Notes and Instructions to Tender.

Response:

3.2.11 Integration with the Council's E-Payments System

The Council's current e-payment system is provided by Civica. The Council requires the option for the Solution to integrate with its e-Payments system (current version Civica Webpay 14.2 and above) to allow Users to make an associated payment in real time.

The Council does not require integration with the Council's e-Payments system during the implementation stage of this project, but may choose to integrate at a later date.

Please explain and demonstrate (using screenshots and diagrams where appropriate) how your Solution will meet this requirement. Include in your response your approach for integration with the Council's e-payments system, providing evidence of successful integration, where appropriate.

Response:

3.2.12 Council Solution's Access

The Council requires the ability to allow data held within the Solution to be accessed by other Council systems as required, for example the Corporate Performance Management System (CPMS). Methods of data access required include, but are not limited to:

- Direct connection from the Council's CPMS to the Solution's database;
- Database exports into flat files with Solution column headings for the Council's systems to consume; and
- Database table/column replication.

Please explain and demonstrate how your Solution meets this requirement, including how access from other systems to the Solution's data would be given.

Response:

4. Delivery Requirements (5%)
4.1. Implementation
<p>4.1.1. Timeframe for Implementation</p> <p>The Council anticipates the Solution to be implemented with Go-Live in December 2017 at the latest.</p> <p>Please provide a proposed project implementation plan to evidence how you will meet this requirement and include in your response:</p> <ul style="list-style-type: none"> • A proposed project plan with indicative timescales for a full implementation; • Details of the project manager you will allocate to co-ordinate the project on your behalf; • Details of each aspect of the implementation including realistic details of set up and lead in timescales, for example: length of time from contract award to Go-Live of the Solution; • Clear identification of both Contractor, Sub-contractor (if relevant) and Council resource requirements; and • Details of any transitional implications – particularly bearing in mind that Call Derbyshire is a 24/7/365 contact centre and needs to maintain service at all times. <p>The finalised project plan shall be mutually agreed by both parties and subject to availability of Council resources for training prior to acceptance testing.</p>
<p>Response:</p>
<p>4.1.2. System Configuration</p> <p>The Council requires the Solution to be fully configured prior to Go-Live of the Solution. This includes ensuring that all necessary system rules including (but not limited to) Channel and Call Derbyshire Service scripts (including IVR scripts), customer and Agent messages, and Call Recording facilities are in place. A dedicated resource from the Council will be available to work with the Contractor in ensuring the Solution is fully configured prior to Go-Live and to assist with User Acceptance Testing.</p> <p>Please explain how you will meet this requirement.</p>
<p>Response:</p>
<p>4.1.3. Acceptance Testing</p> <p>The Council requires acceptance testing for all stages of this project as the payment milestones are linked to successful acceptance of the implementation stage. Testing will also be required throughout the life of the Contract for any upgrades, patches, bug fixes or component changes. Functional and scenario-based acceptance test scripts need to be agreed by both parties.</p> <p>Please provide details of your approach to Acceptance Testing to evidence how the requirement will be met, including in your response:</p> <ul style="list-style-type: none"> • The environment in which the tests are carried out (test or production);

- The roles and responsibilities of each party; and
- Examples of 2 relevant test scripts.

Response:

4.1.4. Payment Milestones

The Council's financial regulations stipulate that payment should only be made upon receipt of a deliverable. The Council, therefore, requires payment milestones for the implementation as detailed below:

Milestone 1:

- Successful installation of the application on the Council's infrastructure;
- A meeting held to discuss, and documentation provided to confirm the configuration and implementation processes of the Solution; and
- User access to the Solution with the ability to create User accounts.

Upon successful completion of Milestone 1, the Council will pay 20% of the:

- Year 1 recurring costs; and
- Total implementation costs.

Milestone 2:

- Setup and Configuration of the Solution
- Initial User training as specified in the Council Requirements;
- The ability to validate registered Users and apply appropriate permissions;
- Successful acceptance testing; and
- 'Go Live' and floor walking.

Upon successful completion of Milestone 2, the Council will pay 60% of the :

- Year 1 recurring costs; and
- Total implementation costs.

Milestone 3:

- The Solution has been successfully working and free from any business critical or major operational incidents, and no more than 10 minor incidents, for 60 consecutive calendar days from the Go-Live Date (Milestone 2 signoff).

Upon successful completion of Milestone 3, the Council will pay 20% of the:

- Year 1 recurring costs; and
- Total implementation costs.

Please confirm that you accept the above milestones and reflect the costs in Appendix A - Price Schedule.

Response:

4.2 Training

4.2.1 Training Requirements

The Council requires the Contractor to provide appropriate on-site training on their Solution at the Council's offices, no later than 6 weeks prior to the Acceptance Date, initially for the following, to enable them to achieve the necessary level of competency required for them to undertake their role:

- 5 x Contact Centre Business Administrators;
- Up to 12 Contact Centre Supervisors, including the ability to train Agents: and
- 3 x Technical Administrators.

Please explain how you will meet this requirement and include in your response:

- The content and topics covered;
- The course duration;
- The maximum and minimum group sizes;
- Details of training schedules; and
- The level of training (for example basic, intermediate, advanced).

Any costs that are applicable must be identified and entered into Appendix A - Price Schedule.

The score for this requirement will be validated as part of the due diligence, please see Guidance Notes and Instructions to Tender.

Response:

4.2.2 Training Media and Materials

The Council requires User guides and training materials to be made available in order to assist Contact Centre Business Administrators using the Solution. The Contractor will be required to provide training media, User guides and training materials in plain English.

Please explain how you will meet this requirement and include in your response:

- Details of the scope and level of training materials supplied for Contact Centre Business Administrators;
- What training materials will be made available to the Council;
- Whether training manuals and/or User guides would be supplied in hard copy or electronic and whether these will be specific to each User type;
- Whether webinar sessions will be available for different User types; and
- How the training materials will be customised to incorporate the look and feel of the Derbyshire Solution.

Any costs that are associated with this must be identified and entered into Appendix A - Price Schedule.

Response:

4.2.3 On-going Training

The Council requires any additional future training for Council technical support

staff, Users with Enhanced Permissions or Train the Trainer to be delivered using a combination of on-site training at the Council's offices, eLearning and/or webinars.

Please explain how you will meet this requirement and include any associated costs in Appendix A - Price Schedule.

Response:

For information only at Selection Questionnaire stage

5. Service Levels and Contract Management (5%)

5.1 Technical Support

5.1.1 Product Development Roadmap

The Council recognises that technology within ICT is changing at an ever increasing pace. The requirements detailed in the Technical Requirements are, therefore, the minimum acceptable and may be upgraded or developed within the scope of the Contract.

The Council requires a stable Solution that develops in line with changing business, industry and legislative changes during the Contract period.

Please summarise the product development which is planned for your Solution and your approach to engaging with the Council to ensure this requirement is met. Include in your response:

- A product roadmap (highlighting the intended software development plan) over the initial term of the Contract;
- The expected upgrades within the initial term of the Contract;
- The expected support lifecycle for this product;
- When the next version is likely to be available;
- Description of your product development cycle, including the length of release cycles, from bug report or request for change to release; and
- Access to User groups or forums.

Response:

5.1.2 Licensing

The Council has around 85 Users of its current telephony solution. These Users are employees of the Council, which includes 72 Agents, 10 Contact Centre Supervisors and 3 Contact Centre Business Administrators.

The number of Users may vary over time depending on the Council's plans and priorities. In the future, the Council may wish to include additional service areas and/or partners, and increase or reduce capacity as and when required. The Council, therefore, seeks flexibility in the licencing options available and is looking for a Solution that recognises this.

Please explain how you will meet this requirement and include in your response:

- Details of your organisation's licensing structure to cover the Council's anticipated minimum requirements of:
 - 85 Agents; all of whom will need to be licenced to take calls, but out of which a maximum of 10 would need Web Chat licensing;
 - 12 Contact Centre Supervisors who are licensed for multi-channel activity;
 - 5 Contact Centre Business Administrators who are licensed for multi-channel activity; and
 - 3 Technical Administrators who are licensed for access to all areas of the Solution.

- Type of licence, for example: user, concurrent, enterprise, central processing unit etc.
- Arrangements for obtaining additional licences, including costs and whether these could be pro-rated and whether these could be pro-rated;
- Licensing model for a fully automated telephone service (by voice or keypad) - allowing complete fulfilment of specific services without the need for human intervention;
- Licensing model for additional modules;
- Arrangements for downgrading the number of licences; and
- 3rd Party licensing.

Costs should be reflected within Appendix A - Price Schedule, including any additional costs for annual support and maintenance.

Response:

5.1.3 Solution Upgrades and Changes

The Council accepts that upgrades, patch fixes and other software changes may be required to the Solution. The Council requires any changes (planned or unplanned) to be mutually agreed and scheduled in a manner to avoid disruption to Service delivery or affect access to the Solution. Advance notice of at least 14 calendar days must be provided to the Council, unless in a case of emergency.

Please explain how you will meet this requirement and include in your response:

- How often critical updates will be applied to the Solution;
- The expected lead time for customer requested developments to be made available for testing and implementation;
- Details of the quality assurance and testing that will be undertaken before a new release is delivered;
- Details of the quality assurance and testing that will be undertaken once applied to the Solution and before sign-off;
- The measures/tools to be used to mitigate risk of failed changes;
- What level of resiliency will be maintained during changes;
- The process for dealing with customer-found issues and implementing/incorporating suitable fixes or Solution customisations; and
- Whether all releases are mandatory and for how long previous releases will be supported.

Any relevant costs must be itemised within Appendix A - Price Schedule.

Response:

5.1.4 On-going Technical Support

The Council requires the Contractor to provide on-going technical support and maintenance for the Solution, and is seeking to maximise value in terms of both the cost and support available.

The Council uses Service Level Agreements with internal and external Contractors, which contain response and Solution targets for incidents and significant problems to be rectified.

The Council's 1st Line Support will diagnose faults to determine priority and the route for resolution. Where faults lie with the Contractor or their Sub-contractor, the service levels detailed below will take effect. Internal out of hours cover is provided on a call out basis.

The following table details the Council's minimum requirements:

Priority Level	Description	Target Response Time	Target Fix Time	Remedy
(1) Business Critical Impact	One of the following (or comparable) incidents: 1) Solution down or unusable; 2) Data is severely corrupted, not manually correctable and requires full restore; and/or 3) All Users and/or application affected.	Within 5 minutes of the Council logging the fault with the Contractor	Within 30 minutes of the Council initially logging the fault with the Contractor This figure is inclusive of the Target Response Time.	Service credit payment of £1,500, for each and every subsequent 1 working hour or part hour beyond the Target Fix Time until resolved.
(2) Major Operational Impact	One of the following (or comparable) incidents: 1) Part of the Solution is unusable and no workaround exists; 2) Major (non-critical) function of the Solution is unavailable; 3) Examples of part-functionality experienced by some or all Users; 4) Multiple Users and/or application affected; and/or 5) The system hangs indefinitely in use, causing highly unacceptable or indefinite delays for resource	Within 2 hours of the Council logging the fault with the Contractor	Within 4 hours of the Council initially logging the fault with the Contractor This figure is inclusive of the Target Response Time.	Service credit payment of £1,000, for each and every subsequent 1 working hour or part hour beyond the Target Fix Time until resolved.

	or response.			
(3) Minor Operational Impact	One of the following (or comparable) incidents: 1) Part of the Solution is unusable but not preventing Users from carrying out their duties ; 2) Configuration error/software fault causing incorrect operation of a function ; 3) Several / group of Users affected; 4) Test/Training application fault 5) General customer queries and advice; 6) Approved change requests; 7) Chargeable work and training; and/or 8) Minor cosmetic bugs.	Within 4 hours of the Council logging the fault with the Contractor	Within 3 months of the Council logging the initial fault or the next software release; whichever is the sooner	Invoke escalation procedure

Please explain how you will meet this service level requirement for technical support and include in your response details of:

- Your arrangements for technical support including options for;
- 24/7/365 Technical support;
- Your incident management process;
- Your maintenance approach/process;
- The resources available within technical support and their skill sets;
- Details of any call logging software;
- Operational procedures including incident escalation and incident management;
- Details of prioritisation response/fix times;
- Confirmation of a named account manager; and
- How you will work with the Council to jointly define priority levels.

Response:

5.2 Contract Management

5.2.1 Non-technical Support for Implementation and Account Management

The Council requires the following Service Level Requirements to be met for both the implementation phase and on-going account management. If the Contractor fails to meet the achievement targets for the Service Level Requirements the Council reserves the right to invoke the remedies stated below:

Service Item Category	Activity	Remedy
Implementation Phase	Implementation of the Solution to be carried out in accordance with the project plan, including timescales for implementation.	Invoke escalation procedure and non-payment of relevant milestone.

Management Information, including but not limited to: real time and historic reports	To be provided to the Contract Manager prior to review meetings or as requested by the Contract Manager.	Invoke escalation procedure
Response to items raised at Review meetings	Respond via e-mail to the Contract Manager within 5 working days and confirm the timescales for resolution if not able to rectify within this 5 working day period.	Invoke escalation procedure
Progress Updates	Unresolved queries/enquiries to be reported back to the Council with progress updates at least every 24 hours (Monday-Friday), via e-mail.	Invoke escalation procedure

In applying the remedies above the Council wishes to ensure continuity of Service as its main objective.

Please explain the extent to which you can meet this requirement.

Response:

5.2.2 Review Meetings

The Council requires the Contractor to provide an effective process for regular review and management of the account as a whole and all the services provided by the Contractor under the Contract.

Following Go-Live, review meetings shall be held initially at the Council offices between the Council and the Contractor, on a quarterly basis, but the frequency and location of these meetings may be changed by mutual agreement. During the implementation phase weekly conference calls may be required, together with the options to have on-site meetings if necessary.

Both technical and commercial aspects will be discussed at the review meetings, covering contract management and operational issues, in accordance with an agreed agenda. Stakeholders from within the Council will be in attendance for their respective agenda items.

The agenda for each review meeting may vary from time to time. Agenda items will include, but not be limited to:

Technical:

- Outstanding issues including open incidents, configuration issues, Workarounds and/or fixes implemented and complaints; and
- Product updates including forward plans for upgrades, development, service fixes and any identified risks.

Commercial:

- Service level performance including call volumes, service failures, Target Fix Times, Response Times, Service Credits and trends in incidents;
- Contractual issues and/or changes; and

- Spend analysis.

Please explain how you will meet this requirement and detail the proposed attendees from your organisation.

Response:

5.2.3 Annual System Health Check

The Council may require an annual system health check to be undertaken by the Contractor to review the implementation and technical configuration of the Solution. This will cover the following, as a minimum:

- Technical configuration, review and recommendation; and
- Best practice recommendations for Contact Centre Telephony and Multi-Channel Customer Engagement Platforms.

Please explain how you will meet this requirement and include any associated costs Appendix A - Price Schedule under Optional Costs.

Response:

5.2.4 Management Information

The following reports and information shall be required in electronic format by the Council during the Contract period:

Requirement	Frequency	To be provided:
Legal Requirements: Indemnity and Insurance Policy Renewals.	On renewal each year	To be available upon request.
Financial Arrangements: Audited accounts.	Annually	To be available upon request.
Quality: <ul style="list-style-type: none"> • Registration/Accreditation; • Health and Safety Policy; • Environmental Policy; • Equality Policy; • Human Resources; and • Complaints 	Annually Statistical Information. All to be provided prior to annual review meetings if required.	To be available upon request.
Volume of Service: Monthly SLA reports detailing: <ul style="list-style-type: none"> • Downtime; • Call volumes; • Priority calls response times; • Fix times; and • Credits due. 	Monthly and prior to review meeting. Statistical Information	To be sent to nominated officer(s) of the Council. Details to be provided on award of Contract.
<u>Other Information to include</u>	Prior to review meeting.	To be available upon

but not be limited to the following: Spend analysis reports.		request.
<p>Please note: Additional electronic copies of the above documents/reports must be provided upon request.</p> <p>The Council requires detailed management information covering the above areas to allow easy monitoring of contract compliance.</p> <p>Please explain how you will meet these requirements and provide an example of a volume of service report currently used by your organisation to provide management information to customers.</p>		
Response:		
<p>5.2.5 Exit Plan</p> <p>The Council requires an Exit Plan to form part of the Contract. The Exit Plan must be provided to the Council within 6 months following the Acceptance Date. The Exit Plan must detail the timetable, procedures, responsibilities, and information required of and by the Council, and the Contractor, to ensure that the Service is transferred seamlessly and completely to an alternative service provider; before the termination of the Contract at minimum cost to the Council. The Exit Plan is to be reviewed on a regular basis between the Council's Contract Manager and the Contractor's Account Manager.</p> <p>Please confirm that you can meet this requirement within the agreed timescales and include in your response an example Exit Plan to evidence the information to be included.</p>		
Response:		
<p>5.2.6 Social Value</p> <p>The Council has developed a Social Value framework, which is currently out for consultation: www.derbyshire.gov.uk/socialvalue</p> <p>This framework is designed to ensure that Contractors provide Social Value benefits as part of any Contract awarded, in accordance with the Public Services (Social Value) Act 2012. The Council requires the Contractor to assist in meeting the obligations of this legislation.</p> <p>Please explain how you will meet this requirement and include in your response:</p> <ul style="list-style-type: none"> • The Social Value benefits that could be delivered; and • How achievement would be measured. 		
Response:		