

QUESTIONS AND ANSWERS

This page will keep an up-to-date list of Questions and Answers made during the tendering process to allow for a common understanding by all suppliers

Ref	Question	Answer
Q1	How many handsets are configured on your current Avaya telephony solution? We know that you have 175x employees, but a count of current handsets would allow us to give representative numbers	We have around 200, but we do not require handsets as the majority use mobiles and laptops, and we are working in an agile way from multiple sites/homes and workplaces so desk phones are no longer a requirement These all need external call capabilities not just internal
Q2	Please could you provide details of your current PSTN access? Is it ISDN or SIP? Is it distributed, or centralised? Also, how many channels do you currently have out to the PSTN?	We currently have various relationships / supplier obligations we have connected SIP Trunking with BT / Gamma and latterly Voiceflex We have 27 channels on Gamma that terminate to the Avaya platform plus some BT channels Deployment into Avaya is across Chesterfield / Node 4 DC and BCBC
Q3	Do you currently use MS Teams as a collaboration client?	We do use MS Teams yes. People are used to this however we are open to options that work for hybrid working
Q4	Are payments taken over the phone?	Yes, this is via Worldpay
Q5	Do you have any security policies that are reliant on the functionality from the Phone system?	No, however we do need to ensure any systems will pass ISO and Cyber Essentials Plus criteria
Q6	Monitoring of activity and reporting	We ideally would like to see call volumes and call waiting times – this is a good way to check our members can get through
Q7	Do you have any requirements for Call Recording? If yes, can you explain what teams and what you use it for	This isn't essential. A few teams said for quality it may be nice to have at certain points in the year to report on (so something flexible for around 15 people). However, if there is a great cost to this it wouldn't be worthwhile
Q8	As part of your Avaya PBX do you have any conferencing demands?	We currently have one conference number with a passcode. Since the use of Teams and a videoconferencing facility in a number of rooms at various sites, this is now rarely used
Q9	Does the system need to integrate with Teams or Dynamics?	We use Teams and Dynamics but are open to systems that give the flexibility for hybrid working. There doesn't need to be integration, just ease of use for end users, unless as part of the tender you

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		can describe the benefits if there are additional costs for doing this
Q10	MPLS questions	There will be no need for MPLS in the future
Q11	Switchboard users	There are two switchboard users one at Nottingham reception and one at Chesterfield reception
Q12	DDIs	Estimated 10 required
Q13	Requirement of contact centre functionality	We do not believe this is required beyond basic hunt groups given what we know
Q14	Admin access	This could be a shared account
Q15	WAN connectivity	<p>This does need updating and as we are now working agile without servers, this needs to be reviewed so going off details on what we have now will have no bearing on what is needed going forward</p> <p>The number of people per site are detailed below and on average half will be in at any one time, calling and teams/video calling will be used by most on and off throughout the day. Everything is cloud based.</p> <p>The numbers below are for telecoms use, some sites are rented space and so the connectivity is covered by the lease.</p> <ul style="list-style-type: none"> • Chesterfield - 90 users total (65 Chamber and 25 tenants) • Nottingham - 70 Users total (and 20 tenants) • Leicester - 24 Users total • Derby - 15 Users total (leased space) • Brian Clough Derby – one user, plus circa 15-20 small businesses WiFi connectivity • Mansfield – 20 users total (leased space) • Glossop – four users total (leased space)
Q16	What are the bandwidth requirements for sites?	We wanted providers to make suggestions based on the new way of working as above in Q15
Q17	SLA's for sites	We have other ways of working/places to work, or tethering to support short issues, so the impact isn't severe enough to warrant high additional costs for adding a resilient connection but we would want things to be resolved in a timely manner
Q18	Does Leicester need bringing into the MPLS?	There will be no MPLS moving forward as there are no applications or data stored locally
Q19	Does Chesterfield need a separate internet connection?	All sites do need a connection, ideally the size should be recommended by the supplier based on numbers and cloud working

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Q20	Is there a requirement for a Meraki firewall for centralised internet breakout?	The centralised firewall will disappear along with the cost as there isn't a need for an MPLS
Q21	How do staff connect remotely?	There is no VPN all data etc is in the cloud via Microsoft. There is not a need for physical servers
Q22	How many concurrent calls will be required?	This will vary but as a guess around a third of staff could be on the phone at once, but this could vary massively
Q23	Are headsets required	As most people will work more agile in the main mobile phones/laptops will be used, for those (expected to be around 10 people) on the phone more often a headset could be of use
Q24	How old is the current AVAYA system?	This is around eight years old
Q25	Current connectivity	<ul style="list-style-type: none"> • Chesterfield – FTTC • Glossop – leased office not applicable • Derby – leased office not applicable • Brian Clough Business Centre – Gfast and this provides tenants with WiFi (circa 20 small businesses) • Nottingham – FTTC • Mansfield – leased office not applicable • Leicester – FTTC • Leicester Food Park – leased office not applicable <p>We would like the new connectivity to be fit for future use rather than what has been</p>