# Statement of Requirements for Comprehensive Telecoms Solution for Taff Housing.

## Background:

Taff are seeking to upgrade its current telecoms solution to a more advanced solution as a strategic move that aligns with our goals of enhancing efficiency, improving customer experience, and driving down costs.

Taff currently has a traditional IP telephony solution, with limited functionality, a basic Call Centre, reception, call groups, direct dial and some fixed lines with handsets for some locations.

Taff currently use 8x8 with a mixture of licencing to fulfil their needs, the current contract is due for renewal 1st November 2025, at which point it will be convert to a rolling monthly contract, Taff will require a solution at the earliest possible opportunity.

## The Contract:

The contract shall be for an initial period of Three (3) years from with the option to extend for a further period of up to twenty-four months, on an annual basis.

## Procurement Act 2023:

This contract is being tendered under the Welsh Procurement Act 2023, under section 21. The tender is an open procurement procedure.

## Conditions of Participation

**Financial Standing**- To participate tenderers who file audited accounts with Companies House, should provide annual financial statements for the last 3 financial years which demonstrate their on-going viability.

**Experience and Capacity**-To participate tenderers will need to provide 3 references for contracts currently operated remonstrating relevant experience.

**Insurance**-To participate tenders will need to provide evidence of Professional indemnity insurance protects against claims for loss or damage made by clients or third parties as a result of the impact of negligent services you provided or negligent advice you offered.

**Business Continuity**-To participate tenders will need to provide evidence they have a business continuity arrangement in place to meet the organisation support, uptime and recovery requirements.

**Data Protection**-To participate tenders will need to provide evidence and any accreditation or compliance with recognised standards that evidences they can comply with GDPR principles and the UK Data Protection Act 2018.

**Cyber Security**-To participate tenders will need to provide evidence and any accreditation or compliance with recognised standards that evidences they adequate cyber security in place.

**Vendor Accreditation**-To participate tenders will need to provide evidence that they are an accredited vendor for the technologies they are proposing.

## Procurement Process

**Stage 1- Pre Selection Qualification**

Pre market testing where to identify potential suitable solution. (Complete)

**Stage 2- Interviews for qualifying bidders.**

Potential solution providers will be invited to demonstrate their proposals and validate the solutions with users.

**Stage 3 Competitive Tender**

Competitive tender process. The Requirements will be posted on Sale2Wales and suppliers invited to respond to the requirements.

**Stage 4 Award.**

Contract Award. Tender responses will be reviewed and evaluated and a solution suppliers appointed subject to validation.

## Objective

To enhance customer service and operational efficiency through a robust telecoms solution that integrates advanced technologies and supports seamless communication across multiple channels, to deliver superior service, optimized operations, sustainable growth and cost efficiencies.

## Outcomes:

**1. Enhanced Efficiency:**

The solution should integrate advanced technologies such as AI, automation, and omnichannel capabilities, to streamline operations, reduce manual workloads, offer enhanced analytics, and enable faster response times.

**2. Improved Customer Experience:**

Customer expectations are continually evolving, and providing exceptional service is paramount to Taff, and an advanced telecom solutions should offer seamless omnichannel support, ensuring customers can interact with us through their preferred channels (voice, email, chat, social media) without losing context.

AI-powered chatbots provide 24/7 support, handling routine inquiries and escalating complex issues to human agents, resulting in quicker resolutions, personalized interactions, and higher customer satisfaction.

Language support across all channels, including automated translation capability.

**3. Cost Reduction:**

Cost savings, by integrating AI and automation, reducing the need for manual intervention, rationalising phone lines and services, lowering operational costs, the addition of features like call masking and call recording ensure compliance and reduce the risk of costly data breaches.

The efficient management of Direct Dial-In (DDI) lines and integration with existing systems, such as Microsoft Teams and Taff’s Housing Management Solution “Rubixx”, further optimizing resources and reducing overheads.

**4. Analytics:**

The solution should provide comprehensive insights into telecommunication activities, enabling Taff to optimize their communication strategies, improve customer service, and enhance operational efficiency.

**5. Future-Proofing:**

Ensure Taff remains agile and adaptable to future technological advancements, with scalable and flexible systems allow us to grow and evolve without the need for frequent overhauls.

## Requirements:

**Detailed Description of Functional Requirements that must be meet.**

1. **Call Centre:**
   * Establish a state-of-the-art call centre with capabilities for handling and distributing calls.
   * Ensure scalability to accommodate future growth.
2. **Omnichannel Capabilities:**
   * Integrate multiple communication channels (voice, email, chat, social media) to provide a unified customer experience.
   * Video Calling and interaction.
3. **Chatbot Integration:**
   * Implement AI-powered chatbots to handle routine inquiries and provide 24/7 support.
   * Ensure chatbots can escalate complex issues to human agents when necessary.
4. **AI Functionalities:**
   * Utilise AI for predictive analytics, sentiment analysis, and personalized customer interactions.
   * Implement AI-driven insights to improve decision-making and operational efficiency.
5. **Call Recording:**
   * Enable call recording for quality assurance, training, and compliance purposes.
   * Ensure recordings are securely stored and easily retrievable.
6. **Call Masking:**
   * Implement call masking to protect customer privacy and sensitive information, and payment details.
   * Ensure compliance with data protection regulations.
7. **Language Support:**
   * Provide multilingual support to cater to a diverse customer base.
   * Support Welsh Language requirements.
   * Implement real-time translation services for non-native speakers.
8. **Single Sign-On (SSO):**
   * Integrate SSO to streamline user authentication and enhance security.
   * Ensure compatibility with existing authentication systems.
9. **Integration with Housing Management Solution (Rubixx):**
   * Seamlessly integrate the telecoms solution with Rubixx for efficient data sharing and workflow automation.
   * Ensure real-time synchronization of customer data between systems.
   * CRM Integration, Call Summary write back, Call pop.
10. **Data Security:**
    * Implement robust data security measures to protect customer information.
    * Ensure compliance with relevant data protection regulations (e.g., GDPR).
    * Support Data Retention requirements.
11. **Recommendations for Improvements and Cost Savings:**
    * Conduct a thorough assessment of Taff's current telecoms solution.
    * Identify areas for improvement and potential cost-saving measures.
    * Provide a detailed implementation plan with projected ROI.
12. **Integration with Teams:**
    * Ensure seamless integration with Microsoft Teams for enhanced collaboration.
    * Enable features such as call transfer, conferencing, and shared workspaces.
13. **Management of DDI Lines:**
    * Implement efficient management of Direct Dial-In (DDI) lines.
    * Ensure easy allocation, tracking, and reporting of DDI numbers.
14. **Dashboards and Reports and Alerts:**
    * Customizable, dashboards providing real-time updates.
    * Generate and schedule automated reports.
    * Alerts and Notifications for critical metrics to ensure timely responses
15. **Integration with Payment Solution.**
    * Integration with organisation payment gateway AllPay and compatibility with standard payment gateways.
16. **Support for the Satellite sites.**
    * Provision for DDI and handsets and at Satellite sites.

## Functional requirements.

**For each requirement the potential supplier must submit a full written response of how the requirement will be meet and any supporting documentation or links as evidence.**

|  |  |
| --- | --- |
| Req ref. | Requirement description |
| F1 | Review of current telecoms solution and proposal for the replacement indicating enhancements, efficiency and cost savings. |
| F2 | Proposal for the migration, rationalisation and management of DDI lines. |
| F3 | Proposal for the implementation of the recommended solution. |
| F4 | Proposal for Call Centre. |
| F5 | Proposal for Omnichannel, including video calling. |
| F6 | Proposal for Call Recording and Call Masking |
| F7 | Proposal for Chatbot. |
| F8 | Proposal for Language Support. |
| F9 | Options and Costs for configuration options. |
| F10 | Proposal for Single Sign on and Authentication. |
| F11 | Proposal for Training. |
| F12 | Proposal for Support and Break fix. |
| F13 | Proposal for Management of enhancements, releases and patches. |
| F14 | Proposed Licensing Model. |
| F15 | Proposal with costs for additional consultancy and customization. |
| F16 | Proposal with costs for integration with Rubixx, for call pop and call summary write back. |
| F17 | Proposal for integration with Teams. |
| F18 | Proposal and deployment of IP phones and supporting hardware. |
| F 19 | Proposal for Integration with payment Gateway. (AllPay) |
|  |  |

## Non-functional requirements

**For each requirement the potential supplier must submit a full written response of how the requirement will be meet and any supporting documentation or links as evidence.**

|  |  |
| --- | --- |
| Req ref. | Requirement description |
| NF1 | Managed service option available for the implementation and embedding of the solution. Options for consultancy for additional phases, functionality. | |
| NF2 | Ongoing training available to enable effective skills transfer. | |
| NF3 | Cyber Security arrangements to ensure the solution is secure. | |
| NF4 | Helpdesk and troubleshooting support available during working hours 9am – 5pm GMT, Mon-Friday (excluding Bank Holidays) | |
| NF5 | Out of Hours support availability for critical services (24x7x365) | |
| NF6 | Evidence that the chosen solution is the most cost effective available for Taff. | |
| NF7 | Capacity meets the current and predicted requirements for the planned lifecycle of the implementation. | |
| NF8 | Availability meets the stated Service Level Agreement. | |
| NF9 | Business Continuity arrangements are appropriate. | |
| NF10 | Recoverable (RTO, RPO) in line with the stated Service Level Agreement | |
| NF11 | Performance meets the stated Service Level Agreement | |
| NF12 | The solution meets industry standard Data Protection and GDPR and retention requirements. | |
| NF13 | Environmental Impact Assessment | |
| NF14 | Proposal for meeting the proposed Schedule | |
|  |  | |

## Costs

**Please provide itemised costs as follows:**

* Costs for proposal for Including, implementation, licencing, support, subscription, consulting
* Discounts applied and terms and limitation of discounts.
* Cost associated for potential additional components/enhancements that Taff may consider, in the future
* On-going annual costs for 3 years based on current usage, and configuration
* Any other costs that may be anticipated to be incurred to meet the functional and non-functional requirements.

## Implementation Plan

**Please provide details of proposal for implementation and to meet the schedule.**

* Taff Resources and access required to implement and embed solution, e.g. training, project management, onboarding, support
* Plan with timeline for implementation, and on-going support and maintenance

## Supplier Quality Requirements.

**Please provide the following;**

* Evidence of appropriate Business Continuity, Cyber Security and GDPR arrangements.
* Evidence any implementation would be managed using recognised, best practice project management methodology.
* 3 years financial accounts, or equivalent financial assurance.
* Copies of relevant insurance and assurance documentation where required
* Appropriate Vendor Accreditation.
* Reference sites for similar implementation.
* Customer Use Cases.

## Glossary of Terms

* MS – Microsoft
* SLA – Service Level Agreement
* RTO – Recovery Time Objective
* RPO – Recovery Point Objective
* GDPR – General Data Protection Regulations

# Appendices

**Technologies and compatibilities**

AD compliant

MS Windows

MS Office 365

MS Teams

Ms Azure

Rubixx Housing Solution

**Current Licencing**

|  |  |  |
| --- | --- | --- |
| No. | Agent type | Description |
| 16 | Contact Centre Agents | 8x8 Voice-based Contact Centre with Advanced Reporting. (X6) |
| 100 | Call Agents (DDI) | 8x8 Standard Call Users (X1) |

**Call Volumes (Approx Average per Month)**

|  |  |  |
| --- | --- | --- |
| Direction | Duration | Volume |
| Outbound | 20hrs | 300 calls |
| Inbound | 300hrs | 3000 calls |

**Digital Handsets:**

|  |  |
| --- | --- |
| Number | Current Digital Handset |
| 12 | Polycom VVX 250 handset |

**Service Level Agreement Requirements**

Average Core Uptime 99.999% (5 nines)

Support Hours 24x7x365 (including Bank Holidays)

RTO 4hrs RPO 4hrs

**Schedule Proposal**

**Phase 1**

Replacement of current solution.

Migration and adoption of current DDI lines (at all sites).

Rationalisation of DDI lines.

All Taff users migrated to Teams Calls.

Call Centre Users migrated replacement Call Centre Solution.

Video Call.

Call Recording and Masking.

Dash Boards and reports.

Payment Integration.

**Phase 2**

Call Summary Write Back to Rubixx

Rubixx contact pop

Chat Bot

Omni Channel integration

Multi Language for all channels

Sentiment Analysis, call summary and performance

AI implementations