

Harborough District Council Telephone System Procurement: Specification

Harborough District Council (HDC) is seeking to purchase a new telephone system for its refurbished headquarters at Symington Building in Market Harborough.

The refurbishment of the building includes provision of structural cabling.

The system that will be procured will comprise:

- Server/switchboard hub (if necessary)
- Telephone handsets and cabling to connection points (sockets).
- Installation, training and maintenance.

The requirements of the system are as follows:

Technical requirements

The system will need to meet the following specification:

1. Capacity

1.1. The system will support 220 staff and 200 handsets and 400 extensions

1.2. The system must be flexible and allow expansion or reduction of capacity and the capability to add connections to more locations as and when required.

2. Migration and integration of existing system

2.1. The provider must be able to offer support in migration from the current temporary telephony system back to the refurbished HDC HQ.

2.2. It is anticipated that the system will be based on VOIP (voice over Internet Protocol)

2.3. The system must be compatible with the HDC ICT environment which includes:

2.3.1. VMware

2.3.2. Citrix

2.4. The incorporation of existing equipment including Mitel handsets and gateways to facilitate migration and reduce costs and waste is desirable.

3. Independent Connection

3.1. The system must support any connection type physical ISDN 30 circuits, SIP trunks, etc.

4. Interconnectivity with other sites and partners

- 4.1. The system must allow easy direct transfer at the cheapest possible rate to the Charnwood Borough Council Customer Contact Centre.
- 4.2. The system must allow easy direct transfer at the cheapest possible rate to Hinckley and Bosworth Borough Council (Revenues and Benefits service).
- 4.3. The system should allow easy direct transfer at the cheapest possible rate to other HDC sites.

5. Business continuity and resilience

- 5.1. The system must include a robust back-up in case of failure; ideally it should be sufficiently independent of internet access to ensure that telephony and internet/email cannot both fail at the same time.

6. Flexible working

- 6.1. The system must support flexible working by HDC staff through:
 - 6.1.1. Provision to support transfer of calls easily to mobiles/remote workers' landlines at cheapest possible rate.
 - 6.1.2. A 'hot desking' facility; staff must be able to 'sign in' to any phone in the building.
 - 6.1.3. Voicemail; with facility to configure to meet HDC Customer Care Standards (including the option to switch to voicemail at ring 9). The system should allow include remote access to VM messages and include the facility to switch voicemail off.

7. Support

- 7.1. Configuration of the system and housekeeping/maintenance must be easy and supported by training and online documentation for staff.
- 7.2. Support and training to enable the HDC ICT team to maintain the system must be available.

8. Functionality

- 8.1. The system must support 'teleconferencing'.
- 8.2. The system must offer call routing capabilities including date, time and skills based routing; team pick-up of calls is essential. There must be support or training to enable ICT staff to configure this facility.
- 8.3. The facility to record calls is desirable but it must be possible to configure it to HDC requirements and it must be possible to disable the recording function.
- 8.4. Caller number display is desirable.

8.5. Provision of a range of speaker functions (e.g. headsets, speakerphone) is desirable.

8.6. It should be possible to re-use or recycle handsets.

9. Call Logging and reports

9.1. The system must allow logging of calls transferred in appropriate detail.

9.2. The system must allow reports to be automatically created and distributed.

10. Timescales

10.1. The system must be operational by December 20th 2013

10.2. It is anticipated that access to the refurbished HQ building will be available from October 1st 2013.