

### Introduction

Below are responses to queries received in response the Horniman Museum Invitation to Tender (ItT) for Unified Communications solutions published on 27 April 2023.

This document will be updated as further clarifications are requested.

**Last Updated: 23 May 2023**

**NB – the closing date for submissions has been extended by 1 week, from 2 June to 12pm (noon) 9 June 2023**

**The level of interest has been higher than anticipated. We do now expect to be running 2<sup>nd</sup> stage presentations/interviews/Q&A for selected bidders in the week beginning 19<sup>th</sup> June.**

### Clarifications

1. Please can you confirm the exact number of users we need to include costs for as the background information suggests 150 split into thirds and further down it mentions 134 (106 standard users plus 28 common area users)
  - a. The Horniman has approximately 150 staff. Not all of these will necessarily require a dedicated account. In our current set up 106 members of staff have a dedicated user licence and 28 handsets act as common area devices, having more limited licences.
  - b. We leave it to bidders to suggest licence models depending on the licence options for their suggested solution. We are aware that these can vary considerably. It may be that some users need less function than others.
  - c. In the tender we divide the staff body into three parts, 1/3 who are high computer and telephony users, 1/3 who are medium users, and 1/3 who are low users. Bidders may wish to reflect this in their licence models. Because the functions associated with the various licences offered by UC providers vary so greatly, we do not expect bidders to have a 'perfect' model in their bid and would anticipate a period of discussion and discovery to design a best fit, either prior or post the offer of a contract.
2. Following on from Q1, the Finance section requests us to exclude the 106 standard licences you already have, do the 28 common area licences also fall under this exclusion/not required anymore or do these need to be included?
  - a. The licences that can be excluded are the Microsoft Business Standard Licences. All licences that give access to telephony should be included in the costings of the bid.
3. What international destinations are required to be called and what usage is to each of these destinations, or was this just included by the incumbent and aren't used?

- a. It is conceivable that calls will be made to any location in the world. The practical experience however is that very few international calls have been made, the majority to mainland Europe, but some also to North America and to Africa.
  - b. We hope to publish data regarding call volumes shortly
  - c. The number of international calls made is very low. The capability of phoning overseas is essential, but the inclusion of overseas minutes in a bundle might not be financially optimal or required.
- 4. The Invitation to tender section mentions SMS messaging, please can you explain what is meant by this and the requirement we need to include?
  - a. SMS text function to send text messages to devices. This would be a separate function to the chat messaging available in MS Teams.
  - b. This is not a high priority specification, but is a function available in our current set up.
- 5. There is a request for SharePoint integration, could you expand on the requirement here and how you envisage this working?
  - a. Clicking on the extension or ddi displayed in a SharePoint People record would initiate a call to that number, in the same way that clicking on the email address initiates an email, or clicking on the chat function opens Teams chat function.
  - b. Additionally, but less high priority than a., any number in the body of a page would also be clickable to call
- 6. Will a call centre be required?
  - a. No. Calls are filtered and distributed first by an IVR, then by security staff who act as 2<sup>nd</sup> line reception. Some teams have historic publicly advertised DDIs which were ported when the current set up was installed. These teams receive and manage their own calls but none have staff whose sole role, or even main role, is to answer calls.
  - b. The security staff have access to both a handset and a desktop app. Some team members prefer the handset, some the desktop app.
- 7. Have you got poe switches in place?
  - a. Yes we have POE switches in place. All the current deployed handsets are Ethernet network connected to POE ports. We have some additional capacity for additional POE devices in some of our switches should further handsets or other devices be deployed.
  - b. We are open to replacing our current switches to provide additional POE capacity if required.
- 8. How many numbers need to be ported over?
  - a. We currently have 136 DDIs. Some of these are historic and some were generated when the current solution was implemented 2 years ago. For simplicity and continuity we would want to port as many numbers across as are relevant to a new solution.
  - b. There are about 20-30 historic and widely known in the public domain DDIs that it is essential that we retain and port.

9. What are your ongoing support requirements?
  - a. This will depend to some extent on the power and usability of any admin console. We will want to be able to configure the system and add/ remove (within licence terms) accounts and numbers ourselves.
  - b. We will need support for configuration (the complexity of some of the team's needs as we have experienced them may require some experimentation) and for bug fixes. Access to support 24/7 by chat/'phone would be ideal (Configuration changes are often made out of office hours).
10. Is Horniman Museum looking to change their current UC solution, or looking to procure more licences/functionality to their existing one?
  - a. The Horniman is neither set on, nor locked into, retaining our current solution. We are open to suggestion of any solution that meets the requirements.
  - b. We are, if anything, looking to reduce the number of telephony licences we use.
  - c. We are looking to maintain or improve the function, and to deliver as much of that function as possible to staff through MS Teams and other MS products.
11. Please can you share any data or analysis you have of current telephone usage?
  - a. In the past month:
    - i. The Horniman's 'main' number received 1,877 incoming calls. Of these 796 callers selected an option from the IVR, 1,081 went through to the security team acting as receptionists.
    - ii. 4,994 internal or external calls were made or received lasting a total of 8,278 minutes
    - iii. 2,754 external calls were received lasting a total of 4,404 minutes
    - iv. 589 external calls were made lasting a total of 1,677 minutes
    - v. 2 international calls were made (both to France)
12. Does the Horniman issue 'work' mobile 'phones?
  - a. The Horniman does not issue 'work' mobile 'phones. It is left to the discretion and preference of staff whether they download and use the mobile app available with the current solution. Adoption has tended to be by team, with some teams enthusiastically embracing the mobile app, and others rejecting the idea of using their personal device in a work setting.
  - b. The Horniman has no plan to start issuing staff with 'work' mobile 'phones.
  - c. The Horniman will be addressing the use of personal devices generally as part of its roll out of MS365.
13. You say in the tender document that the specific issues you have with the current solution will be listed in the specification, but it is not clear to us which issues these are.
  - a. The most significant issue with the current solution is the relationship between limited licence, unassigned common area handsets and user accounts. As set out in the Appendix scenarios, the ability to pass calls from user accounts to unallocated handsets situated in stores, galleries and workshops as part of automated call handling, including call queues, is important for us. Any 'follow me' function whereby staff can divert calls to an un-assigned handset, from that handset, would be a real bonus.

- b. Perhaps as a result of the above, but also perhaps as staff are not as well trained as they might be, or have not engaged with the call handling options, a higher than expected or wanted percentage of incoming calls are not answered or go to voicemail.
  - c. Again possibly relating to both of the above, staff using the desktop app, especially on a base unit PC, have struggled sometimes to know a call was incoming, as they do not wear headphones persistently and so do not hear a ring tone.
- 14. Is it a requirement that users can set their own call handling behaviour individually and in teams (small t)?
  - a. We would prefer users and admins both to be able to set call handling behaviour
- 15. Are there other applications beside Teams that the telephony solution should be able to integrate with?
  - a. Other significant applications that the Horniman uses are:
    - i. Zendesk for IT and Estates ticketing
    - ii. Cascade for HR
    - iii. Tessitura for Customer Relations and Ticketing

We would be interested in proposals for possible integrations with any of these
- 16. Is there a requirement for integration with social media such as Twitter or WhatsApp
  - a. The Horniman has tended to quarantine social media applications outside our firewall and on dedicated devices. Any proposal to integrate social media into the UC would have to address cyber security concerns
  - b. That said this could be an attractive addition if it can be managed safely
- 17. Are you aware that the VVX300 handsets that you mention in the Tender document will become obsolete soon?
  - a. We were not aware.
  - b. We have 100 of these handsets so want to get the most use we can out of them if possible.
  - c. If new handsets are required then these will require a cost line in any application
- 18. What platform is the current UC solution?
  - a. The UC currently in place is RingCentral
- 19. How many admins are required?
  - a. 4 or 5
- 20. How many staff currently with user licences use a laptop, how many a desktop and how many a mobile phone?
  - a. About 40 staff use a laptop all or some of the time, with this number growing steadily
  - b. This leaves about 60 staff on a webcam and headphone set up at their desktop
  - c. See 12 above for mobile phone use

d. Our best estimate of mobile app downloads is about 30

21. How exact do you expect the licence allocation to be in the application. Can there be a period of discovery/dialogue prior to implementation?

a. Not very exact.

b. Yes, a period of discovery/dialogue is expected with regard to licence allocation, both at 2<sup>nd</sup> stage interviews and during implementation once a contract is awarded

c. Applicants may set out a range of options for licencing