

# Soft Market Test

For a

Workforce Management System

Cambridgeshire County Council

Ref: [XXX]

# Section 1: Introduction

## General Requirements

The purpose of this document is to briefly explain to suppliers the business and technical requirements and the expected scope of a Workforce Management System in order that suppliers can explain the relevance of products, services and their experience to the requirements.

**Please note:** this market testing exercise is **not** an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. CCC is issuing this request for **information only**. Any supplier invited to present to CCC is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

## Confidentiality and Freedom of Information (FOI)

**Please note:** all information included in this Soft Market Testing is confidential and only for the recipients’ knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.

All responses will be treated confidentially. However, please be aware that we are subject to the disclosure requirements of the FOI Act and that potentially any information we hold is liable to disclosure under that Act. For this reason, we strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under FOI the request will be dealt with in accordance with the legislation.

## Background

**Cambridgeshire County Council** is the county council of Cambridgeshire, England. The council consists of 61 councillors, representing 59 electoral divisions. The council is based at New Shire Hall at Alconbury Weald, near Huntingdon. It is a member of the East of England Local Government Association. The council is responsible for public services such as education, transport, highways, heritage, social care, libraries, trading standards, and waste management.

## Soft Market Test Timetable

Please read this document and if you feel that your organisation is able to contribute to this exercise please complete the questionnaire at the end of this document and return, via email to [email address] by [Date].

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Deadline for receipt of responses to Soft Market Test. | [Date] |
|  |  |
| Decision on way forward. | [Date] |

Potential responders will not be prejudiced in any future procurement processes by either responding or not responding to this soft market test exercise.

# Section 2: Identification of Requirement

## Current Situation

The County Council has a Contact Centre for the public to contact us to make an enquiry about services delivered by the County Council, make a payment for services, book a service and report an incident or issue.

Contact Centre use a Netcall QMax WFM system currently

There are around 50 agents in the main Contact Centre team taking around 12000 calls per month from the public.

We currently operate a Cirrus phone system for our Contact Centre.

## Our Requirements

We are looking for a solution that will ensure the right number of agents are working at the right time. The system should optimise agent productivity, ultimately leading to an enhanced customer experience. The functionality should include:

* **Forecasting**: Predicting future contact volumes across various channels (phone, email, social media and online) and average handling times based on historic data and upcoming seasonal peaks. The ability for cross-channel and cross-skill forecasting. The ability to manually adjust forecasts and add ‘what if’ scenarios.
* **Scheduling**: Once the forecasted workload is known, the WFM system should help create optimal agent schedules using rules we have set up within the system. It should ensure that the right number of agents with the appropriate skills are available during peak hours and other critical times. The ability to manage absence and for the advisor to self-serve by accessing the system.
* **Intraday management**: On a day-to-day basis, the intraday management should handle unexpected fluctuations in contact volumes or unplanned absences and adjust schedules in real-time to maintain service levels and ensure staffing remains aligned with actual demand throughout the day.
* **Adherence**: Monitor and report on the agent’s accuracy in following their assigned schedule.
* **Integration with telephony system:** We utilise Cirrus phone software which is accessed through Microsoft Teams. The system should integrate with this software to pass-through real-time data call and agent whereabouts data.
* **Reporting:** Ability to see real time data for service and agent performance as well as adherence. Ability to be able to export reports to Excel and to be able to link the system in to Power BI. Ability to produce customer and automated reports.
* The system proposed should be cloud based.
* The solution must be accessible securely over the internet
* The solution must support Azure Active Directory
* The solution must be browser based and meet Web Accessibility standards (BS 8878 and the latest Web Content Accessibility Guidelines
* The solution must be compatible with Windows 10 and 11
* The system must be hosted within the UK or the EU
* All data held in the solution must adhere to portability requirement set out by UK GDPR
* The solution should be able to integrate with Microsoft Dynamics 365 and MS Teams

# Section 3: Supporting information

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name of your organisation |  |
| Registered office (if applicable) |  |
| Trading address (if different from office) |  |
| What if any local connections do you have with the authority? |  |
| Name of person whom an queries relating to this questionnaire should be addressed |  |
| Telephone Number(s) |  |
| Email |  |
| Address if different to above |  |

## Section B: Questions

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

|  |  |
| --- | --- |
| **Question** | **Response** |
| What is the name of the solution you propose? |  |
| How will your proposal meet the need for forecasting (see our requirements section above) |  |
| How will your proposal meet the need for scheduling (see our requirements section above) |  |
| How will your proposal meet the need for intraday management (see our requirements section above) |  |
| How will your proposal meet the need for adherence (see our requirements section above) |  |
| How will your proposal meet the need for integration with our telephony system (see our requirements section above) |  |
| What SLAs are offered as standard |  |
| What other functionality does your system provide which may be of use to us? |  |
| How long would your proposal take to implement? |  |
| If your proposal is already in use elsewhere: please give an example of your proposed solution in use and state how it has met the requirements of the customer. Please provide an example of use in a County Council setting if possible. |  |
| What procurement frameworks are you currently able to offer the solution through |  |
| Please provide indicative costings for the solution |  |