

Replacement Telephone Systems Technical Scorecard Oct 06

Option		0	1	2	3	4	5
		Retain	Discrete PBX	Philips	Hybrid	Digital	Centrex
Core Functionality							
1 Ongoing support is available from the Manufacturer for next 5 years (Multiplier of 10)	Factor	5	2	0	2	X	X
	Score	-10	20	0	20	40	40
2 Expansion Capability (Multiplier of 10) <i>Flexible and scalable to support future changes in the make up of MF&RS</i>	Factor	5	3	0	3	X	X
	Score	-10	10	0	10	40	40
3 Ease of Use: Moves & Changes <i>Adding and removing people as they start or leave MF&RS. Cope with desk moves.</i>	Factor	4	3	4	3	X	X
	Score	20	25	20	25	40	40
4 Basic Record a call Functionality <i>Used by MaCC, Attendance Management & Threat Response Group</i>	Factor	4	4	4	4	X	4
	Score	20	20	20	20	40	20
5 Telephonist Operator Services in Two Locations <i>Two operators one at SHQ & one at TDA</i>	Factor	4	4	4	4	X	2
	Score	20	20	20	20	40	30
6 Common Numbering <i>Extensions will be in the range 296 4000-7999</i>	Factor	4	4	4	4	X	X
	Score	20	20	20	20	40	40
7 Same technology deployed in all MF&RS Sites <i>This will allow centralised administration and deliver a common experience to all users irrespective of their geographical location</i>	Factor	4	4	4	4	X	X
	Score	20	20	20	20	40	40
8 Integration with Systems Implemented in the last year <i>MaCC/ Attendance Management & City Centre Fire Station currently have a Mitel Solution</i>	Factor	3	3	3	3	X	3
	Score	25	25	25	25	40	25
9 Telephony Solution is Voice over IP (VoIP) <i>Links up your computers and telephones to handle all voice and data traffic in one network. This will allow functionality such as dialling out automatically with a single mouse click from a computer. Use of VoIP has been recommended by Telent & confirmed by an independent third Party as an appropriate technology</i>	Factor	4	4	4	4	X	X
	Score	20	20	20	20	40	40
10 Equality and Diversity <i>Hearing Aid Compatible Headsets</i>	Factor	3	3	3	3	X	X
	Score	25	25	25	25	40	40
11 Resilience of Solution (multiplier of 10) <i>Resilient to overcome the loss of individual elements</i>	Factor	4	4	5	3	1	3
	Score	0	0	-10	10	30	10
12 Implementation Risk (multiplier of 10)	Factor	1	2	5	3	1	1
	Score	30	20	-10	10	30	30
13 Future Proof <i>Future development can be accommodated without major reinvestment</i>	Factor	4	4	0	3	X	X
	Score	20	20	0	25	40	40
Score for Core Functionality		15.4	18.8	11.5	19.2	38.5	33.5
Optional Functionality							
14 Voice Mail for all Users	Factor	4	4	4	4	X	X
	Score	20	20	20	20	40	40
15 Unified Messaging for 150 Users	Factor	4	4	4	4	X	2
	Score	20	20	20	20	40	30
16 Auto Attendant and Speech Server <i>Automated Night Service Call handling</i>	Factor	4	4	4	4	X	3
	Score	20	20	20	20	40	25
17 Hot Desking	Factor	4	4	4	4	X	X
	Score	20	20	20	20	40	40
18 Remote Access Teleworker	Factor	4	4	4	4	X	3
	Score	20	20	20	20	40	25
19 Fire Service Direct Requirements	Factor	3	2	4	2	X	2
	Score	25	30	20	30	40	30
20 ICT Help Desk Call Management Requirements	Factor	4	4	4	4	X	3
	Score	20	20	20	20	40	25
Score for Optional Functionality		20.7	21.4	20.0	21.4	40.0	30.7
Total Technical Evaluation		17.3	19.8	14.5	20.0	39.0	32.5

Replacement Telephone Systems Commercial Scorecard Oct 06

Option		0	1	2	3	4	5
		Retain	Discrete PBX	Philips	Hybrid	Digital	Centrex
Core Functionality							
Confidence in Estimates	Factor	3	3	4	3	1	2
	Score	5	5	0	5	15	10
Terms & Conditions of Order	Factor	3	3	3	3	1	4
	Score	5	5	5	5	15	0
Prime Contractor or Multiple Contractor	Factor	3	3	4	3	X	2
	Score	5	5	0	5	20	10
Risk of Escalation of Cost	Factor	3	3	4	3	1	4
	Score	5	5	0	5	15	0
Reduced Call Cost	Factor	3	3	3	2	X	3
	Score	5	5	5	10	20	5
Cost Control & Cost Centre Management	Factor	3	3	3	2	X	1
	Score	5	5	5	10	20	15
Score for Core Functionality		5.0	5.0	2.5	6.7	17.5	6.7
Total Cost of Ownership							
Capital		162	162	327	470	480	176
Revenue (Savings) year 0		23	0	0	21	21	131
Revenue (Savings) year 1		23	0	-12	-27	-27	84
Revenue (Savings) year 2		23	23	-12	-53	-53	58
Revenue (Savings) year 3		23	23	-12	-53	-53	58
Revenue (Savings) year 4		23	23	-12	-53	-53	58
Revenue (Savings) year 5		23	23	-12	-53	-53	58
TCCO over 5 years after install complete		300	254	267	252	262	623
Average	326.3						
Zero point threshold	489.5						
TCCO Points Awarded		31.9	39.7	37.5	40	38.3	0
Scorecard Summary							
20% Commercial points awarded		5.0	5.0	2.5	6.7	17.5	6.7
40% Technical points awarded		<u>17.3</u>	<u>19.8</u>	<u>14.5</u>	<u>20.0</u>	<u>39.0</u>	<u>32.5</u>
40% Total Cost of Ownership points awarded		31.9	39.7	37.5	40	38.3	0
Total Points		54.2	64.5	54.5	66.7	94.8	39.2