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Contract

ITT for a Comprehensive AI Knowledge Assistant Solution

Energy Saving Trust Ltd

F03: Contract award notice

Notice identifier: 2025/S 000-002699

Procurement identifier (OCID): ocds-h6vhtk-04885a

Published 27 January 2025, 1:00pm

Section I: Contracting authority

I.1) Name and addresses

Energy Saving Trust Ltd

Prospect House, 5 Thistle Street

EH2 1DF

Edinburgh

Email

maddalena.galloni@est.org.uk

Telephone

+44 1315557900

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

www.energysavingtrust.org.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA1492
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I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Other type

Not for Profit

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ITT for a Comprehensive AI Knowledge Assistant Solution

Reference number

EST/ITT/AIK/0824

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Energy Saving Trust is seeking to appoint a supplier to provide an AI supported federated enterprise search capability, in short, an AI Knowledge assistant for all of Energy Saving Trust's digital assets. This includes but may not be limited to our website portfolio, Microsoft SharePoint and Office, CRM systems, Intranet, inhouse applications and selected Shared Drives. The content source landscape is dynamic and will change over time. Internally it needs to be available to all employees and in part to contracted advice staff and function as an effective answer engine. Integration into our websites for customer service purposes needs to be included. The application hosting will ideally be on the Energy Saving Trust's Azure tenant and the cost needs to be included in the bid.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Energy Saving Trust is seeking an AI-supported federated enterprise search capability, here called AI Knowledge Assistant, to enhance the accessibility and usability of Energy Saving Trust's digital assets.

The solution must integrate seamlessly with various platforms, including website CMS like WordPress, Microsoft SharePoint, Office, CRM systems (MS Dynamics, Salesforce), the Intranet, in-house applications, and selected shared drives. It must offer extensive data source connectivity and data enrichment through AI and machine learning.

By connecting all employees (app. 500) and contractors (120-200) to relevant knowledge, the AI Knowledge Assistant will save time, improve efficient onboarding, facilitate the discovery of knowledge sources, and help close knowledge gaps.

Leveraging advanced natural language processing (NLP), the system must understand and process complex queries in multiple languages, ensuring high search relevance and accuracy.

Customization and flexibility are essential, with options for adaptable workflows, customizable data fields, and user permissions to meet specific business needs.

Security and compliance are paramount, requiring robust encryption, role-based access controls and adherence to regulatory standards like GDPR, HIPAA, EU AI Act.

The solution must offer a user-friendly interface with intuitive navigation, customizable dashboards, and support for various user roles and the ability to be integrated in the flow of work, i.e. MS Teams

High performance, scalability, and efficient data processing capabilities are crucial, ensuring the system can handle increasing data volumes and user bases without degradation.

Comprehensive customer support, transparent pricing, and flexible deployment options are also required, including hosting on Energy Saving Trust's Azure cloud tenant. The latter needs to be included in the pricing.

The AI Knowledge Assistant should provide advanced data visualization, robust analytics capabilities, and support for all standard content formats, including search in audio and video.

The supplier should demonstrate commercial sustainability, strategic partnerships, and

high user satisfaction ratings, supported by positive reviews and testimonials.

Accessibility features must comply with standards like WCAG and Section 508 for US organisations, ensuring usability for individuals with disabilities.

Externally, the AI Knowledge Assistant must be able to enhance customer service by integrating with the website as an AI-powered chatbot, providing instant and accurate responses to queries. This tool should help Energy Saving Trust engage effectively with individuals, businesses, communities, and governments, promoting energy efficiency, conservation, and sustainable energy use.

Engagement channels include online resources, tools, websites, phone helplines, email, local events, workshops, partnerships, grants, social media, and newsletters. The AI Knowledge Assistant will support advisors in these engagement efforts by providing comprehensive, accessible, and efficient access to information across all digital assets, ultimately contributing to energy savings and reduced carbon emissions.

Extra requirements of the contract are WordPress plugin development for integration with most of our websites and integrations with a customised Microsoft Dynamics installation and our in-house application eco-system.

The commencement date of the project is the 14th of October 2024. The maximum budget including estimated hosting costs is GBP260k (GBP65k per year for a period of 4 years) with annual renewal.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: 2024/S 000-024802

Section V. Award of contract

Contract No

EST/ITT/AIK/0824

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at https://www.publiccontractsscotland.gov.uk/.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:788847)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Saughton House, Broomhouse Drive

Edinburgh

EH11 3XD

Country

United Kingdom