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Tender

## **TS2337.2022 Provision of Chatbot and Livechat Services**

Ordnance Survey

F02: Contract notice

Notice identifier: 2022/S 000-004150

Procurement identifier (OCID): ocids-h6vhtk-0316d1

Published 14 February 2022, 2:14pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Ordnance Survey

Explorer House, Adanac Park

Southampton

SO16 0AS

#### **Email**

[procurementgroup@os.uk](mailto:procurementgroup@os.uk)

#### **Telephone**

+44 2380305368

#### **Country**

United Kingdom

#### **NUTS code**

UKJ3 - Hampshire and Isle of Wight

**Internet address(es)**

Main address

<https://www.ordnancesurvey.co.uk>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Southampton:-Communication-software-development-services./G6BP2GC8E8>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

National Mapping Agency

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

TS2337.2022 Provision of Chatbot and Livechat Services

Reference number

TS2337

**II.1.2) Main CPV code**

- 72212510 - Communication software development services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

OS wishes to appoint a partner to deliver a scalable and sustainable ChatBot and Live Chat multichannel solution, which will enable and support with the delivery of our digital transformation. OS expect the partner to deliver a solution and the necessary consultation and expertise on how our current use cases can be delivered effectively and efficiently. Once the channels are delivered, we will require ongoing support to maintain and further develop the solution.

### **II.1.5) Estimated total value**

Value excluding VAT: £250,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

Main site or place of performance

Hampshire and Isle of Wight

### **II.2.4) Description of the procurement**

Provision of solution, implementation and support services for a Chatbot and Livechat system.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £250,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Two optional extension periods of 12 months by mutual agreement.

**II.2.10) Information about variants**

Variants will be accepted: No

**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

**II.2.14) Additional information**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/G6BP2GC8E8>

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

16 March 2022

Local time

2:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

16 March 2022

Local time

2:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic payment will be used

### **VI.3) Additional information**

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Southampton:-Communication-software-development-services./G6BP2GC8E8>

To respond to this opportunity, please click here:

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GO Reference: GO-2022214-PRO-19648398

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Ordnance Survey

Southampton

Country

United Kingdom