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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): ocds-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

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

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-sourcing.com/respond/G6BP2GC8E8>

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

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

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