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Tender

Omni-Channel Contact Centre Solution

PORTSMOUTH CITY COUNCIL

F02: Contract notice

Notice identifier: 2022/S 000-004709

Procurement identifier (OCID): ocds-h6vhtk-031901

Published 18 February 2022, 4:15pm

Section I: Contracting authority

I.1) Name and addresses

PORTSMOUTH CITY COUNCIL

City Council

Portsmouth

PO12BG

Contact

Procurement Service

Email

procurement@portsmouthcc.gov.uk

Telephone

+44 2392688235

Country

United Kingdom

NUTS code

UKJ31 - Portsmouth

Internet address(es)

Main address

<https://in-tendhost.co.uk/portsmouthcc/asp/ home>

Buyer's address

<https://in-tendhost.co.uk/portsmouthcc/asp/ home>

I.3) Communication

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

<https://in-tendhost.co.uk/portsmouthcc/asp/ home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/portsmouthcc/asp/ home>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://in-tendhost.co.uk/portsmouthcc/asp/ home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Omni-Channel Contact Centre Solution

Reference number

P00004646

II.1.2) Main CPV code

- 48510000 - Communication software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Portsmouth City Council ('the council') is inviting tenders from suitably qualified suppliers to provide omni-channel contact centre services.

The solution must be a certified Microsoft Teams solution for contact centres.

The new omni-channel platform is required to replace current solutions for call distribution, call recording and interactive voice response (IVR) and to provide additional functionality to support customer service across digital channels, including email, social media and web chat, via a single omni-channel platform, to increase the use of IVR through the system to improve the customer journey and to connect online and offline customer service to support channel shift, and to enable enhanced reporting, and automated customer feedback.

The Council is targeting contract commencement from end August 2022 however the very latest date for the supplier to fully implement a working solution to replace the current voice contact centre platform is end November 2022

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32500000 - Telecommunications equipment and supplies
- 48445000 - Customer Relation Management software package
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Portsmouth City Council ('the council') is inviting tenders from suitably qualified suppliers to provide omni-channel contact centre services.

The following list is a high-level description as to what the Council expects to be included. Further information on requirements can be found within the tender documentation

- Agent Channels
- Voice
- Email
- Web Chat
- SMS
- Twitter
- FaceBook
- WhatsApp
- Viber
- TrustPilot

Capacity

- No Maximum number of calls in IVR
- No Maximum Queue Capacity
- No Maximum Number of Agents
- No Maximum Number of Licences

Agent Capabilities

- Handle any communication from one interface
- WebRTC Softphone capability
- Agent IM
- Agent Video
- CRM Screenpops
- Wrap Codes
- Corporate Directory
- Omni-Channel Contact History
- Voicemail

Supervisor Capabilities

- Same as Agent Capabilities plus:
- Listen In
- Whisper to Agent
- Barge In
- Authorise text-based communication from Agent

- Broadcast to Agents
- Monitor Agents
- View Real-Time and Historical Reports
- Threshold Alerts
- Access to Agent Recordings
- Change Agent States

Admin Capabilities

- Number and Access Point Management
- Configure Auto-Attendants
- Create Users
- Configure User functionality
- Create Extensions
- Create Agent Groups
- Create blended Queues
- Create Queue Groups
- Create Wrap Codes
- Bulk Download / Upload User profiles
- Configure ACD and Skills-Based Routing

Call Routing Configuration

- Module Can be assigned to an Admin or Supervisor User

- Drag and Drop Service Creation Tool
- Design IVR
- Omni-Channel Scripts
- Integrate with other systems to personalise journeys
- Integrate with other systems to enable self-service
- Nudge callers to alternative channels through SMS links
- Capture Data in the IVR via DTMF, Voice Rec or NLP
- String Manipulation
- Incorporate AI technologies in IVR e.g., Natural Language Processing
- Text to Speech
- Time of Day Scheduling
- Customer Journey Tracking
- Build CSAT Surveys

Reporting

- Module Can be assigned to an Admin or Supervisor User
- Create Real-Time Reports
- Create Historical Reports
- Create Wallboards
- Display data in a variety of graphical formats e.g., Bar Chart, Line etc

- Share Reports with other users
- Schedule Reports via FTP, SFTP and Email
- Download Reports in .CSV and PDF
- Create Threshold Alerts
- Pull data from Service Scripts

Call and Screen Recording

- Module Can be assigned to an Admin or Supervisor User
- Agent Call Recording
- Agent Screen Recording
- Bespoke Scorecards
- Automatic Recording Categorisation
- Automatic Flagging of Recordings
- Slow / speed up playback of recording with pitch equalisation
- Stereo recording (separate agent and customer voice channel)
- View and bookmark sections of the recording waveform
- Report on scored recordings
- Transcription
- Sentiment Analysis

Integrations

- API documentation for integration

- Office 365
- MS Teams
- MS Dynamics CRM
- Salesforce CRM (SFDC)
- Outlook
- Skype For Business
- Ability to integrate with others as required

Customer Relationship Management (CRM)

- Fully integrated Customer Knowledge System
- Bespoke and highly configurable fields
- 360-degree view of the customer over all channels
- Customer journey tracking
- Screenpop records on incoming communication
- Pull CKS data into routing scripts and reports
- Store transcripts and recordings

Knowledge Management

- Fully Integrated Knowledge Management Solution
- Automatic Next Best Action suggestions
- Decision Tree formatting of Data

PCI Compliant Payments

- Automated Payments configurable via a scripting tool
- Agent-assisted payments
- Level 1 PCI-DSS compliant
- Agent not exposed to sensitive card details
- Recordings not exposed to sensitive card details
- Calls can still be recorded
- Take payments from anywhere whilst retaining compliance

Data Management

- Module Can be assigned to an Admin or Supervisor User
- Import data into the contact centre
- Use imported data for reporting, routing, dialler campaigns, etc
- View Tables
- Create Tables
- Table Views
- Create Table Views
- Table Queries

Artificial Intelligence

- Integrate best-in-breed AI technologies

- Speech Recognition
- Natural Language Processing
- Chatbot (voice, web chat, social media)
- Image recognition

Monitoring capability

- Preview, Progressive and Predictive
- Import your data into tables
- Create Table views to design campaign logic
- Create Pacing Profiles
- Create Retry Profiles
- Monitor progress of campaigns
- Schedule Campaigns
- Report on results
- Blend Inbound and Outbound activity
- Forecasting and Planning
- Schedule Management
- Adherence
- Reporting and Analysis
- Alerting

On-Demand Video

- Send an SMS / Email link to initiate video
- Upload a file / image
- Fully integrated with agent interface
- No app download required
- No Scheduling required

Call Costs

- No internal "transfer" costs
- Clear understanding of additional costs if applicable (Hidden costs)

The procurement process followed to establish the contract will be in accordance with the Open Procedure as set out within the Public Contracts Regulations (2015).

The procurement procedure will be run in accordance with the following summary programme:

Deadline for requests for clarification 4th March 2022

Tender return deadline 21st March 2022

Evaluation period - 21st March to 22nd April (to include interviews if required)

Standstill period - from 22nd April 2022 to 2nd May 2022

Award contract - 3rd May 2022

Mobilisation period - 3rd May to 31st August 2022

Contract start date - 31st August 2022

Application is via submission of completed tender by 21st March 2022 12:00 via the Council's e-sourcing system InTend which is accessible via: <https://in-tendhost.co.uk/portsmouthcc/asp/home>. The system will be used to administrate the procurement process.

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: £990,000

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

The initial term of the contract will be for three years. The contract may be extended at the option of the Council to a maximum total term of five years, in increments to be agreed.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The initial term of the contract will be for three years. The contract may be extended at the option of the Council to a maximum total term of five years, in increments to be agreed.

II.2.14) Additional information

Contract value: The Council estimates the total value of the contact over the potential five year term could range from £443k based upon current customer numbers to £990k. The potential values are non-binding and could be exceeded in the event of a significant growth in requirements above and beyond current projections.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

The solution must be a certified Microsoft Teams solution for contact centres.

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: Yes

IV.2) Administrative information

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

Date

21 March 2022

Local time

12:00pm

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

21 March 2022

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: If the contract is awarded and no extension options are taken up a further notice is likely to be published in early 2025. This will be dependent on the nature of future requirements and the need for a new contract.

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Strand

London

WCA 2LL

Telephone

+44 2079476000

Country

United Kingdom