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Not applicable

TS2337.2022 Provision of Chatbot and Livechat Services

Ordnance Survey

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-007410

Procurement identifier (OCID): ocds-h6vhtk-03238c

Published 18 March 2022, 12:15pm

Section I: Contracting authority/entity

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>

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.

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

IV 2.2

Instead of

Date

16 March 2022

Local time

2:00pm

Read

Date

23 March 2022

Local time

2:00pm

VII.2) Other 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:

<https://www.delta-esourcing.com/respond/G6BP2GC8E8>

GO Reference: GO-2022318-PRO-19823423