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Tender

## **007734 - Customer and Debtor Automated Engagement Platform**

Newcastle City Council

F02: Contract notice

Notice identifier: 2022/S 000-009585

Procurement identifier (OCID): ocids-h6vhtk-032c0c

Published 11 April 2022, 10:52am

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

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

Newcastle City Council

Civic Centre

NEWCASTLE-UPON-TYNE

NE1 8QH

#### **Contact**

James Wood

#### **Email**

[James.Wood@newcastle.gov.uk](mailto:James.Wood@newcastle.gov.uk)

#### **Telephone**

+44 1912777433

#### **Country**

United Kingdom

**Region code**

UKC22 - Tyneside

**Internet address(es)**

Main address

<https://www.newcastle.gov.uk/>

**I.3) Communication**

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

<https://www.nepo.org/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.nepo.org/>

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

007734 - Customer and Debtor Automated Engagement Platform

Reference number

007734

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Newcastle City Council (NCC) has a requirement for a Customer and Debtor Automated Engagement Platform, that utilises artificial intelligence and machine learning in order to successfully and efficiently contact customers and debtors with automated voice, text and email, with a primary focus of, but not exclusive to council tax. The successful tenderer will need to support Newcastle City Council with the use of behaviour science, drawing from their own knowledge and experience.

This solution will enable NCC to engage and recover debt more efficiently and effectively, highlighting and reviewing successful and unsuccessful campaigns utilising behavioural science to refine and improve iteratively, with the ultimate-aim of increasing collection from 97%.

NCC's detailed requirements are defined in full in the contract documents which can be found <https://www.nepo.org/>.

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

Value excluding VAT: £350,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKC - North East (England)

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

Newcastle City Council (NCC) has a requirement for a Customer and Debtor Automated Engagement Platform, that utilises artificial intelligence and machine learning in order to successfully and efficiently contact customers and debtors with automated voice, text and email, with a primary focus of, but not exclusive to council tax. The successful tenderer will need to support Newcastle City Council with the use of behaviour science, drawing from their own knowledge and experience.

This solution will enable NCC to engage and recover debt more efficiently and effectively, highlighting and reviewing successful and unsuccessful campaigns utilising behavioural science to refine and improve iteratively, with the ultimate aim of increasing collection from 97%.

NCC's detailed requirements are defined in full in the contract documents which can be found <https://www.nepo.org/>.

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

Cost criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend the contract by 12 months.

### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

There will an option to extend the contract by 12 months.

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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: Yes

### **IV.2) Administrative information**

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

Date

16 May 2022

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

English

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

Date

17 May 2022

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

N/A

N/A

Country

United Kingdom