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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): ocds-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

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

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 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.

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

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