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Opportunity

CWC22183 - Omnichannel

Wolverhampton City Council

F02: Contract notice

Notice reference: 2023/S 000-012979

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Section I: Contracting authority

I.1) Name and addresses

Wolverhampton City Council

Civic Centre, St Peters Square

Wolverhampton

WV1 1RL

Contact

Mr Barry Greenwood

Email

barry.greenwood@wolverhampton.gov.uk

Telephone

+44 1902556556

Country

United Kingdom

NUTS code

UKG39 - Wolverhampton

Internet address(es)

Main address

<http://www.wolverhampton.gov.uk>

Buyer's address

<http://www.wolverhampton.gov.uk>

I.3) Communication

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

www.wolverhamptontenders.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.wolverhamptontenders.com

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

CWC22183 - Omnichannel

Reference number

DN668946

II.1.2) Main CPV code

- 48500000 - Communication and multimedia software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Wolverhampton City Council are looking to procure an Omnichannel solution which must include Telephone, Email, Text, Chatbot, Webchat and Social media methods of contact.

Currently, within the scope of the Omnichannel project, there are four separate departments within Wolverhampton City Council who offer a form of contact centre function. The departments are Wolverhampton Homes, West Midlands Pension Fund, Wolverhampton City Council's Revenues & Benefits and Customer Services. All of these departments handle external customer enquiries via channels including voice, email and chat.

II.1.5) Estimated total value

Value excluding VAT: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG39 - Wolverhampton

II.2.4) Description of the procurement

Wolverhampton City Council are looking to procure an Omnichannel solution which must include Telephone, Email, Text, Chatbot, Webchat and Social media methods of contact.

Currently, within the scope of the Omnichannel project, there are four separate departments within Wolverhampton City Council who offer a form of contact centre function. The departments are Wolverhampton Homes, West Midlands Pension Fund, Wolverhampton City Council's Revenues & Benefits and Customer Services. All of these departments handle external customer enquiries via channels including voice, email and chat.

This project implementation is a key workstream for the Customer Experience Strategy which aims to streamline the customer experience, providing simple, inclusive and accessible customer centred services, which deliver value for money.

Also, within the scope of this project, CWC require an Artificial Intelligence solution that will help provide citizens of Wolverhampton 24/7 access to their Council queries without human interaction - Chatbot. The solution must also include Webchat functionality - the online exchange of messages in real time between a customer and an agent. Chatbot and Webchat must integrate to Microsoft Dynamics 365 solution.

The result of this project is to see a positive channel shift to Digital Services with power of data and digital to enable the Council to more appropriately direct resources to support those customers with more specific needs.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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 will be for 3 years, with the option to extend for 4 years in the following periods 2+1+1 years.

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

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

8 June 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

8 June 2023

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

Wolverhampton City Council

Wolverhampton

Country

United Kingdom