

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015877-2023>

Contract

CWC22183 - Omnichannel

Wolverhampton City Council

F03: Contract award notice

Notice identifier: 2023/S 000-015877

Procurement identifier (OCID): ocds-h6vhtk-03c6cc

Published 5 June 2023, 3:59pm

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

Region code

UKG39 - Wolverhampton

Internet address(es)

Main address

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

Buyer's address

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

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.1.6) 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.2.11) 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-012979](#)

Section V. Award of contract

Contract No

CWC22183

Title

CWC22183 - Omnichannel

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Wolverhampton City Council

Wolverhampton

Country

United Kingdom