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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](mailto: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

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## **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

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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.2.1) Previous publication concerning this procedure**

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

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## **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)

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## **Section VI. Complementary information**

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

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

Wolverhampton City Council

Wolverhampton

Country

United Kingdom