

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029265-2023>

Tender

COV - Family Hub AI digital solution

Coventry City Council

F02: Contract notice

Notice identifier: 2023/S 000-029265

Procurement identifier (OCID): ocds-h6vhtk-0407e1

Published 4 October 2023, 2:09pm

Section I: Contracting authority

I.1) Name and addresses

Coventry City Council

Council House, Earl Street

COVENTRY

CV15RR

Contact

Procurement Services

Email

procurement.services@coventry.gov.uk

Telephone

+44 2476831163

Country

United Kingdom

Region code

UKG33 - Coventry

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.3) Communication

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

<http://www.csw-jets.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.csw-jets.co.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

COV - Family Hub AI digital solution

Reference number

COV-17295

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The requirement is to develop Coventry City Council's family hub digital offering to create a digital front door for information for families throughout the City of Coventry. This will include improving access to information provided by the Council and our partners. This will include an AI solution that will enable parents and families to find and access services online. It will also be used by professionals to signpost families to support. The aim is to provide 24/7 access to information on services. This AI function will target and promote relevant topics to users, and a Chatbot to answer common queries.

The scope of the contract is for the supply of the solution which includes its implementation (including any configuration), training (if required), annual licencing, hosting, data storage and annual support and maintenance.

Please see the Invitation to Tender documents for further information.

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

- UKG33 - Coventry

II.2.4) Description of the procurement

The requirement is to develop Coventry City Council's family hub digital offering to create a digital front door for information for families throughout the City of Coventry. This will include improving access to information provided by the Council and our partners. This will include an AI solution that will enable parents and families to find and access services online. It will also be used by professionals to signpost families to support. The aim is to provide 24/7 access to information on services. This AI function will target and promote relevant topics to users, and a Chatbot to answer common queries.

The scope of the contract is for the supply of the solution which includes its implementation (including any configuration), training (if required), annual licencing, hosting, data storage and annual support and maintenance.

Please see the Invitation to Tender documents for further information.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £350,000

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

Start date

2 January 2024

End date

31 March 2025

This contract is subject to renewal

Yes

Description of renewals

5 x 1 year renewals to be included in the contract.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: No

IV.2) Administrative information

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

Date

6 November 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

6 November 2023

Local time

12:05pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Coventry City Council Legal Services

Coventry

Country

United Kingdom