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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](mailto: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

[www.coventry.gov.uk](http://www.coventry.gov.uk)

**I.3) Communication**

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

[www.csw-jets.co.uk](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

[www.csw-jets.co.uk](http://www.csw-jets.co.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**

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

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**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

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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: 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

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## **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