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Tender

TENDER FOR THE IMPLEMENTATION OF OMNICHANNEL SERVICES

Dundee City Council

F02: Contract notice

Notice identifier: 2023/S 000-034931

Procurement identifier (OCID): ocids-h6vhtk-041cfa

Published 27 November 2023, 12:49pm

The closing date and time has been changed to:

29 February 2024, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Dundee City Council

Dundee City Council, Procurement, Dundee House, Floor 4, 50 North Lindsay Street

DUNDEE

DD1 1NZ

Contact

Claire Petrie

Email

claire.petrie@dundeecity.gov.uk

Telephone

+44 1382433417

Country

United Kingdom

NUTS code

UKM71 - Angus and Dundee City

Internet address(es)

Main address

www.dundeecity.gov.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00220

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.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

TENDER FOR THE IMPLEMENTATION OF OMNICHANNEL SERVICES

Reference number

DCC/IT/259/23

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Implementation of Omnichannel Services

II.1.5) Estimated total value

Value excluding VAT: £147,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM71 - Angus and Dundee City

Main site or place of performance

Dundee City

II.2.4) Description of the procurement

The Council wishes to seek proposals from prospective marketplace suppliers to assist in the implementation of Omnichannel facilities for Dundee City Council.

The preferred supplier or suppliers will be called upon to provide various levels of assistance.

The initial scope of the project being to establish the omnichannel facilities in Customer Services processes. With the solution allowing flexibility to expand into further Service areas as required.

The Council is seeking to significantly increase the volume of requests and transactions handled by a combination of automated chatbot facilities and webchat. Additionally the Council wishes to consider a resolution of a high volume of calls through conversational automated intelligence.

The outcome of this will see a reduction in enquiries handled by Council staff and the ability of Council staff to manage multiple threaded queries.

II.2.5) Award criteria

Quality criterion - Name: ChatBot/WebChat Requirements / Weighting: 33

Quality criterion - Name: Conversational Automated Intelligence Requirements / Weighting: 32

Quality criterion - Name: Technical Requirements / Weighting: 10

Quality criterion - Name: Out of the Box Capability / Weighting: 10

Quality criterion - Name: Account Management and Support / Weighting: 10

Quality criterion - Name: Community Benefits / Weighting: 2.5

Quality criterion - Name: Fair Work First / Weighting: 2.5

Price - Weighting: 20

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

Option to extend for 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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Detailed within the tender documents

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: Yes

IV.2) Administrative information

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

Originally published as:

Date

3 January 2024

Local time

12:00pm

Changed to:

Date

29 February 2024

Local time

12:00pm

See the [change notice](#).

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

3 January 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=751549.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Contractors will be asked to deliver community benefit activity as a mandatory element of this contract.

In June 2018 Dundee City Council approved a Community Benefits from Procurement Policy which includes a Council wide approach intended to secure the maximum economic and social benefits for the citizens of Dundee from City Council Procurement, within the current legal framework.

Community Benefits is the term used to refer to a range of 'social issues' including targeted recruitment and training, equal opportunities considerations, supply chain initiatives, awareness raising programmes and community engagement activity which contribute more widely to sustainable procurement.

Sustainable procurement is defined as “a process that achieves value for money on a whole life basis and generates benefits not only to the organisation, but also to society and the economy whilst minimising damage to the environment.”

As part of this policy, Dundee City Council is committed to securing Community Benefits from procured contracts and will require the successful bidder to work with it, as part of the delivery of the contract in transforming the community in a real and sustainable manner.

Community Benefit Requirements

To this end, Bidders for contract will be required to deliver two Community Benefit activities per annum for duration of this contract. Community Benefit activity can include the following

Awareness Raising Event for community group, college or school – this could include a wide range of activities which support learning and employability such as talks about environmental issues for school, college or university students or job seekers; training workshops carried out by contractors for target groups to raise awareness of their sector and its benefits and where appropriate the careers available, motivational talks, school talks, or to run events which tie in with a particular aspect of the curriculum.

Community Support Activity or Community Wish – the council is developing a Community Wishes approach which will gather and moderate requests for support for small community projects. These will be wide ranging but likely to include requests to provide materials or volunteer labour to support small community projects including community gardens, allotment projects or community clear ups.

(SC Ref:751549)

VI.4) Procedures for review

VI.4.1) Review body

Dundee Sheriff Court

6 West Bell Street

Dundee

DD1 9AD

Email

dundee@scotcourts.gov.uk

Telephone

+44 1382229961

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Scottish Courts Service

Saughton House, Broomhouse Drive

Edinburgh

EH11 3XD

Email

enquiries@scotscourts.gov.uk

Telephone

+44 1314443300

Country

United Kingdom

