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Contract

## **COV - Family Hub AI digital solution**

Coventry City Council

F03: Contract award notice

Notice identifier: 2023/S 000-036313

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

Published 11 December 2023, 9:14am

### **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

<http://www.coventry.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**

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.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £350,000

### **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.

#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: 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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-029265](#)

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## **Section V. Award of contract**

### **Contract No**

COV-17295

### **Title**

COV - Family Hub AI digital solution

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

8 December 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Beebot AI Limited

Alex House, Chapel Street,

Manchester

M3 5JZ

Country

United Kingdom

NUTS code

- UKD33 - Manchester

Companies House

11702852

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £312,000

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## **Section VI. Complementary information**

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

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

Coventry City Council Legal Services

Coventry

Country

United Kingdom