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Contract

TENDER FOR THE IMPLEMENTATION OF OMNICHANNEL SERVICES

Dundee City Council

F03: Contract award notice

Notice identifier: 2025/S 000-038495

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

Published 9 July 2025, 11:05am

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

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

Buyer's address

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

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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £142,664

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.2.11) Information about options

Options: Yes

Description of options

Option to extend for 2 further years

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 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 000-034931](#)

Section V. Award of contract

Contract No

DCC/IT/259/23

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 May 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Digital Modus Ltd

Winton House, Winton Square

Basingstoke

RG21 8EN

Telephone

+44 8000886080

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £142,664

Section VI. Complementary information

VI.3) Additional information

Option to extend for a further 2 years

(SC Ref:803908)

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