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Tender

24/015 Customer Contact Solution

Tamworth Borough Council

F02: Contract notice

Notice identifier: 2024/S 000-040721

Procurement identifier (OCID): ocds-h6vhtk-04c901

Published 18 December 2024, 10:46am

Section I: Contracting authority

I.1) Name and addresses

Tamworth Borough Council

Marmion House, Lichfield Street

Tamworth

Email

procurement@tamworth.gov.uk

Country

United Kingdom

NUTS code

UKG2 - Shropshire and Staffordshire

Internet address(es)

Main address

<https://www.tamworth.gov.uk>

I.3) Communication

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

<https://in-tendhost.co.uk/tamworthbc>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

24/015 Customer Contact Solution

Reference number

24/015

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Tamworth Borough Council is looking to procure a cloud-based Customer Portal, CRM, low code workflow management system and omnichannel Contact Centre Solution to help

rationalise and enhance the management of digital customer contact. We want to significantly improve how customers receive updates and how workflow is managed across the organisation, with the aim of enhancing customer engagement, improving satisfaction level, providing rapid deployment of processes/workflows and making every contact count. The solution should allow the Council to make use of the latest technological advancements, offering integrated use of AI and RPA (Robotic Process Automation) functionality to further enhance efficiency by automating routine tasks and providing intelligent insights. We aim to significantly transform our customer service operations and workflow management with the use of cost-effective scalable solutions.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG2 - Shropshire and Staffordshire

II.2.4) Description of the procurement

Tamworth Borough Council is looking to procure a cloud-based Customer Portal, CRM, low code workflow management system and omnichannel Contact Centre Solution to help rationalise and enhance the management of digital customer contact. We want to significantly improve how customers receive updates and how workflow is managed across the organisation, with the aim of enhancing customer engagement, improving satisfaction level, providing rapid deployment of processes/workflows and making every contact count. The solution should allow the Council to make use of the latest technological advancements, offering integrated use of AI and RPA (Robotic Process Automation) functionality to further enhance efficiency by automating routine tasks and providing intelligent insights. We aim to significantly transform our customer service operations and workflow management with the use of cost-effective scalable solutions.

II.2.5) Award criteria

Quality criterion - Name: Quality & Social Value / Weighting: 75%

Price - Weighting: 25%

II.2.6) Estimated value

Value excluding VAT: £700,000

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

Start date

3 March 2025

End date

2 March 2028

This contract is subject to renewal

Yes

Description of renewals

There is the option to extend for a further one plus one year

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 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

Date

24 January 2025

Local time

2:00pm

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

Tender must be valid until: 24 April 2025

IV.2.7) Conditions for opening of tenders

Date

24 January 2025

Local time

2:00pm

Place

Tenders will be opened using the Opening Ceremony procedure electronically via the e-tendering portal In=tend by two council employees.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Local Government Ombudsman

London

Country

United Kingdom