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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](mailto: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

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## **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

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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: 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.

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## **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