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**CONTRACT FOR THE PROVISION OF**

**VOICE, UNIFIED COMMS AND CONTACT CENTRE SELECTION**

**IN THE LONDON BOROUGH OF WALTHAM FOREST**

**FOR THE PERIOD**

**1st February 2020 TO 31st JANUARY 2024**

The Council of the London Borough of Waltham Forest (“the Authority”) invites suitably qualified and experienced organisations to Tender for the Contract for the Provision of Voice, Unified Comms and Contact Centre Selection in the London Borough of Waltham Forest (“the Contract”).

The Contract will commence on 1st February 2020 and, subject to satisfactory performance, will operate for a period of (4) years, terminating at midnight on 31st January 2024 with an option to extend for further (2) years which end (“the Contract Period”). At the sole discretion of the Authority and subject to the satisfactory performance of the provider the Contract Period may be extended for up to two (2) years (in such period or periods as the Authority deems appropriate) providing a total possible Contract Period to midnight on 31st January 2026.

Although this solution will provide new telephony, modern cloud systems are centred around interacting with customers across different channels easily. This means our objectives are;

a, Seamlessly switch between chat, text, IM, email, voice and web forms

b, Build a process once and publish in any channel

c, Utilise natural language processing to improve experiences – for example recognising sentiment or key words to help route calls

d, Continuously build knowledge base capacity for responding to simple queries with a voice bot

e, Automate processes, for example delivering end to end through improved voice recognition • Replace current ‘Hunt Groups’ with intelligent routing

f, Increasing collaboration and mobility supporting the TH Campus programme, including making and receiving council calls on laptops and mobile and significantly improved collaborative voice and video calling

The budget available for the entire Contract is approximately £2.5 million over the full six (6) years of the contract term available.

Those submitting a Tender must perform all requirements, within the budget available. Any Tenders submitted above the maximum allocated annual budget for this contract, will not be accepted.

Organisations shall be experienced in providing similar services and shall also be required, as part of their Tender, to complete a Selection Questionnaire containing information about their economic and financial standing, technical capability and other general information. This information will be assessed to establish that the organisation is financially viable and technically capable of undertaking a contract of this nature. As a pre-condition to their Tenders being evaluated, organisations will have to satisfy the mandatory and discretionary grounds for exclusion contained in the Selection Questionnaire.

Organisations shall be aware that only Tenders submitted by organisations who satisfy the criteria contained in the Selection Questionnaire, including the minimum financial threshold requirement, shall go on to be evaluated in accordance with the Contract Evaluation Criteria of Price (40%) and Technical Ability and Quality (60%) as detailed more fully in Appendix 5 Award criteria.

The Contract Documents comprise of the following:

* Instructions for the Submission of a Tender; including;
  + SQ documentation
  + Award Criteria & Method Statements
  + Certificates
  + The Specification
  + Terms & Conditions of Contract
* Pricing Schedule
* Architectural Principles (for information)

The Contract Documents are available from [www.londontenders.org](http://www.londontenders.org). To obtain the Contract Documents:

* Register your organisation free of charge at [www.londontenders.org](http://www.londontenders.org);
* Await acceptance. You will receive an e-mail confirming your username and password for the London Tenders Portal;
* Use your username and password to log in to the London Tenders Portal and express your interest in the Contract;
* After you have expressed an interest you will receive an e-mail link to access the Contract Documentation;
* Then follow the guidance contained in the Instructions for Submission of a Tender;
* All Tenders must be submitted via the London Tenders Portal.

**The closing date for receipt of Tenders is 12:00 Hours (12:00 p.m.) on 18th November 2019. the authority reserves the right to exclude Any Tenders received after this date and time.**

**A NOTICE CONTAINING THE SAME INFORMATION AS CONTAINED IN THIS ADVERT WAS DESPATCHED TO THE OFFICE FOR OFFICIAL PUBLICATIONS OF THE EUROPEAN COMMUNITIES ON Insert Info.**