

**Preliminary Market Consultation**

**for an**

 **Omnichannel Solution**

**CWC22183**

**8th November 2022**

**Introduction**

The purpose of this Preliminary Market Consultation (PMC) is to seek input from potential suppliers within the market, to establish the types of solution, functionality, delivery types, and costing models that are available for an Omnichannel solution.

Potential suppliers will not be prejudiced by any response or failure to respond to the PMC. Potential suppliers must also note that a response to this notice does not guarantee an invitation to participate in any future procurement that WCC may conduct. Any procurement exercise will be carried out strictly in accordance with the Public Contracts Regulations 2015.

Please be aware that we are subject to the disclosure requirements of the Freedom of Information Act (FoIA) and that potentially any information we hold is liable to disclosure under that Act. For this reason, we would strongly advise that any information you consider to be confidential is labelled as such.

**Please note** that this notice is for conducting a PMC exercise and is **not a call for competition**. It does not formally begin the procurement process or constitute any commitment by WCC to undertake any procurement exercise or form any contractual relationship.

**Instructions to Participate**

If you feel that your organisation can contribute to this PMC exercise, please complete the questionnaire and submit through the WCC e-tendering system [www.wolverhamptontenders.com](http://www.wolverhamptontenders.com).

As part of the PMC process the Council may invite participants to provide a remote demonstration of their solution, the date and times will be confirmed following the closure of the PMC exercise.

For information on how to submit your response, please follow this link <https://procontracthelp.due-north.com/ViewandRespondtoanITTasaSupplier.html>

**The closing date for responses is midday 16th November 2022**

**Background**

Wolverhampton City Council have drafted their new Customer Service Strategy, and this is currently out for consultation. The draft future strategy aim, subject to consultation, is to provide a ‘Positive Customer Experience’ which is accessible, consistent, efficient and simple.

To take this vision forward the Council will need to replace the current telephone system used by customer services that is provided by Mitel. This will be replaced with an omnichannel solution.

The Customer service team currently has around 95 call handlers split across 5 Family Groups, with a further 8 management users monitoring various levels of performance. The volume of call handlers can flex as customer demand increases or where services are supported on a short-term basis, for example during COVID vaccination rollout. The combined team receive an average of 2,000 calls and 300 emails per day across multiple services which include council tax, business rates, adult & children’s social care, licensing, registration services, pest control, highways, and waste.

Key stakeholders from across the Council and Partners (including Wolverhampton Homes and the Pensions Service) have been collating business requirements, the high-level requirements are: -

* Cloud hosted solution
* Automatic call distribution
* Interactive voice response
* Intelligent IVR
* Interaction journey analytics
* Speech and text analytics
* Real-time employee dashboards
* Surveys
* Live call agent performance insight
* Performance and knowledge management
* Email, webchat, chatbot, web chat and SMS
* Social Media
* Messaging Apps
* Co-browse
* Video
* Teams

**Timetable**

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Preliminary Market Consultation advertised | 8th November 2022 |
| **Preliminary Market Consultation Closing Date** | **Midday 16th November 2022** |

**Questionnaire for participants:**

**Company Details**

|  |  |
| --- | --- |
| Company Name |  |
| Company Address |  |
| Contact Person & Job Title |  |
| Contact Details |  |
| Company’s main Business |  |

**Questions**

|  |  |
| --- | --- |
| **Question No.** | **Question/Response** |
| 1.
 | Please provide an overview and the functionality of your Omnichannel solution |
| Response: |
|  | How does your solution help people with accessibility requirements |
| Response: |
|  | Which systems does your omnichannel solution integrate with? E.g., Revenues & Benefits, Blue Badges, Council Tax etc. |
| Response: |
|  | What is your approach to implementation and what would be a typical timescale |
| Response: |
|  | Please detail your costing model e.g., by service area, licencing model etc. |
| Response: |
|  | What would be the typical costs for implementation, licences and maintenance and support for 300 users.  |
| Response: |
|  | We are looking for a minimum term of 2 years up to a maximum of 4 years. Would your solution support this? |
| Response: |
|  | Do you provide your solution via any public sector frameworks or do you only bid via quotations or open procurement processes |
| Response: |
|  | Please provide details of where your solution is currently installed and in operation, this can be public sector or private sector |
| Response: |
|  | Please provide detail on your security standards e.g. ISO27001, Cyber essentials etc. |
| Response: |
|  | Please can you confirm where the data resides? |
| Response: |
|  | Is your solution compatible with Azure AD for SSO? |
| Response: |
|  | Does your solution utilise the HTTPS protocol as a minimum for access? |
| Response: |
|  | Please provide any further information that you feel would be relevant to the Council that is not covered above. |
| Response: |