**Request for Quotations**

**Contract for the development** **of options for a future technology stack for Housing Call Centre’s**

**Contract Period: 08 May 2023 to 22 May 2023**

# Summary

1. The London Borough of Lambeth is currently seeking consultancy services to deliver an options appraisal for a ‘best-in-class future technology stack’ to optimise its Housing Call Centres.
2. This brief sets out:
3. Context and further information about the opportunity; and
4. The process and next steps.

# Context

1. Lambeth like so many other Councils faces the most significant of all challenges, our resources are being reduced whilst at the same time demand for our services are increasing.
2. Lambeth published its Technology Strategy in 2020. The vision of the strategy is to deliver seamless technology and support that will increase workforce productivity and enhance the lives of Lambeth residents.
3. Key pull-outs of this strategy include:

* We will go even further to redesign our services around the needs of the people using them. This means continuing to prioritise citizen and user needs above professional, organisational, and technological silos.
* We will design safe, secure, and useful ways of sharing information to build trust among our partners and citizens, to better support the most vulnerable members of our communities, and to target our resources effectively.

1. Additionally, in June 2021 Lambeth launched its Customer Experience strategy with the vision We make access to all council services simple for all, ensure that we offer a quality customer-focused service end to end, and enable maximum self-service for those that can.”
2. Specifically, the Customer Experience strategy aims to deliver on 4 strategic measurable objectives:

* To deliver an improved and consistent customer experience.
* Design our services in such a way that makes them easy to access, whilst delivering the right outcomes in the most efficient way possible
* To invest in technology to enable us to deliver services in a way that meets your expectations.
* Create the environment, facilities, and advocacy to support those that most need it

1. Lambeth, in responding to these strategies, wish to explore call centre technology solutions that will improve resident experiences and reduce demand through scalable digital solutions and technology that:
   * Promote self-service options and consistent service delivery
   * Ensure accessibility and inclusion
   * Provide high quality insights through digital and data using analytical tools for continuous service improvements
   * Integrate with other access channels for omni-channel coherence
   * Offer flexibility for scaling and adapting
2. Lambeth has further decided to adopt a hybrid solution where it will own its technology but will outsource its Housing Repairs Call Centre services in the first instance. This approach allows Lambeth to retain control over its technological infrastructure while leveraging the specialised expertise and resources of external vendors to provide operational day-to-day delivery of its call centre services.
3. Technology options include (at a minimum) but are not limited to; Contact Centre Telephony, Chat Bots, Customer Portal, CRM, AI, Web Chat, Video Chat, Repairs diagnostics and Analytics and Reporting tools.

1. All remaining call centre provision across the estate will continue to be delivered under current contract arrangements or in-sourced.
2. Whilst initially any new technology use will be focused on Housing Services, it is anticipated that Lambeth will want to upscale and roll this out more widely in the future.
3. Lambeth now wants to move at pace to consider options for best-in-class technology that aligns to and will deliver against the objectives detailed above.
4. Currently the following system are used by Housing Call Centres

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Technology | Contract End Dates | Additional Information |
| All | NEC (breakdown modules) | Month 2025 | Northgate will remain as-is |
| All | Cirrus Telephony | March 2025 |  |
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# Method & Requirements of the Brief

1. Lambeth are seeking consultancy services that can provide ‘product specialism’ to advise on an integrated product suite that will provide the optimal technology to achieve the required outcomes for a best-in-class call centre. This is to include:

1: Options for a future state technology suite and analysis of best of class suppliers to ensure an integrated solution, with clear appraisal against our criteria, including a recommendation for the best fit for Lambeth.

2: The option analysis must provide sufficient detail for Lambeth to select a preferred technologies and author a business case.

3: An appraisal of all relevant technologies that could provide the required suite to achieve Lambeth’s outcomes.

1. Key deliverables of the engagement include but are not limited to and end product report detailing:

* An options analysis for technologies and suppliers available that enable Lambeth’s required objectives. At a minimum this should include Contact Centre Telephony, Chat Bots, Customer Portal, CRM, AI, Web Chat, Video Chat, Repairs diagnostics and Analytics and Reporting tools.
* SWOT analysis or similar of each product
* How the product will align with Lambeth’s objectives
* Any opportunities and details of potential return on investment
* Any dependencies or risks
* Indicative costs of each product (including implementation and ongoing costs)
* A recommendation of the optimal product suite for Lambeth

1. The report must include how the product recommended will work cohesively together to form an integrated product suite with commonality in components (for both existing and new products)
2. Suppliers are to be aware that the products will be used by Lambeth Council and its outsourced partners (future outsource partner to be defined).
3. The outcomes sought from the preferred technologies include:

* Achieve high customer satisfaction from an excellent end-to-end customer experience without failure demand and avoidable contact, delivering timely outcomes and right first-time service delivery
* Be accessible and inclusive
* Primary focus on increasing effective customer self-service through a strong digital customer service offer
* Achievement of savings
* Delivery of high-quality data and insight about customers and their experience to support continuous improvement of customer services and council services more broadly, making best use of the latest analytics tools and techniques
* Integration with other access channels to ensure there is omnichannel coherence and consistency
* Technology that is flexible and futureproofed, with the ability to scale and take advantage of advances in technology and rapidly respond to meet opportunities and council requirements as they arise
* Social value for the place and people of Lambeth

1. A timetable for the selection process is detailed below (please note these dates may be varied at the council’s own discretion)

|  |  |  |
| --- | --- | --- |
| **Stage** | **Component** | **Indicative timescale** |
| Request for quotation | Publication of Request for Quotation | 14 April 2023 |
| Deadline for receiving questions | 21 April 2023 |
| Proposal submission deadline | 28 April 2023 |
| Selection | Evaluation Period | 28 April – 3 May 2023 |
| Successful applicant selected and confirmed | 04 May 2023 |
| Contract Commencement | Successful applicant commences contract | 08 May 2023 |

**Information Requirements**

1. Your proposal should consist of a written response to the method statement key considerations below (item 22) and your completed Price Proposal. Your response to the Method Statement Questions must be kept to a maximum of 5 sides of A4 (Ariel, Font Size 11, single line spacing) with clear indication of which question you are responding to, including brief CVs. Any submissions that exceed this limit will not be evaluated. A draft copy of the terms and conditions applicable for this contract is also attached for your information.

# Tender Evaluation

1. The ratio that will be used to evaluate the proposals is as follows:
   * Price – 35%
   * Quality – 65%
2. Evaluation

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Key Considerations** | **Marks Available** | **Weighting** |
| **Methodology** | 1) Please detail your approach to undertaking the options appraisal including a high-level deliverables specification, project plan and the resources that will be deployed. It is important that options reflect best-of-breed solutions and innovation. | 0-5 | 15 |
| **Experience** | 2) Please detail your:   * Understanding of local authority and/or housing associations contact centre services and technology requirements. * Please detail similar projects you have worked on with a similar organisations and the outcomes achieved | 0-5 | 15 |
| **Timing** | 3) Please detail how will you meet the delivery timescale of this project ensuring that the service is delivered ahead of 22 May 2023  4) Please detail your approach to ensure that you are ready to mobilise at speed on the request date should you be the successful supplier. | 0-5 | 15 |
| **Quality** | 5) Please detail the outputs the council will receive and the process you will undertake to ensure the analysis is validated against a similar market  6) Please detail any inclusion in the deliverables that will support Lambeth to author a business case for the procurement of technology  Please detail what knowledge, skills or experience your organisation can bring to the table that gives you a market edge over other organisations | z | 20 |
| **Cost** | £25,000 |  | 35 |

1. The components which are indicated with the appropriate weightings will be evaluated by the panel and the appropriate score will be agreed. The score achieved for this section will be weighted at 65% to give the final score for quality (Quality Score).

* The Quality Score will be added to the Price Score to determine the Final score.
* The council reserves the right to challenge any information provided in response to the RFQ and request further information in support of any statements made therein.
* Potential Providers’ responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
* Potential Providers’ responses should be limited to and focused on each of the component parts of the question posed. They should refrain from making generalized statements and providing information not relevant to the topic.
* Whilst there will be no marks given to layout, spelling, punctuation, and grammar, it will assist evaluators if attention is paid to these areas, including identifying key sections within responses.

1. Potential providers will be marked in accordance with the following marking scheme:

|  |  |  |
| --- | --- | --- |
| 1. **Scoring Matrix** | | |
| **Score** | **Rating** | **Description** |
| **0** | No response / insufficient information  **(Fail)** | No response received, or insufficient information provided that makes the response incapable of assessment and/or is incomprehensible. |
| **1** | Unacceptable | The response to the Evaluation Statement question is substantially unacceptable which fails in several significant areas in answering the specific requirements of the question |
| **2** | Poor | The response to the Evaluation Statement question is poor and does not address the requirements of the question. Response is basic/ minimal with insufficient detail with some major reservations as to the deliverability of the service. |
| **3** | Acceptable | The response to the Evaluation Statement question provides acceptable level of information against the requirements of the question with some minor reservations in a few areas as to the deliverability of the service. |
| **4** | Good | The response to the Evaluation Statement question is good and largely addresses the requirements of the question. |
| **5** | Very Good | The response to the Evaluation Statement question is very good with no reservations and provides full confidence as to the deliverability of the service. |

**Price Evaluation Process**

For price, each submission will be assessed on the total cost – £0-£25,000

* The Quality Score will be added to the Price Score to determine the Final score. The Council will select a supplier on a most economically advantageous tender (MEAT) basis.

**Contact & Submission of Proposals**

* The contact for this RFQ is Nicola Philp email: [nphilp@lambeth.gov.uk](mailto:nphilp@lambeth.gov.uk)
* All submissions should be sent to [nphilp@lambeth.gov.uk](mailto:nphilp@lambeth.gov.uk)

Appendix 1 - Technology used by Housing

