**Market Testing for procurement of a software provider/Designer of Chat Bot**

The London Borough of Waltham Forest, situated in Northeast London, was formed in 1965 by merging the municipal boroughs of Leyton, Walthamstow and Chingford. The Borough looks after the needs of approx. 2.75 k residents.

The London Borough of Waltham Forest is intending to procure services of a Designer/developer of a chat Bot, which should be capable of integrating with social media – primarily face book/twitter etc. The intension of publishing this market testing is to find out the likely number of service providers available in the market.

The new system should not only be capable of managing and supporting social media but should also be capable of passing on the conversation thread through the Council’s CRM system which in turn is built on Govt Services Platform. This new system should not only replace current Waste Management chat bot called ‘’Tell Walt’’ but will also lay a foundation for future development of chat bots across various other services.

The aim is to standardise the chat bot system across the Council by having one chat bot platform with interfaces to be linked with other service requirements.

The chatbot must integrate with social media such as Twitter, Facebook and WhatApp but not limited to the named social media. We would like to buy the support service from the company to support this integration.

**Brief Background of current Chat Bot being used only for Waste Management:**

Currently there is only one chat bot in the Council called ‘’Tell Walt’’ which is being used for Waste Management. The Council intends to review its current requirement and replace the existing arrangements with ‘’Tell Walt’’ with the new system. The ‘’Tell Walt’’ works within Facebook and allows customers to report neighbourhood issues. The requests include:

* Fly tipping
* Fly Posting
* Street Cleaning
* Dirty Front Garden
* Dog Fouling

Current Chatbot Walt replicates the questions from the GovService online form and once submitted, uses the Start Thread API to generate a case in GovService. This case then follows the same back end workflow as requests made via My Account portal.

The users of this chatbot are the residents of Waltham Forest Council or anyone else who may like to use this service to make a report of environment related crimes in the Council.

**Bidders are requested to provide documentary evidence showcasing their :**

* Previous expertise in Chatbots and social media integration;
* Previous experience of having developed and delivered Chatbots preferably in Public Sector environment;
* Previous experience in integration of chatbot with the business system;
* Previous experience of successfully managing and delivering the Chatbot in a complex organisation requiring integrating it with various other applications through various interfaces;
* Case studies of existing successfully running chatbots.

**Note:**

* Bidders are requested to be brief in their responses.
* A business process map may be helpful in understanding your business model.
* You are NOT asked to disclose your prices but you may provide an indicative price. Your indicative price will be kept completely confidential. This would also give a good idea to the Council for total spend required to be made on this project;
* The Council is committed to maintain the confidentiality of the documents and information you submit.
* The Council will not be responsible for any expenses you may have to incur for the submission of your response.
* Please do not fail to mention your name, company’s name and your position in the company.
* Pleas provide full address with post code along with email address and contact number.
* Please note that this is not a tender/procurement process.
* This is completely at the Council’s discretion to go ahead in procuring this service or not. The Council may not be held responsible in any way, should it decide not to go ahead in procuring this service.
* Dead line for submitting your response is **17:00 hours on 28th August 2020.**