Returnable Forms

Residential Digital Front Door Platform

Instructions

All interested service providers should provide a response to each of the following questions below (green boxes) to ensure we understand fully your solution and service capabilities. Service providers may, if they wish, support their response with additional documents. Within the relevant question, please reference the specific document that should be referred to for each respective question.

Interested bidders' information

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| **Bidding organisation:** |  |
| **Clarification contact name:** |  |
| **Contact phone number:** |  |
| **Contact email address:** |  |

Technical

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| **Question 1:** Communication  Please explain how your solution supports real-time communication with residents via multiple communication channels (such as voice, email, AI chat, social media, sms etc). Where there are limitations to this capability, please explain what these are and available alternative approaches. |
| **Response**: |
| **Question 2:** Intelligent Interactive Voise Response (IVR)  Please describe your solutions intelligent IVR offering including how it enables:   * Interactions to be routed to relevant teams using skills and complexity criteria whilst enabling customers to self-service and resolve their own issues. * A customer and LCC agent accessible knowledge base to host information and support material that can augment into intelligent IVR and customised responses. |
| **Response**: |
| **Question 3:** Payment service  Please describe the secure payment functionality available within your solution and how it ensures LCC compliance with PCI DSS.  Please also confirm how your solution offers secure payment functionality via telephone keypad, self-service web forms or manual methods.  The Council's current payment service provider is Worldpay, would your solution allow for this secure payment provision to continue. |
| **Response**: |
| **Question 4:** Integrations  Please describe your solution's ability to integrate with other systems both internal and external to LCC, including capability to provide and consume Application Programme Interfaces (APIs) using standard secure protocols.  Please detail any standard connectors and how you approach further developing the solution's APIs to meet future, possibly Council specific, requirements. |
| **Response**: |
| **Question 5:** Reporting  Please describe (ideally supported by visual representation) how your solution supports the creation and management of standard and bespoke reports, data visualisation at varying levels within the solution, ability to export data and role-based access (e.g., view / read / write)?  Does the solution have the functionality to create, schedule and analyse surveys? |
| **Response**: |
| **Question 6:** Artificial Intelligence (AI)  Please describe what AI is available within your solution which would support improvements to customer journeys, reduce resources processing time and streamline non-contact time including but not limited to:   * Contact Summaries * Speech and sentiment analytics * Translation * Virtual assistance & chatbot |
| **Response**: |
| **Question 7:** Statement of requirements  Please confirm whether your solution can already satisfy all 'Must' requirements shown in the Statement of Requirements and confirm 'Should' requirements can either be currently supported or provide timescales for delivery.  Where there are limitations to this capability or functionality, please explain what these are and any available alternative approaches. |
| **Response**: |

Pricing

This pricing shall be for information only, and any potential service provider will be free to modify their pricing in the future Invitation to Tender.

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| **Question 8:** Indicative costings  Please detail indicative costings for your solution, including the following;   * Onboarding costs (including UAT, training, development) * Subscription costs * Integration costs (including Liberty Create, GIS, Oracle Fusion, Liquid Logic and District Council solutions) * Future training costs (face to face, e-learning and user-guides) * Cloud hosting costs (if on-premises, are there any costs LCC should be aware of) * Support (including disaster recovery and business continuity) and maintenance * Offboarding costs (data extractions, sharing and disposal)   Please confirm if the prices are firm and fixed, or subject to indexation (with details of the indexation or caps on increases year on year). |
| **Response**: |
| **Question 9:** Licencing model costings  Please detail the licencing models (e.g. concurrent licence, named user licences, enterprise licences etc) available for your solution. Please indicate which licencing model would offer the most value to the Council based on LCC's Statement of Requirements.  Please also indicate the minimum initial contract term for a return on the Council's investment. |
| **Response**: |
| **Question 10:** Optional costings  Please detail indicative optional costings for your solution, including the following;   * Future enhancement and change request resources (day rate or quoted) * If there are additional costs for ad hoc licences required throughout the contract lifecycle, please confirm what these are and how they are purchased (for instance individual or via a bundle etc) |
| **Response**: |