



## EXECUTIVE MEMBER DECISION NOTICE

### LOCAL GOVERNMENT ACT 2000 SECTION 9E

#### **1 EXECUTIVE MEMBER**

Councillor Max Holloway (Community and Leisure)

#### **2 TITLE OF REPORT**

Award of contract to develop website chatbot.

#### **3 DECISION TAKEN**

To award the contract to develop a website chatbot to ICS.AI Limited for a 3-year period (with the option of a 1-year extension), commencing on 21st August 2023.

#### **4 IF URGENT, REASONS FOR URGENCY**

Not urgent

#### **5 DETAILS OF EXECUTIVE MEMBER**

Name Cllr Max Holloway

Signature



Date this decision was taken

*4 August 2023*

Date of circulation/publication of this decision

#### **6 EXPLANATION/BACKGROUND:**

6.1 Officers have been exploring the benefits of using a chatbot to support customer services through:

6.1.1 Support self-serve, first-time right and making every contact count principles as outlined in the Council's Transformation Strategy.

6.1.2 Reduce the need for simple enquiries to be dealt with via phone call or email.

6.1.3 Increase access to information via the Council's website.

- 6.1.4 Will enhance out of hours support.
- 6.2 It is proposed that any Chat Bot has two main functions:
  - 6.2.1 Website integration; and
  - 6.2.2 Live Chat.
- 6.3 A direct award will be made through the G Cloud 13 framework which is in accordance with contract procedure rules.
- 6.4 Legal Implications:
- 6.5 The direct award is in accordance with the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.
- 6.6 Financial Implications:
- 6.7 The cost over the 3 years is £252,629 and will be met from agreed capital and revenue budgets to cover setup, hosting and licensing costs.
- 6.8 Risk Implications:
- 6.9 Other Implications
- 6.10 The introduction of the chat bot will enhance residents' customer experience. A communication Plan will be developed as part of the mobilisation of the project.
- 6.11 Alternative options considered and reasons for their rejection (if any):
- 6.12 No alternative options have been considered. Potential suppliers have been identified through G-Cloud.

## **7 BACKGROUND PAPERS USED TO INFORM THE DECISION**

- 7.1 None

## **8 DETAILS OF ANY MEMBERS OR OFFICERS WHO HAVE DECLARED AN INTEREST IN THIS MATTER AND NATURE OF ANY SUCH INTEREST AND ANY DISPENSATIONS GRANTED**

- 8.1 None.

## **9 ADDITIONAL CONFIDENTIAL OR EXEMPT INFORMATION CONSIDERED**

- 9.1 None.

Contact Officer: Kirsten Roberts, Assistant Director (Customer Services & Transformation)

[k.roberts@welhat.gov.uk](mailto:k.roberts@welhat.gov.uk) (01707 357177)