

CABINET MEMBER DECISION

23rd of May 2022

KEY DECISION: YES

Chatbot implementation

1. Decision:

- 1.1 That a contract is entered into with ICS.AI as the developer of the tools to assist in the creation of our own chatbot for a minimum period of 2 years and the option to extend for up to a further 2 years.

2. Statement of Reasons:

- 2.1 We have a requirement through the “enhanced digital services” workstream of “Being a better council” to purchase software that will enable us to deploy chatbots to our website to be able to deliver an enhanced resident experience by being able to answer questions 24 hours a day 7 days a week.

3. Any Alternative Options:

- 3.1 Do nothing – this would mean the council would not be utilising advances in technology to deliver enhanced customer services.
- 3.2 Run a separate procurement activity – This would be to seek an alternative product with no guarantee that it would result in an enhanced outcome and would likely incur additional costs and delays to other ongoing ICT projects.

Cabinet Member for Finance and Commissioning

Date of Decision: 24.5.2022