

Written statement of a non-key officer decision
Director of adults and communities

Title	ChatBot Procurement
Decision maker	Director of adults and communities
Date of decision	26 November 2020
Report exemption class	Open
Purpose	<p>To approve the procurement of a ChatBot (via the Crown Commercial Service's G-Cloud 12 procurement framework) as new functionality for the Council's website, and WISH, in order to ensure more customers can self-service to meet their needs.</p> <p>A sophisticated ChatBot will also enable integration to smart devices enabling citizens to access key Council and community information via platforms such as Google Home, and Amazon Alexa.</p>
Decision	<p>That:</p> <p>(a) To procure a ChatBot for the council's corporate and WISH websites employing artificial intelligence, machine learning, natural language processing, up to the contract value of £158k, with contract award made in consultation with the cabinet member finance and corporate services.</p>
Reason for the decision	<p>As set out in the report. Documents relating to this decision are available at</p> <p>http://councillors.herefordshire.gov.uk/mglIssueHistoryHome.aspx?IId=50035815</p>
Consultation	
Options considered	<ol style="list-style-type: none"> 1. Do nothing. This option risks our ability to successful provide information to Herefordshire's citizens based on increased demand on our customer services teams and other services which currently answer a significant number of calls and emails. 2. Procure a less sophisticated ChatBot or NavBot. The council website has used a NavBot since April 2020 and while it supports customers navigate the website it is not

	sophisticated enough to significantly reduce demand on customer services.
Declarations of interest	
Call-in expiry date (decisions are not subject to call-in where special urgency provisions apply)	2 December 2020

<p>Officer:</p> <p>Director of adults and communities (Stephen Vickers)</p>	<p>Date 26 November 2020</p>
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