

Project Specification

Tender details – the opportunity

Company name	UNITEC Solutions Ltd
Company address	Sussex Innovation Centre, Science Park Square, Brighton, BN1 9SB
Description of company activity/SIC code	Business and Domestic Software Development for University Clearing, 62012
Objective of the proposed innovation project– this MUST involve activity that results in the development of or introduction to the market of a new product or service (max 300 words)	The project proposes to create an ad hoc technology stack that can make chatbot customer service more personalised, emotionally aware and multi-lingual. This will make chatbot responses useful to end-users around the globe and improve accessibility for individuals with learning support needs such as Dysgraphia.
Company's current situation – existing project team and innovation project development stage (max 400 words)	For our current chatbots, we are using third party commercial chatbot providers. They provide limited functionalities in terms of multi-language interactions and emotionally-aware responses. Our team of five is currently in the early stages of the research and development of the proposed project. Based on our research, we have designed a draft software architecture, for which we are seeking feedback from industrial experts.
Business need – what expertise and support is required from a Knowledge Base to reach the objective(s) above? (max 400 words)	The company is looking to engage a university to provide the following expertise: <ol style="list-style-type: none"> 1. Natural language processing data science 2. Artificial intelligence 3. Cloud computing 4. Data protection 5. Software penetration testing
Please list six key words that describe your potential project, i.e. ICT, engineering, biotech etc.	<ul style="list-style-type: none"> • Reinforcement learning • Information security • Data protection • Software testing • Language translation • Multi-lingual fuzzy matching

Required timescales (if any) for Project Start and duration, and if applicable anticipated product launch date	Project start date – 11/01/2020 Duration- 3 months Anticipated product launch – 02/04/2020
Optional - company budget available to match fund KEEP+ grant (if known) please see 'Further details' for maximum funding amounts	
Company Contact for further information	Shuvechchha Ghimire Shuvechchha.ghimire@gmail.com 07459427080
Required tender response date (min 20 working days from posting of advert)	8 January 2021
<p>Responses are sought from organisations classified as Knowledge Bases, defined under the ERDF Definition of the Knowledge Base: Higher Education, Further Education and Research Entities which are: UK Public Sector Research Establishments, Research and Development Organisations, Research and Technology Organisations.</p> <p>The Company is seeking a Knowledge Base partner to work with them to develop a project which, dependent on a successful Grant Application, will be supported by the KEEP+ ERDF project using one of the two types of intervention described below. Please also see KEEP+ website – www.keepplus.co.uk</p> <p>In Stage 2, if the grant application to KEEP+ is successful, the Company requires the expertise of the Knowledge Base partner, to work with them to deliver the solution i.e. the project intervention supported by the KEEP+ grant.</p>	
Criteria for Decision making	<p>Assessment criteria are as follows</p> <ul style="list-style-type: none"> • Expertise fit 50% • Timing fit 25% • Suitability of proposed methodology 25%
Date for Contract Decision	Minimum of 20 working days from date of advertisement
Tender response templates	Please approach the company for the exact format of your response.

Further details for potential respondents

You are responding to a tender for an activity which is eligible for part funding by the European Regional Development Fund, specifically under the KEEP+ Programme.

The KEEP+ Programme aims to support SMEs to develop new products and services by fostering long term collaborative relationships between Knowledge Bases – Universities and research institutions – and SMEs who need expertise and support for innovation.

Please see KEEP+ website for further information www.keepplus.co.uk or contact the KEEP+ project team 0845 196 4207 julie.benabdeljelil@anglia.ac.uk or 0845 196 4985 kayleigh.parkes@anglia.ac.uk

KEEP+ provides maximum allowable grants for its specific types of intervention. Those intervention types and maximum grant levels are as follows;

- KEEP Knowledge Exchange Embed Partnership (typically 12 months' duration) - this intervention involves a graduate working on a mid- to long-term activity with the support of a specific academic staff member, the graduate is based within the beneficiary company - grant allowance 50% of eligible costs and £10,000 capital.
- KEEP Research and Innovation Collaboration (no fixed duration) this intervention involves an academic colleague working on a short- to long-term activity, they are based at the Knowledge Base but with regular face-to-face interaction with the beneficiary company - grant allowance 50% of eligible costs plus a strict maximum of £10,000 capital.

The following is a guide to the types of cost that you should expect to occur should your application be successful;

- KEEP Knowledge Exchange Embed Partnership (typically 12 months' duration) – project development, associate wage, academic wage, administrative support, training and travel (on the part of the knowledge base employees), minor equipment (please note there is a potential separate grant for major capital purchases), recruitment
- KEEP Research and Innovation Collaboration (no fixed duration) – project development, academic wage, administrative support, consumables (please note there is a potential separate grant for major capital purchases)