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Contract

## **The Open University learning content services/OPEN/PRO/2023**

OPEN UNIVERSITY(THE)

F03: Contract award notice

Notice identifier: 2024/S 000-000501

Procurement identifier (OCID): ocds-h6vhtk-03e4c2

Published 8 January 2024, 1:30pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

OPEN UNIVERSITY(THE)

Walton Hall

MILTON KEYNES

MK76AA

#### **Contact**

Procurement Team

#### **Email**

[finance-tenders@open.ac.uk](mailto:finance-tenders@open.ac.uk)

#### **Country**

United Kingdom

#### **Region code**

UKJ12 - Milton Keynes

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.open.ac.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Open University learning content services/OPEN/PRO/2023

Reference number

OUPA11058

#### **II.1.2) Main CPV code**

- 79933000 - Design support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The OU is looking for 3 key partners to take on the tasks outlined in Appendix 3 at scale during peak periods to alleviate internal pressures on capacity and ensure the timely provision of high-quality learning material to OU students. We expect to work with our vendor partners on identifying, developing and scaling ancillary and additional service lines

that support and complement the core proposition service offering, thus improving the efficiency of the service and enabling the OU to achieve its wider strategic objectives.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £1,320,000

### **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKJ12 - Milton Keynes

### **II.2.4) Description of the procurement**

The primary business objective is to deliver the OU's bi-annual cycle of updates to module websites and supporting digital and print learning aids to required quality, time and cost standards. The OU requires vendor partners to provide it with flexibility in its capacity so that

it can effectively handle peaks in demand that cannot be met by inhouse staff.

Additionally, we expect to work with our vendor partners on identifying, developing and scaling ancillary and additional service lines that support and complement the core proposition service offering, thus improving operational efficiency, achieving economies of scale and supporting the delivery of the OU's wider strategic aims and social mission.

Core service provision

As OU modules prepare to 'present' to a new cohort of students, their study website, hosted

in the OU's Virtual Learning Environment (VLE), and associated digital and print learning aids, require updating in accordance with student feedback on their learning experience, key

assessment milestones for the new cohort's study dates, changes in the academic field and

requirements for the correction or clarification of errors.

The vendor partner will need to work inside OU systems and liaise closely with the

responsible OU Project Manager within Learner and Discovery Services (LDS), graphics and

interactive media developers within LDS' Design, Development and Production (DDP) subunit, as well as with the Qualification/Curriculum Manager and academic authoring teams within the faculty whose module is being updated, performing requisite editorial, quality assurance, project coordination, graphic/interactive media assets update and rights

clearance tasks as required by the project specification.

Breakdown of service lines

Core service provision: OU module updates, editorial

- o Copyediting of any new text insertions of 50+ words
- o Proofreading of updated sections of material, including sense checks for 'fit' with surrounding content and any internal cross-references
- o Briefing IMD/GMD team on graphic/interactive media asset updates AND/OR origination/updates of graphics/interactive media assets
- o Taking in corrections to XML source files, re-rendering and sending to OU stakeholders for approval
- o Validation of XML with QC
- o Checking and editing of closed captions and module transcripts for any new assets via the OU's 3Play platform
- o Web checks" - final QC of module websites, once all other updates complete, ahead of final 'presentation ready' signoff.

Ancillary services

Graphic media assets updates/origination/redraws

Interactive media assets updates/origination

Rights and permissions clearances

Copyedit and proofread

Structural editing

### **II.2.5) Award criteria**

Quality criterion - Name: Core delivery of service provision / Weighting: 25

Quality criterion - Name: Service Lines / Weighting: 25

Quality criterion - Name: Offshore/Onshore Capabilities / Weighting: 5

Quality criterion - Name: Demand Planning Tools / Weighting: 5

Quality criterion - Name: Performance Criteria and Monitoring continuous improvement /  
Weighting: 10

Cost criterion - Name: Finance Schedule Evaluation - Scenario 1&2 / Weighting: 20

Cost criterion - Name: Finance Schedule Evaluation - Scenario 3 / Weighting: 5

Cost criterion - Name: Adherence to Terms / Weighting: 2.5

Cost criterion - Name: Added value / Weighting: 2.5

### **II.2.11) Information about options**

Options: Yes

Description of options

2 x 12 month extensions

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-021305](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

7 January 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Amnet ContentSource Pvt. Ltd

Chennai

Country

India

NUTS code

- IN - India

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £1,320,000

Total value of the contract/lot: £1,320,000

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7 January 2024

##### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

##### **V.2.3) Name and address of the contractor**

Integra Software Services Private Limited

Chennai

Country

India

NUTS code

- IN - India

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

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##### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

KnowledgeWorks Global Ltd.

Brainerd

Country

United States

NUTS code

- US - United States

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £1,320,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Open University

Milton Keynes

Country

United Kingdom