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Contract

Confirmit Horizons Software as a Service (SAAS)

Higher Education Statistics Agency Limited (HESA)

F03: Contract award notice

Notice identifier: 2022/S 000-001012

Procurement identifier (OCID): ocds-h6vhtk-02f4c7

Published 13 January 2022, 12:21pm

Section I: Contracting authority

I.1) Name and addresses

Higher Education Statistics Agency Limited (HESA)

95 Promenade

Cheltenham

GL50 1HZ

Contact

Matthew Ashman

Email

matthew.ashman@hesa.ac.uk

Country

United Kingdom

NUTS code

UKK13 - Gloucestershire

Internet address(es)

Main address

www.hesa.ac.uk

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/87175>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Confirmit Horizons Software as a Service (SAAS)

Reference number

Proc1731

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

HESA has entered into a 3 + 2 year contract with Confirmit Ltd (“Confirmit”), for Confirmit to provide Horizons software a unique software as a service required by HESA for the purposes of undertaking surveys. Confirmit’s Horizons software is both an online web survey and a Computer assisted telephone interview (CATI) platform. Included within the contract will be the provision of professional services including integration and setup.

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: £835,283

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Confirmit's Horizons Software is unique Software as a Service as it is both an online web survey and a CATI platform that has proven ability to process and manage large numbers of survey respondents. The use by HESA of an integrated CATI and web interface is vitally important to HESA and is critical to the success of the surveys to be undertaken by HESA because it will enable HESA to seamlessly move completion of surveys between a CATI and a web interface and no other platform known to HESA provides this seamless service. It also enables HESA to optimise call centre services by supporting integration with call diallers, providing progressive and predictive dialling patterns. It also provides HESA with real-time agent supervision.

Confirmit's Horizons Software is also unique in that it meets HESA's specific requirements to be able to define, sequence, support, manage and oversee the sending of very large volumes of emails and SMS messages and the making of telephone calls.

Confirmit's Horizons Software is ISO27001 certified and complies with HESA's data protection and information security requirements.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Confirmit's Horizons software is a unique Software as a service which is only available in the UK from Confirmit. Confirmit are uniquely placed to fulfil the requirement of the procurement with their Horizons software which is the only product found to meet HESA's specific requirements.

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: [2021/S 000-027994](#)

Section V. Award of contract

Contract No

1

Title

Confirmit Horizons Software as a Service (SAAS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 2021

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Confirmit Ltd

Blue Fine Building, 110 Southwalk Street

London

SE1 0SU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £835,283

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Higher Education Statistics Agency Limited

Cheltenham

Country

United Kingdom