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Award

## **Provision of Cloud Based Enquiry Management Software Suite**

THE UNIVERSITY OF BIRMINGHAM

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-001653

Procurement identifier (OCID): ocids-h6vhtk-04d414

Published 17 January 2025, 11:13am

### **Section I: Contracting authority/entity**

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

THE UNIVERSITY OF BIRMINGHAM

Edgbaston

BIRMINGHAM

B152TT

#### **Contact**

Nicola Handley

#### **Email**

[N.J.Handley@bham.ac.uk](mailto:N.J.Handley@bham.ac.uk)

#### **Telephone**

+44 1214151109

#### **Country**

United Kingdom

**Region code**

UKG31 - Birmingham

**Companies House**

RC00645

**Internet address(es)**

Main address

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

Buyer's address

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

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

Regional or local Agency/Office

**I.5) Main activity**

Education

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## **Section II: Object**

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

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

Provision of Cloud Based Enquiry Management Software Suite

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

- 48000000 - Software package and information systems

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

Supplies

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

The University of Birmingham uses Verint Express, a cloud-based enquiry management software suite supplied by Harbers Solutions Ltd to support customer relationship management (CRM) and case note functionality widely across student-facing and administrative teams within Academic Services and beyond. The product is fully integrated with our Student Records System (Ellucian Banner), to synchronise student data and with Core Systems to manage staff access.

Given that one of the aims of our digital strategy is to consolidate the number of CRMs across the organisation a wider set of institutional needs for the future have been identified around providing CRM functionality to areas which do not currently have it available, including student wellbeing case management, and moving areas already using CRMs onto a centralised system, including student communications (as their current technology will be gone in the next 1-3 years).

Verint has been identified as another CRM which can be rolled into this process of consolidation and replaced by a centralised platform. An initial implementation roadmap has been developed by ITS and their preliminary prioritisation has determined that the transition of services from Verint Express is less urgent than a number of other areas.

As a result, we anticipate that 2025-28 will be required to migrate those higher priority areas to the centralised CRM solution, with 2028-29 identified for mobilisation of Verint services to the new platform.

It would not be cost effective to go through a tender and procurement process of this scale for what is expected to be a short-term solution.

Therefore, we are looking to extend the current contract with Harbers Solutions Ltd for a period of up to four years (current contract expires July 2025).

#### **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: £352,160

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

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

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

NUTS codes

- UKG31 - Birmingham

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

The University of Birmingham uses Verint Express, a cloud-based enquiry management software suite supplied by Harbers Solutions Ltd to support customer relationship management (CRM) and case note functionality widely across student-facing and administrative teams within Academic Services and beyond. The product is fully integrated with our Student Records System (Ellucian Banner), to synchronise student data and with Core Systems to manage staff access.

There are currently around 350 active users across a total of 24 teams based in the Aston Webb Student Hub as well as the Wellbeing and Student Experience teams in the College of Social Sciences, Student Services and Wellbeing teams in Dubai, Birmingham Global in External Relations, and during the Welcome period the Online Registration helpline in IT Services.

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

Options: No

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## **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:

The University of Birmingham uses Verint Express, a cloud-based enquiry management software suite supplied by Harbers Solutions Ltd to support customer relationship management (CRM) and case note functionality widely across student-facing and administrative teams within Academic Services and beyond. The product is fully integrated with our Student Records System (Ellucian Banner), to synchronise student data and with Core Systems to manage staff access.

Given that one of the aims of our digital strategy is to consolidate the number of CRMs across the organisation a wider set of institutional needs for the future have been identified around providing CRM functionality to areas which do not currently have it available, including student wellbeing case management, and moving areas already using CRMs onto a centralised system, including student communications (as their current technology will be gone in the next 1-3 years).

Verint has been identified as another CRM which can be rolled into this process of consolidation and replaced by a centralised platform. An initial implementation roadmap has been developed by ITS and their preliminary prioritisation has determined that the transition of services from Verint Express is less urgent than a number of other areas.

As a result, we anticipate that 2025-28 will be required to migrate those higher priority areas to the centralised CRM solution, with 2028-29 identified for mobilisation of Verint services to the new platform.

It would not be cost effective to go through a tender and procurement process of this scale for what is expected to be a short-term solution.

Therefore, we are looking to extend the current contract with Harbers Solutions Ltd for a period of up to four years (current contract expires July 2025).

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

The procurement is covered by the Government Procurement Agreement: No

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

A contract/lot is awarded: Yes

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

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

17 January 2025

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

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

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

Harbers Solutions BV

Lichtenvoorde

Country

Netherlands

NUTS code

- NL - Netherlands

Harbers Solutions BV, Netherlands

89164660

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £352,160

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## **Section VI. Complementary information**

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

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

University of Birmingham

Edgbaston

Birmingham

B15 2TT

Country

United Kingdom