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Planning

## **Online academic support services**

Birkbeck, University of London

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-002939

Procurement identifier (OCID): ocids-h6vhtk-0292e2

Published 12 February 2021, 3:53pm

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

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

Birkbeck, University of London

Malet Street

London

WC1E 7HX

#### **Contact**

Bhavin Mistry

#### **Email**

[procurement@bbk.ac.uk](mailto:procurement@bbk.ac.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI31 - Camden and City of London

**Internet address(es)**

Main address

[www.bbk.ac.uk](http://www.bbk.ac.uk)

Buyer's address

[www.bbk.ac.uk](http://www.bbk.ac.uk)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**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**

Online academic support services

Reference number

BBKP 20 04

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

- 80420000 - E-learning services

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

Services

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

Birkbeck is seeking to source a supplier for an online student support service which will focus on improving our students' academic writing and foundational academic skills. The support should be available 24/7/365 and should be easy to access without facilitation from Birkbeck staff. The academic support should be developmental and lead learners to become more skilled and independent. The aim is to improve the attainment and outcomes of our students.

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

This contract is divided into lots: No

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

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

- 80300000 - Higher education services

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

NUTS codes

- UKI31 - Camden and City of London

Main site or place of performance

Birkbeck, University of London Malet Street London WC1E 7HX

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

Birkbeck, University of London through its Student Experience Review is committed to supporting the continuation and progression rates of our students as outlined in our Access & Participation Plan (APP) (<http://www.bbk.ac.uk/downloads/policies/birkbeck-access-plan-2020-2021.pdf>). Many of our students have been away from formal education for a long time and/or may have completed school or previous university study in a different language or academic culture. This means producing an extended piece of writing in formal academic English can be challenging. Under these circumstances, students need individual feedback on their writing to support their engagement with their course. This writing feedback may be readily available to students where there is a history of Higher Education in the immediate family or friendship group. However, students who are the first in their family to go to university or are from lower socio-economic backgrounds, may not have the same academic opportunities or networks to support them in their learning journey. Birkbeck is therefore keen to give all students access to this kind of support and create a level playing field to support continuation and achievement. This will, in turn, contribute and help deliver the good degree outcomes mandated by our regulator - the Office for Students (OfS).

#### **II.2.14) Additional information**

This Prior Information Notice is to signal an intention to commence a market engagement with those within the online academic support services market. Birkbeck intends to hold this market engagement from February through to March 2021 with industry experts and suppliers interested in potentially bidding for the resulting commercial agreement. See VI.3) Additional information for more information.

#### **II.3) Estimated date of publication of contract notice**

19 April 2021

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## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

You are invited to review and respond to a market engagement document which has been prepared Birkbeck. It can be requested by initially expressing your interest in this market engagement exercise by emailing [procurement@bbk.ac.uk](mailto:procurement@bbk.ac.uk) with a subject heading of 'Online academic support services'. Please ensure your email includes the following details: 1) Organisation name 2) Contact name 3) Job title of contact (including responsibility within your organisation) 4) Contact phone number 5) Contact email 6) Organisation website link Following your email, Birkbeck Procurement team will respond by issuing you with the market engagement document.