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Contract

Replacement of CMS (Content Management System) with a Digital Experience Platform

University of South Wales

F03: Contract award notice

Notice identifier: 2022/S 000-004982

Procurement identifier (OCID): ocds-h6vhtk-02df74

Published 22 February 2022, 3:14pm

Section I: Contracting authority

I.1) Name and addresses

University of South Wales

Procurement Manager University of South Wales, Finance Dept, Llantwit Road

Pontypridd

CF37 1DL

Contact

Sharon Jenkins

Email

sharon.jenkins@southwales.ac.uk

Telephone

+44 144348385

Fax

+44 1443482384

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0315

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

Replacement of CMS (Content Management System) with a Digital Experience Platform

Reference number

Tender No 1707

II.1.2) Main CPV code

- 72268000 - Software supply services

II.1.3) Type of contract

Services

II.1.4) Short description

Tenders are being invited for the supply, installation and configuration of a replacement of a current CMS (Content Management System). The University is seeking a "Digital Experience Platform" through a SaaS cloud based service to reduce the burden on IT while supporting needs of staff and students. USW would like to migrate sites by the end of March 2022.

Managing the University web services is a highly labour-intensive process that is currently fragmented across many sub domains and administrative teams. It is anticipated that the new system will provide a highly self-service publishing capability for content managers and owners which will allow full integration of all required services and better support future design changes as we evaluate the needs of our staff and students.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Lowest offer: £210,400 / Highest offer: £1,824,960 taken into consideration

II.2) Description

II.2.1) Title

Provision of a SaaS (Software as a Service) 'Digital Experience Platform'

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

- 48780000 - System, storage and content management software package

II.2.3) Place of performance

NUTS codes

- UKL15 - Central Valleys

II.2.4) Description of the procurement

The University is seeking to invest in the digital experience it provides current and prospective students via its website and as such is seeking to ensure content owners and managers have appropriate tools and services. Therefore, this tender is split into three separate but very closely related lots. These are:

Lot 1 - Provision of a SaaS (Software as a Service) 'Digital Experience Platform' (4-6yrs) - (This Lot 1)

Lot 2 - Full migration of existing sites to selected 'Digital Experience Platform'

Lot 3 - UX Design & Development Service for the selected 'Digital Experience Platform'

A tenderer may apply for just one, two, or all three lots of the tender and the University may choose separate suppliers for all three services. Where a tenderer intends to supply more than one of the services as a hard condition of their tender this must be clearly stated. Regardless of this, tenderers must separately detail each service and additionally provide the benefits of awarding them more than one of the required services. If benefits include service cost discounts of any kind, these must be clearly detailed on the quotations provided at the point of submission of the tender.

While a single supplier may be preferable for several reasons, the University is happy to consider 'specialist services' for both the website migration and ongoing user experience design and development services.

USW would prefer to migrate sites by the end of March 2022.

II.2.5) Award criteria

Quality criterion - Name: Digital Experience Platform Capabilities / Weighting: 30

Quality criterion - Name: Administration & Publishing / Weighting: 30

Quality criterion - Name: Analysis, Reporting, Alerts / Weighting: 5

Quality criterion - Name: Core IT Requirements / Weighting: 10

Quality criterion - Name: Implementation / Weighting: 15

Quality criterion - Name: Provider/Solution Suitability & Roadmap / Weighting: 10

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Full migration of existing sites to selected 'Digital Experience Platform'

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48780000 - System, storage and content management software package

II.2.3) Place of performance

NUTS codes

- UKL15 - Central Valleys

II.2.4) Description of the procurement

The University is seeking to invest in the digital experience it provides current and prospective students via its website and as such is seeking to ensure content owners and

managers have appropriate tools and services. Therefore, this tender is split into three separate but very closely related lots. These are:

Lot 1 - Provision of a SaaS (Software as a Service) 'Digital Experience Platform' (4-6yrs)

Lot 2 - Full migration of existing sites to selected 'Digital Experience Platform' (This Lot 2)

Lot 3 - UX Design & Development Service for the selected 'Digital Experience Platform'

A tenderer may apply for just one, two, or all three lots of the tender and the University may choose separate suppliers for all three services. Where a tenderer intends to supply more than one of the services as a hard condition of their tender this must be clearly stated. Regardless of this, tenderers must separately detail each service and additionally provide the benefits of awarding them more than one of the required services. If benefits include service cost discounts of any kind, these must be clearly detailed on the quotations provided at the point of submission of the tender.

While a single supplier may be preferable for several reasons, the University is happy to consider 'specialist services' for both the website migration and ongoing user experience design and development services.

USW would prefer to migrate sites by the end of March 2022.

II.2.5) Award criteria

Quality criterion - Name: Migration methods and tenderer affiliations and dependencies / Weighting: 60

Quality criterion - Name: Core IT Requirements / Weighting: 10

Quality criterion - Name: Implementation / Weighting: 20

Quality criterion - Name: Provider/Solution Suitability / Weighting: 10

Price - Weighting: 30

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

II.2.14) Additional information

Duration of contract will depend upon timeframes required to complete this service.

II.2) Description

II.2.1) Title

UX Design & Development Service for the selected 'Digital Experience Platform'

Lot No

3

II.2.2) Additional CPV code(s)

- 48780000 - System, storage and content management software package
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKL15 - Central Valleys

II.2.4) Description of the procurement

The University is seeking to invest in the digital experience it provides current and prospective students via its website and as such is seeking to ensure content owners and managers have appropriate tools and services. Therefore, this tender is split into three separate but very closely related lots. These are:

Lot 1 - Provision of a SaaS (Software as a Service) 'Digital Experience Platform' (4-6yrs)

Lot 2 - Full migration of existing sites to selected 'Digital Experience Platform'

Lot 3 - UX Design & Development Service for the selected 'Digital Experience Platform' (This Lot 3)

A tenderer may apply for just one, two, or all three lots of the tender and the University may

choose separate suppliers for all three services. Where a tenderer intends to supply more than one of the services as a hard condition of their tender this must be clearly stated. Regardless of this, tenderers must separately detail each service and additionally provide the benefits of awarding them more than one of the required services. If benefits include service cost discounts of any kind, these must be clearly detailed on the quotations provided at the point of submission of the tender.

While a single supplier may be preferable for several reasons, the University is happy to consider 'specialist services' for both the website migration and ongoing user experience design and development services.

USW would prefer to migrate sites by the end of March 2022.

II.2.5) Award criteria

Quality criterion - Name: Design / Weighting: 30

Quality criterion - Name: Development / Weighting: 30

Quality criterion - Name: Maintenance / Weighting: 10

Quality criterion - Name: Core IT Requirements / Weighting: 10

Quality criterion - Name: Implementation / Weighting: 10

Quality criterion - Name: Provider/Solution Suitability & Roadmap / Weighting: 10

Price - Weighting: 30

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

II.2.14) Additional information

The duration of Lot 3 will depend upon business requirements.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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 000-022533](#)

Section V. Award of contract

Lot No

1

Title

Provision of a SaaS (Software as a Service) 'Digital Experience Platform'

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 January 2022

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Terminalfour Solutions Ltd

Second Floor 110 Amiens Street Dublin 1 Ireland D01 F6N2

Dublin

D01F6N2

Telephone

+44 01753542

Country

Ireland

NUTS code

- IE - Ireland

The contractor is an SME

Yes

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

Lowest offer: £70,400 / Highest offer: £923,360 taken into consideration

Section V. Award of contract

Lot No

2

Title

Full migration of existing sites to selected 'Digital Experience Platform'

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 January 2022

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Terminalfour Solutions Ltd

Second Floor 110 Amiens Street Dublin 1 Ireland D01 F6N2

Dublin

D01F6N2

Telephone

+44 01753542

Country

Ireland

NUTS code

- IE - Ireland

The contractor is an SME

Yes

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

Lowest offer: £20,000 / Highest offer: £451,500 taken into consideration

Section V. Award of contract

Lot No

3

Title

UX Design & Development Service for the selected 'Digital Experience Platform'

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 January 2022

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Terminalfour Solutions Ltd

Second Floor 110 Amiens Street Dublin 1 Ireland D01 F6N2

Dublin

D01F6N2

Telephone

+44 01753542

Country

Ireland

NUTS code

- IE - Ireland

The contractor is an SME

Yes

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

Lowest offer: £15,593 / Highest offer: £450,100 taken into consideration

Section VI. Complementary information

VI.3) Additional information

(WA Ref:118977)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom