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Tender

The Provision of Online Programme Management Services for Southampton's Global Online Programmes

UNIVERSITY OF SOUTHAMPTON

F02: Contract notice

Notice identifier: 2022/S 000-006340

Procurement identifier (OCID): ocids-h6vhtk-031f5d

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Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF SOUTHAMPTON

HIGHFIELD CAMPUS,UNIVERSITY ROAD

SOUTHAMPTON

SO171BJ

Contact

Emma Raddon

Email

e.raddon@soton.ac.uk

Country

United Kingdom

NUTS code

UKJ32 - Southampton

Internet address(es)

Main address

www.southampton.ac.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://intendhost.co.uk/universityofsouthampton>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://intendhost.co.uk/universityofsouthampton>

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

The Provision of Online Programme Management Services for Southampton's Global Online Programmes

Reference number

2022UoS-0442

II.1.2) Main CPV code

- 80000000 - Education and training services

II.1.3) Type of contract

Services

II.1.4) Short description

Online courses and resources both advance and support our education strategy in delivering vibrant, transformative and high quality online experiences. They showcase our research and teaching excellence to a global audience beyond our campuses.

Our vision is to be bold, courageous and to start planning for the longer-term: a future in which digital education will inevitably play an increasingly greater role.

Our vision is to enhance and develop our approach to online course creation, so that we begin moving towards a position in which a 'Southampton education' is an innovative, flexible, inclusive and connected 21st century educational experience for our students on campus and beyond.

We are therefore seeking to select a partner to deliver and manage the delivery of our global online programmes.

To achieve this, the following activities summarise what is considered within scope for the provider:

- Development of existing course content from existing programmes to online delivery mode (in addition to those programmes that have been identified by the University, we welcome recommendation on additional immediate opportunities)

- Responsibility for the provision of high quality market intelligence and planning to inform the development of a portfolio of high-quality and highly attractive programmes.
- Delivery of the programmes through the OPM VLE technology platform
- Responsibility for Marketing and Recruitment (Contact centre)
- Responsibility for supporting students during the application stage
- Responsibility for supporting enrolment activities for students recruited to the online programs
- Engagement and partnership with UoS academic staff to develop high-quality programme materials in line with existing curriculum.
- Identification of innovation that could be included within the curriculum.
- Engagement with UoS support staff to ensure programmes are delivered
- Potentially to provide online tutors to support students in their studies.
- Technology hosting including responsibility for technical development/maintenance of delivery platforms, and dealing with technical support issues from students
- Student retention and pastoral support
- Sign-post students to UoS policies and procedures
- Be responsible for ensuring the quality and standards of programmes are in line with the University's collaborative provision framework.

II.1.5) Estimated total value

Value excluding VAT: £150,000,000

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

- UKJ32 - Southampton

II.2.4) Description of the procurement

The University of Southampton (UoS) has a strategic objective to increase the number of high-quality online courses offered to both UK and international students over the next five years. The University has extensive institutional experience and expertise in the delivery and creation of online education. Online courses and resources both advance and support our education strategy in delivering vibrant, transformative, and high-quality online experiences. They have the capacity to reach and attract new global audiences beyond our campuses.

The purpose of this procurement is to secure a long-term Online Programme Management partner (OPM). The University has received proposals from the Faculty of Arts and Humanities (The Winchester School of Arts (WSA) in particular) and the Faculty of Engineering and Physical Sciences to further develop Online programmes by entering the Fully Online Education Market. These programmes will form the first programmes to be developed under the proposed contract.

The University also wishes to expand this across the wider University portfolio in a managed way, over a period of years.

The University is seeking to engage a provider with a strong track record of successful online programme management.

To achieve this, the following activities summarise what is considered within scope for the provider:

- Development of existing course content from existing programmes to online delivery mode (in addition to those programmes that have been identified by the University, we welcome recommendation on additional immediate opportunities)
- Responsibility for the provision of high quality market intelligence and planning to inform the development of a portfolio of high-quality and highly attractive programmes.
- Delivery of the programmes through the OPM VLE technology platform
- Responsibility for Marketing and Recruitment (Contact centre)
- Responsibility for supporting students during the application stage

- Responsibility for supporting enrolment activities for students recruited to the online programs
- Engagement and partnership with UoS academic staff to develop high-quality programme materials in line with existing curriculum.
- Identification of innovation that could be included within the curriculum.
- Engagement with UoS support staff to ensure programmes are delivered
- Potentially to provide online tutors to support students in their studies.
- Technology hosting including responsibility for technical development/maintenance of delivery platforms, and dealing with technical support issues from students
- Student retention and pastoral support
- Sign-post students to UoS policies and procedures
- Be responsible for ensuring the quality and standards of programmes are in line with the University's collaborative provision framework.

To summarise, the successful provider will be expected to demonstrate how they will achieve the following requirements. These areas of discussion may form part of the quarterly Contract Review meeting, or be addressed less formally, as and when required by the client:

- A minimum of 15 programmes to be live with enrolled students within three years of commencement of contract,
- Identification of a further 15 highly competitive programmes to be completed by the end of the first year of partnership.
- Suitably qualified and experienced teaching and support staff and quality of student experience
- Pro-active and positive management of the relationship with the University to ensure effective communication, pre-empting of issues, and working in partnership to resolve them;
- Delivery of the expected benefits and ROI to the University and support of our goals and objectives in market, and to be proactive in this respect.
- Provide feedback and market intelligence where required, to inform future strategy;

- Support effective financial and operational planning through sharing of strategic data.

Procurement Process:

This procurement process is being conducted using the Competitive Dialogue procedure; consisting of the selection stage, dialogues and Invitation to Tender stages.

Contract Period:

The University proposes to enter into a Contract for twelve years - this will be the maximum contract period, including any potential extensions with the successful tenderer(s).

This will comprise of an initial contract period of ten years with an option to extend by a further two years subject to satisfactory performance and at the discretion of the University.

Contract Value:

The University's anticipates that the value of the Contract Opportunity, subject to this procurement including any optional extension periods will be between £100,000,000 and £150,000,000 GBP (excluding VAT).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

144

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

E-Tendering Portal: The University is utilising an electronic tendering tool, In-Tend (<https://intendhost.co.uk/universityofsouthampton>) to manage this procurement and to communicate with potential suppliers and/or tenderers (as appropriate).

All documentation in relation to this tender can be downloaded from In-Tend.

Potential suppliers/tenderers are advised that there will be no hard copy documents issued and all communications with the University, including the submission of Selection Stage and/or Invitation to Tender responses will be conducted via In-Tend.

Regular monitoring of the portal is the responsibility of the potential supplier/tenderer.

If you are not already registered as a supplier with the University of Southampton, you will need to register in In-Tend in order to access the procurement documentation.

Once you have logged in as a supplier: click on 'Tenders'; locate the relevant project; and click 'View Details'. Once you are in the project screen, you will be able to register your organisation against the project and access all documentation by clicking 'Express Interest'.

Potential suppliers/tenderers are advised that formal expressions of interest in the project must be by way of completion and return of the relevant documents via In-Tend.

Further instructions for the submission of responses are below:

To submit your return:

1. Log in
2. Click 'Tenders'
3. Locate the relevant project
4. View details
5. Click on the tab relating to the relevant project stage (e.g. 'Invitation to Tender')
6. Click on the 'Attach Documents' button and upload your return.
7. Check ALL your response documents are uploaded and displayed in the 'My Tender Return' panel. The system will only permit your organisation to make one return.

8. Click the red 'Submit Return' button.

Please note, to preserve the integrity of the procurement, all communications with the University must be made via the correspondence function within In-Tend.

Publication of Award Details: In accordance with Regulation 50, paragraph (2) of the Public Contracts Regulations 2015 and subject to Article 5 and Annex 5, Part D (13) of Directive 2014/24/EU of the European Parliament and of the Council (if applicable), the University intends to publish the value of any resulting contract at the award stage, and reserves the right to do so. By submitting a response, potential suppliers/tenderers are consenting to publication of this information unless otherwise agreed in advance with the University.

Costs and Expenses: Potential suppliers/tenderers are solely responsible for their costs and expenses incurred in connection with the preparation and submission of responses and participation in this and all future stages of this procurement. Under no circumstances will the University be liable for any costs or expenses borne by potential suppliers/tenderers or any of their supply chain, partners or advisers in this procurement process.

The University is not liable for any costs in the event of the cancellation of this procurement process.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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.2.2) Time limit for receipt of tenders or requests to participate

Date

7 April 2022

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

13 April 2022

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The University will obtain a Business Risk Report for all Tenderers and every organisation that is being relied on to meet this procurement, from an independent company called CreditSafe. The report provides the University with a Business Risk Score, which will be used to assess the provider's overall business risk of which financial standing forms part.

The risk score obtained (by either method) for your organisation will be assessed against the criteria as detailed below:

- Creditsafe rating of 50 and above equals a pass.
- Creditsafe rating of 49 and below equals a fail.

A quick ratio calculation of 1.0 is also a requirement.

Should the bidder not meet the requirements set out above it will be required to provide;

1. a guarantee from its parent company, or another company, guaranteeing the Bidder's Performance of the proposed contract, setting out the scope and form of the guarantee, and/or;
2. a letter from a bank confirming that it agrees that, if the Bidder is successful, it will provide the Bidder with a Performance bond.

Insurance requirements:

- Public Indemnity insurance: £5 million (per occurrence)
- Employers (Compulsory) Liability insurance: £5 million (per occurrence)
- Professional Indemnity insurance (including data loss/breach): £5 million (per occurrence)
- Cyber liability insurance with a limit of indemnity of not less than £5 million in relation to any one claim or series of claims.

Full and further detail is available in the tender documents.

VI.4) Procedures for review

VI.4.1) Review body

University of Southampton

University Road

Southampton

SO17 1BJ

Country

United Kingdom