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Tender

Managed Service for Student Information System (Banner)

University of Birmingham

F02: Contract notice

Notice identifier: 2023/S 000-008661

Procurement identifier (OCID): ocds-h6vhtk-03b5dd

Published 24 March 2023, 1:49pm

Section I: Contracting authority

I.1) Name and addresses

University of Birmingham

B15 2TT

Birmingham

Email

k.aird@bham.ac.uk

Country

United Kingdom

NUTS code

UKG31 - Birmingham

Internet address(es)

Main address

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

I.3) Communication

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

<https://in-tendhost.co.uk/universityofbirmingham.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/universityofbirmingham.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Managed Service for Student Information System (Banner)

Reference number

FRAM568/23

II.1.2) Main CPV code

- 72590000 - Computer-related professional services

II.1.3) Type of contract

Services

II.1.4) Short description

Students are the lifeblood of the University. As such, the student information system (Banner) is key in providing accurate and insightful information across the University's value chain. Robust monitoring, detection, response and product maintenance mechanisms are critical in ensuring continuity of service and delivery of significant business benefits. In order to support the complex student information landscape at the University of Birmingham we require a single Managed Service Provider (MSP) to run an outsourced managed service offering with 24/7/365 monitoring.

II.1.5) Estimated total value

Value excluding VAT: £1,400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72590000 - Computer-related professional services

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

II.2.4) Description of the procurement

Students are the lifeblood of the University. As such, the student information system (Banner) is key in providing accurate and insightful information across the University's value chain. Robust monitoring, detection, response and product maintenance mechanisms are critical in ensuring continuity of service and delivery of significant business benefits. In order to support the complex student information landscape at the University of Birmingham we require a single Managed Service Provider (MSP) to run an outsourced managed service offering with 24/7/365 monitoring.

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

48

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.2.13) 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

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

n/a

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

27 April 2023

Local time

3:00pm

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

27 April 2023

Local time

3:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

University of Birmingham

Birmingham

Country

United Kingdom