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Tender

Provision of Residential ISP and associated Equipment

University of Sunderland

F02: Contract notice

Notice identifier: 2022/S 000-011266

Procurement identifier (OCID): ocds-h6vhtk-03329f

Published 29 April 2022, 5:21pm

Section I: Contracting authority

I.1) Name and addresses

University of Sunderland

3rd Floor Edinburgh Building, Chester Road

Sunderland

SR1 4SD

Email

tenders@sunderland.ac.uk

Country

United Kingdom

NUTS code

UKC23 - Sunderland

Internet address(es)

Main address

www.sunderland.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/universityofsunderland.aspx/Home>

Additional information can be obtained from the above-mentioned address

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

Provision of Residential ISP and associated Equipment

Reference number

UOS/ResilISP/0921

II.1.2) Main CPV code

- 72411000 - Internet service providers ISP

II.1.3) Type of contract

Services

II.1.4) Short description

The University are looking to outsource the entire Residential Internet Service to a supplier, inclusive of connectivity, hardware and incident management. The purpose of this requirement is to reduce the reliance on the UoS Technical Services Team and introduce a high level of business continuity for this essential provision to students. The university are looking for innovative solutions which will also be to help future proof the provision, for the next iteration of Wi-Fi, broadband and related services. The University are looking for a provider that has previous experience with other Higher Education Institutions. The University would also like a 24x365 Helpdesk for student queries and issues to be raised using a single log-in, preferably allowing the ability to access Wi-Fi services across all accommodation. The provision, as a minimum, must provide Wi-Fi and wired connection options to all rooms, with WiFi 6 and a minimum Speed of at least 200Mbps. It is expected that these mi

II.1.5) Estimated total value

Value excluding VAT: £666,666.66

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

Main site or place of performance

Sunderland, UK

II.2.4) Description of the procurement

The University are looking to outsource the entire Residential Internet Service to a supplier, inclusive of connectivity, hardware and incident management. The purpose of this requirement is to reduce the reliance on the UoS Technical Services Team and introduce a high level of business continuity for this essential provision to students. The university are looking for innovative solutions which will also be to help future proof the provision, for the next iteration of Wi-Fi, broadband and related services. The University are looking for a provider that has previous experience with other Higher Education Institutions. The University would also like a 24x365 Helpdesk for student queries and issues to be raised using a single log-in, preferably allowing the ability to access Wi-Fi services across all accommodation. The provision, as a minimum, must provide Wi-Fi and wired connection options to all rooms, with WiFi 6 and a minimum Speed of at least 200Mbps. It is expected that these minimum speeds will increase over the life of the contract to meet the various 'change in use' that comes with technological developments. Therefore, the solution should be able to facilitate the increase in usage and bandwidth etc. A Wi-Fi provision to communal and open space would also be required. The University would expect this service to be monitored effectively with a filtering and reporting service, as well as a disaster recovery procedure in place to ensure there is minimal downtime for students Wi-Fi.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £666,666.66

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

Duration in months

84

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 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

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

Date

6 June 2022

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

6 June 2022

Local time

5:00pm

Place

University of Sunderland

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

University of Sunderland

3rd floor, Edinburgh Building, Chester Road

Sunderland

SR1 3SD

Email

tenders@sunderland.ac.uk

Country

United Kingdom

Internet address

www.sunderland.ac.uk

VI.4.2) Body responsible for mediation procedures

University of Sunderland, Legal Services, 4th Floor, Edinburgh Building

Chester Road

Sunderland

SR1 3SD

Email

legal@sunderland.ac.uk

Country

United Kingdom

Internet address

www.sunderland.ac.uk

VI.4.4) Service from which information about the review procedure may be obtained

University of Sunderland, Legal Services, 4th Floor, Edinburgh Building

Chester Road

Sunderland

SR1 3SD

Email

legal@sunderland.ac.uk

Country

United Kingdom