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Tender

Staff Engagement Surveys

UNIVERSITY OF SOUTHAMPTON

F02: Contract notice

Notice identifier: 2023/S 000-012259

Procurement identifier (OCID): ocds-h6vhtk-03c507

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Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF SOUTHAMPTON

UNIVERSITY ROAD

SOUTHAMPTON

SO171BJ

Contact

Rosie Pringle

Email

procurement@soton.ac.uk

Telephone

+44 2380595000

Country

United Kingdom

Region code

UKJ32 - Southampton

Royal Charter

RC000668

Internet address(es)

Main address

<http://www.southampton.ac.uk>

Buyer's address

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

I.3) Communication

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

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

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

Staff Engagement Surveys

Reference number

2023UoS-0719

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

The University is seeking to work with a supplier who can ideally provide us with a self-service survey tool to enable us to effectively deliver the range of surveys we desire. The essential requirements include at least 3 surveys per year: Comprised of an annual staff engagement survey and compulsory surveys required by our commitments to a range of EDI Charter Marks (minimum 2 per annum). The ability to run exit surveys would be highly desirable but not the primary requirement.

The supplier will need to offer the ability to measure results via reporting or surveying tools and these need to offer agile and insightful data that can enable management to take quick, relevant action and to make timely interventions as appropriate. The supplier is required to annually conduct a minimum of 5 university wide staff engagement surveys.

II.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 73210000 - Research consultancy services
- 79310000 - Market research services
- 79330000 - Statistical services
- 79633000 - Staff development services

II.2.3) Place of performance

NUTS codes

- UKJ32 - Southampton

Main site or place of performance

Southampton, Hampshire, UK

II.2.4) Description of the procurement

The University has c6,000 employees, organised into different job families: Education, Research and Enterprise (ERE), Management, Administrative, Specialist (MSA), Community and Operational (CAO) and Technical and Experimental (TAE). These employees are dispersed across several different campuses in the local area, as well as globally (e.g., Malaysia campus).

Human Resources is tasked with monitoring staff engagement rates/levels and supporting senior leaders in the University in creating and implementing action plans based on engagement survey results. Human Resources are also responsible for administering an ongoing Exit survey as well as supporting the University in collecting data to inform a range of other action plans such as Athena Swan and Race Equality Charter.

We are continually developing our listening strategy and identifying opportunities to engage with staff across the University and we are therefore interested in the further opportunities that survey tools can provide us to engage with our staff.

The University is seeking to work with a supplier who can ideally provide us with a self-service survey tool to enable us to effectively deliver the range of surveys we desire. The essential requirements include at least 3 surveys per year: an annual staff engagement survey and compulsory surveys required by our commitments to a range of EDI Charter Marks (minimum 2 per annum). The ability to run exit surveys would be highly desirable but not the primary requirement.

The supplier will need to offer the ability to measure results via reporting or surveying tools and these need to offer agile and insightful data that can enable management to take quick, relevant action and to make timely interventions as appropriate. The supplier

is required to annually conduct a minimum of 5 university wide staff engagement surveys.

Procurement Process

This procurement process is being conducted as a Restricted procedure; consisting of both Selection and Invitation to Tender stages.

Stage 1 - Selection Stage: An overall pass mark of 50 % shall apply to this stage. The intention is to arrive at a shortlist of a maximum of five qualified potential suppliers for formal invitation to tender. The maximum number of qualified potential suppliers will be based on the top five scores achieved. Where more than the maximum number of potential suppliers have achieved a top five score (i.e. a tie), all of those potential suppliers will be invited to the Invitation to Tender stage.

Stage 2 - Invitation to Tender (ITT) stage - A maximum of 5 qualified tenderers will be invited to submit formal tenders at this stage

Contract Term

The University proposes to enter into a Contract for Seven (7) years - this will be the maximum contract period, including any potential extensions with the successful tenderer.

This will comprise of an initial contract period of Five (5) years with an option to extend by a further Two (2) years. In a Five (5) + Two (2) year format subject to satisfactory performance and at the discretion of the University.

Contract Value

The estimated value of the initial Five (5)-year contract term is no greater than £250,000 GBP (excluding VAT).

The estimated value of the Two (2)-year extension period is no more than £100,000 GBP (excluding VAT).

It is estimated, therefore, that the total maximum value of this contract will be £350,000 GBP (excluding VAT).

II.2.5) Award criteria

Quality criterion - Name: Proposed solution for staff surveys / Weighting: 10

Quality criterion - Name: Implementation Plan / Weighting: 5

Quality criterion - Name: Benchmarking Capability / Weighting: 25

Quality criterion - Name: Maximising Confidentiality and Anonymity / Weighting: 10

Quality criterion - Name: Meeting Deadlines / Weighting: 10

Quality criterion - Name: Service support, flexibility, and account management / Weighting: 5

Quality criterion - Name: Data Protection / Weighting: FIO

Quality criterion - Name: Interview Response / Weighting: 10

Quality criterion - Name: Mandatory Technical requirements / Weighting: Pass/Fail

Price - Weighting: 25%

II.2.6) Estimated value

Value excluding VAT: £350,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

This contract is likely to be subject to renewal towards the end of the initial contract period.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

Mandatory Technical Requirements (Pass/Fail)

Desirable Requirements:

Benchmarking (40%)

Confidentiality and Anonymity (40%)

Accessibility (20%)

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

Lots: This contract is NOT suitable for splitting into lots. The risk of dividing the requirement into Lots would render the execution of the contract excessively technically difficult, not cost effective and would undermine proper execution of the contract.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

To support the financial assessment, the University will obtain a Business Risk Report for all [Potential Suppliers/Tenderers] and every organisation that is being relied on to meet this procurement, using an independent company called Creditsafe.

The University reserves the right to exclude a Tenderer or request provision of further assurances such as parent company/bank guarantee or performance bonds where a Tenderer's Business Risk Score is: "Moderate Risk"; "High Risk"; "Very High Risk"; or "Not Rated", based on the rating provided by Creditsafe

Where a Business Risk Score from our external system is not available, then an alternative method of assessing financial standing will be used. This method is detailed within the Invitation to Tender document set.

Minimum level(s) of standards possibly required

Potential suppliers/Tenderers are advised that a requirement of this procurement is to have in place, or commit to obtain prior to the commencement of the contract, the following minimum insurance levels:

Employers (Compulsory) Liability: £5 million GBP per occurrence.

Public Liability: £5 million GBP per occurrence.

Cyber Liability: £5 million GBP per occurrence and in aggregate

Professional Indemnity Insurance: £2 million GBP per occurrence.

III.1.3) Technical and professional ability

List and brief description of selection criteria

The selection criteria is as stated in the Selection Stage document set

However, potential suppliers' attention is drawn to the MANDATORY requirements of the selection criteria:

e.g.

- Grounds for mandatory exclusion
- Grounds for discretionary exclusion
- Economic & Financial Standing
- Insurance
- Compliance with equality legislation
- Health & Safety
- Mandatory Technical Requirements

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

30 May 2023

Local time

12:00pm

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

10 July 2023

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: Yes

Estimated timing for further notices to be published: This is likely to be re-procured in 5-7 years

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic payment will be used

VI.3) 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.

VI.4) Procedures for review

VI.4.1) Review body

University of Southampton

Southampton

Email

procurement@soton.ac.uk

Country

United Kingdom