

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012632-2021>

Contract

## **(NU/1589 – 22) Digital Support for VOICE at NICA (National Innovation Centre for Ageing)**

Newcastle University

F03: Contract award notice

Notice identifier: 2021/S 000-012632

Procurement identifier (OCID): ocds-h6vhtk-02b8c9

Published 7 June 2021, 10:25am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Newcastle University

Newcastle University, King's Gate

Newcastle upon Tyne

NE1 7RU

#### **Contact**

Natalie Morton

#### **Email**

[Natalie.Morton@ncl.ac.uk](mailto:Natalie.Morton@ncl.ac.uk)

#### **Telephone**

+44 1912086396

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

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

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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

(NU/1589 – 22) Digital Support for VOICE at NICA (National Innovation Centre for Ageing)

Reference number

DN540650

#### II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

VOICE was established by Newcastle University to capture the vast experience and mental capital of the public. The digital platform was launched in Autumn 2016, and has revolutionised the ways in which members of the public can contribute their experience, ideas, insights and vision to benefit research and innovation, especially around ageing and demographic change.

The existing VOICE digital platform, [www.voice-global.org](http://www.voice-global.org), has allowed us to significantly scale our activity to better serve the public, as well as offering innovative ways for researchers and businesses to harness the public's ideas and knowledge.

We are seeking to appoint a supplier to provide a support and maintenance retainer for 8 days a month, for a total period of 9 months for the platform.

The supplier will work alongside an internal development team and will provide dedicated resource for bug fixing live issues, making urgent change requests and CMS support – as well as implementing improvements and developing new functionality. The VOICE team need to have access to a service desk system to report issues with the platform, and each request will be subject to an agreed approach based on urgency and priority.

#### II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £60,000

## **II.2) Description**

### **II.2.1) Title**

Web Services, SEO and Digital Content

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Newcastle University invites bids to join a Dynamic Purchasing System it is establishing for

the supply of a range of marketing services.

The Newcastle University Marketing Department is a comprehensive, world-class marketing

team dedicated to serving our partners, academics and students. This DPS will also be used

for marketing across the entire University and is not limited to the central team.

Our vision for marketing at Newcastle encompasses the following:

- embracing a 'digital first' approach;
- encouraging our team through personal growth;
- engaging with our clients and audiences;

- delivering an exceptional marketing strategy.

There will be six lots on this DPS:

- 1) web services, SEO and digital content;
- 2) graphic design and print, branding, copywriting;
- 3) programmatic advertising management, media buying, public relations;
- 4) social media, paid search and paid social;

Page 5 to 9

- 5) international;

- 6) platforms

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality criterion - Name: Ability to meet programme timeline /  
Weighting: P/F

Quality criterion - Name: Quality criterion - Name: Umbraco Gold Partner / Weighting: P/F

Quality criterion - Name: Quality criterion - Name: Ability to meet the Task Description /  
Weighting: 70

Quality criterion - Name: Quality criterion - Name: Price / Weighting: 30

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

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

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

The procurement involves the setting up of a dynamic purchasing system

#### **IV.1.6) Information about electronic auction**

An electronic auction will be used

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 129-318079](#)

#### **IV.2.8) Information about termination of dynamic purchasing system**

The notice involves the termination of the dynamic purchasing system published by the above contract notice

#### **IV.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

---

## **Section V. Award of contract**

### **Contract No**

NU/1589 – 22

### **Lot No**

1

### **Title**

(NU/1589 – 22) Digital Support for VOICE at NICA (National Innovation Centre for Ageing)

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

26 May 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

#### **V.2.3) Name and address of the contractor**

Sideshow Ltd

7th Floor, Avalon, 26-32 Oxford Road

Bournemouth

BH8 8EZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £60,000

Total value of the contract/lot: £48,600

---

## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Newcastle University

Tyne and Wear

NE1 7RU

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Newcastle University

Tyne and Wear

NE1 7RU

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The University will incorporate a standstill period at the point information on the award of the

contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Public Contracts Regulations 2015 (SI 2015 No 102) provide for aggrieved parties who

have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland) within 30 days of knowledge or constructive knowledge of breach.

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

Newcastle University

Tyne and Wear

Country

United Kingdom