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Tender

Student Wellbeing Case Management System

University of Exeter

F02: Contract notice

Notice identifier: 2023/S 000-012689

Procurement identifier (OCID): ocds-h6vhtk-03b733

Published 3 May 2023, 3:24pm

Section I: Contracting authority

I.1) Name and addresses

University of Exeter

Northcote House

Exeter

EX4 4QH

Contact

Simon Denton

Email

s.denton@exeter.ac.uk

Telephone

+44 1392723333

Country

United Kingdom

Region code

UKK - South West (England)

National registration number

RC000653

Internet address(es)

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/53042>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67895&B=EXETER

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=67895&B=EXETER

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

Student Wellbeing Case Management System

Reference number

UOE/2023/025/SD

II.1.2) Main CPV code

- 48180000 - Medical software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The University of Exeter is looking for a partner to provide an IT system to underpin our Wellbeing Service offering to our students. The key users of this system will include students, academics, and wellbeing practitioners. We are seeking a partner who has proven delivery experience in a similar setting and or with similar user groups.

The selected solution will need to; facilitate the triaging of incoming requests, store case notes, efficiently and securely sharing information, highlighting risks, and providing alerts – all in the aim of ensuring that our students receive access to and support from our Wellbeing Services in a timely manner.

The resultant contract will be for an initial three year fixed term, with two further optional extension periods of twelve months. Where the selected supplier will be required to; implement, host, support / maintain, and manage the lifecycle of the proposed solution to deliver on the university's stated requirements in full.

II.1.5) Estimated total value

Value excluding VAT: £150,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 48190000 - Educational software package

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

The University of Exeter is looking for a partner to provide an IT system to underpin our Wellbeing Service offering to our students. The key users of this system will include students, academics, and wellbeing practitioners.

The selected solution will need to facilitate; the triaging of incoming requests, store case notes, the efficient sharing of information with stakeholders, highlighting risks, and providing alerts, ensuring our students receive timely support from our Wellbeing Services.

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: £150,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Optional extension periods as specified. Renewal envisaged on conclusion of maximum

contract duration.

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

II.2.14) Additional information

Attached as document

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-009224](#)

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

Date

5 June 2023

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

5 June 2023

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 years

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

Royal Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Legal Services

University of Exeter

Exeter

EX4 4QJ

Country

United Kingdom

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

Legal Services

University of Exeter

Exeter

EX4 4QJ

Country

United Kingdom