

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012743-2021>

Future opportunity

## **Early market engagement for Food Retail, Delivered Hospitality and Events Management systems**

University of Newcastle upon Tyne t/a Newcastle University

F01: Prior information notice

Prior information only

Notice reference: 2021/S 000-012743

Published: 8 June 2021, 8:40am

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

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

University of Newcastle upon Tyne t/a Newcastle University

King's Gate

Newcastle upon Tyne

NE1 7RU

#### **Contact**

Mr Steven Hogg

#### **Email**

[steven.hogg@ncl.ac.uk](mailto:steven.hogg@ncl.ac.uk)

#### **Telephone**

+44 1912086476

**Country**

United Kingdom

**NUTS code**

UKC22 - Tyneside

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

<https://procontract.due-north.com/Login>

Additional information can be obtained from 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**

Early market engagement for Food Retail, Delivered Hospitality and Events Management systems

Reference number

DN548715

#### **II.1.2) Main CPV code**

- 48110000 - Point of sale (POS) software package

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

In preparation for a tender exercise, Newcastle University is conducting early market engagement to better understand possible solutions and estimated costs for Food Retail, Delivered Hospitality and Events Management systems.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 48450000 - Time accounting or human resources software package
- 48480000 - Sales, marketing and business intelligence software package
- 48422000 - Software package suites
- 48445000 - Customer Relation Management software package

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

NUTS codes

- UKC22 - Tyneside

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

Newcastle University are reviewing their Food Retail, Delivered Hospitality and Events Management systems.

The University has approximately 6,000 staff and 24,000 students.

The Hospitality & Commercial Services turnover, pre-Covid, was in the region of £5.2m and provided the following services:

1. a catered halls of residence supporting approximately 800 first year students.
2. 19 retail outlets (cafes and restaurants) currently with 31 tills, including loyalty and promotion schemes to encourage customer retention and growth.
3. conference bookings, managing venues and on-site accommodation.
4. event catering looking after both internal meetings / events and external conference customers, delivered across Campus from a central production site.

A number of different systems are currently used to manage these, some interfaced but also with some manual processes to transfer information. Ideally one system would be able to manage all services, or we'd be looking to reduce the number of systems and the manual processes.

The University's SAP system will / is expected to be used for processing invoices and paying suppliers, and overall financial reporting.

Also:

On the retail side, there is a need to develop pre-paid catering packages for students not in catered halls of residences to use in the retail outlets, improve management accounting reporting and management of performance.

On the event catering and conference side, there is a need to improve the ability for customers to book and manage their events, to communicate more effectively with customers and to improve back office efficiency.

In preparation for a tender exercise, the University is conducting early market engagement to better understand possible solutions and estimated costs. To this end we are seeking discussions with companies who could potentially supply some or all of our requirements.

Please register your interest on the University's e-tender system – ProContract,

<https://procontract.due-north.com/Login>

including information about the services your system covers, an overview of the functionality, and what differentiates your system and company from others in the market.

## **II.3) Estimated date of publication of contract notice**

1 February 2022

---

## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: No