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Tender

Student Records System (SaaS)

Royal Holloway and Bedford New College

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012826

Procurement identifier (OCID): ocds-h6vhtk-04fcb9

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Scope

Reference

RHUL-25037

Description

Royal Holloway University currently has its Student Records System hosted in a managed cloud environment, along with a provision of student recruitment functionality. There is a desire to take a fresh view on the processes that achieve the outcomes required from a Student Records solution, remove technical debt and move to a Software as a Service (SaaS) solution, where unnecessary customisation is removed, updates are seamless and the total operational cost is reduced. Given the academic calendar and contractual timelines, RHUL would invite suppliers who can demonstrate they have a proven track record of successfully delivering regulatory returns with a full SaaS solution, for institutions with comparable size. The solution must deliver automated updates (including releases and patching). Tenderers are expected to provide a detailed proposal, aligned with RHUL Terms and Conditions, outlining their approach to delivering a fully operational Student Records SaaS solution. The system should be ready for the Admissions cycle in September 2026 and be fully implemented by August 2027. Proposals should also detail risk mitigation strategies, particularly regarding cost management throughout the this

process. This specification document details the requirements the University has with regards to the Student Record System delivered as 'Software as a Service' (SaaS). The purpose of this is to provide enough detail for suppliers to be able to initially respond to the PSQ and Conditions of Participation. As part of the process in Stage 2 (tendering stage), it is anticipated there will be at least seven dialogues sessions. Tenderers responding to Stage 1 must ensure resources are available should they be successful to the tendering stage. Please see timetable within ITP document for more details. The University is seeking to award a contract for an initial term of seven (7) years with the provision to extend for a further three (3) plus two (2) years, commencing on 30th September 2025, with a number of key milestone deliverable objectives, in 2026 and 2027, respectively.

Total value (estimated)

- £7,900,000 excluding VAT
- £9,480,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 30 September 2025 to 30 September 2032
- Possible extension to 30 September 2037
- 12 years, 1 day

Description of possible extension:

First extension = three (3) years from 30th September 2032 Second extension = two (2) years from 30th September 2035

Options

The right to additional purchases while the contract is valid.

Additional modules and or associated integration costs

Main procurement category

Services

Additional procurement category

Goods

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 48190000 - Educational software package
- 72230000 - Custom software development services
- 72250000 - System and support services
- 72263000 - Software implementation services

Contract locations

- UKJ26 - East Surrey

Participation

Legal and financial capacity conditions of participation

Legal and financial capacity conditions of participation have been set within the Invitation

to Participation document which can be downloaded from the Mercell e-tendering portal.

Technical ability conditions of participation

Technical ability conditions of participation have been set within the Invitation to Participation document which can be downloaded from the Mercell e-tendering portal.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

15 April 2025, 10:00am

Submission type

Tenders

Tender submission deadline

29 April 2025, 3:00pm

Submission address and any special instructions

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=92235&B=

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

9 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 30 September 2033

Award criteria

Name	Description	Type
Technical	Technical criterion has been deemed High critical importance at stage 1 of the process.	Quality
Business Requirements	Business Requirements criterion has been deemed High critical importance at stage 1 of the process.	Quality
Implementation	Implementation criterion has been deemed High critical importance at stage 1 of the process.	Quality

Name	Description	Type
Partnering and Contract Management	Partnering and Contract Management has been deemed Medium critical importance at stage 1 of the process.	Quality
Sustainability	Sustainability has been deemed low critical importance at stage 1 of the process.	Quality
Social Value	Social Value has been deemed low critical importance at stage 1 of the process.	Quality

Weighting description

Stage 1 provides a critical importance of the six main award criteria set by the University. A full award criteria will be issued at Stage 2 tender stage. Criteria includes: Technical - High Business Requirements - High Implementation - High Partnering and Contract Management - Medium Sustainability - Low Social Value - High

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The procedure will be carried out in 3 stages: Stage 1: Participation Stage Stage 2: Tendering Stage which will include dialogue sessions, the submission of initial bids, and intermediate assessment of tenders Stage 3: Final Submission of BAFO, evaluations, assessment summaries issued, standstill period and contract execution Please see Schedule 1: Evaluation and Award Methodology for full details. Tender documents will be updated and issued at Stage 2 for successful suppliers who have met the conditions of participation.

Justification for not publishing a preliminary market engagement notice

Premarket Engagement was carried out prior to new Procurement Act 2023 (Act) Regulations.

Contracting authority

Royal Holloway and Bedford New College

- Public Procurement Organisation Number: PRVY-6462-QBVG

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Organisation type: Public authority - sub-central government