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## **The University of Nottingham - Digital Partner**

### **The University of Nottingham**

Publication reference: 2021/S 000-013338

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F01: Prior information notice

Prior information only

## **Section I: Contracting authority**

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

The University of Nottingham

Kings Meadow Campus, Lenton Lane

Nottingham

NG72NR

#### **Contact**

Scott Selby

#### **Email**

[scott.selby@nottingham.ac.uk](mailto:scott.selby@nottingham.ac.uk)

#### **Telephone**

+44 1157486826

#### **Country**

United Kingdom

**NUTS code**

UKF14 - Nottingham

**Internet address(es)**

**Main address**

[www.nottingham.ac.uk](http://www.nottingham.ac.uk)

**I.3) Communication**

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**

The University of Nottingham - Digital Partner

**Reference number**

1561/ITT/SS

**II.1.2) Main CPV code**

- 72200000 - Software programming and consultancy services

**II.1.3) Type of contract**

## Services

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

The University of Nottingham is a world class teaching and research institution with campuses in the UK, China, and Malaysia. We are home to tens of thousands of students, academics, and staff. Our vision is to be a University without borders, where we embrace the opportunities presented by a changing world, and where ambitious people and a creative culture will enable us to change the world for the better.

The University recognises the need for agile, reliable and robust technology services. They underpin everything the University does from delivering excellent, digitally enabled education, research, and professional services, to providing an exemplar user experience both on and off campus.

The competition will determine the most economically advantageous tender for the future services and a partner able to work effectively with the University and share best practice. We expect a restricted procedure will be employed and using a single lot for all requirements with an expectation that a contract will be awarded in Q4 2021.

This PIN is being issued to give potential applicants the opportunity to prepare, as required, ahead of a potential contract notice being published, and a selection questionnaire being made available (indicative date of issue July 2021). The procurement outlined herein is subject to internal approvals; this notice should not be taken as a definitive statement of intent.

Estimated total contract value range - £25,000,000 to £80,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 30200000 - Computer equipment and supplies
- 32400000 - Networks
- 32500000 - Telecommunications equipment and supplies
- 48000000 - Software package and information systems
- 51600000 - Installation services of computers and office equipment
- 72100000 - Hardware consultancy services
- 72227000 - Software integration consultancy services
- 72300000 - Data services

- 72400000 - Internet services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72700000 - Computer network services
- 72800000 - Computer audit and testing services
- 72900000 - Computer back-up and catalogue conversion services
- 79811000 - Digital printing services

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

#### **NUTS codes**

- UKF14 - Nottingham

#### **Main site or place of performance**

University of Nottingham, King's Meadow Campus, Lenton Lane, Nottingham, NG7 2NR

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

The University of Nottingham is seeking to engage a Digital Partner on a framework agreement to provide strategic advice and guidance and support the delivery and modernisation of its foundational IT services across the University.

Initial services to be delivered under the contract could include:

- Strategic advice and guidance

The Digital Partner will potentially be expected to participate in the co-design, co-management, and co-delivery of our foundational IT Services, providing strategic advice and guidance throughout the duration of the contract and account management.

The University will also potentially work with the Digital Partner to complete a 'discovery' exercise. This will allow the Digital Partner to familiarise themselves with the University's technology landscape and propose a roadmap for service delivery improvement and reduction of operational risk and technical debt.

- Managed Network Service

Most of the underlying network infrastructure is at the end of its life and the security architecture and design of the network is insufficiently flexible to meet new demands of different stakeholder groups across the University.

We are still considering our full requirements for this service, which range from a basic

refresh of the current UK Campus network through to a fully managed future-proofed network service. This could include provision of features and services such as full campus-wide high-speed mobile network coverage, software defined networking, zero trust security architecture, and enablement of smart campus functionality.

- Managed Print Service

Our current print service provides a campus-wide managed print service for staff, students & researchers.

We anticipate the Digital Partner will provide a suitable equivalent service that represents value for money to the University in terms of service quality and asset utilisation, whilst also supporting the University in achieving its broader strategic goals for environmental sustainability and waste management.

- Integration

The University has implemented an Azure hosted Enterprise Integration Platform to host high performing reusable data services which will enable the complex legacy network of over 400 point-to-point system integrations to be replaced with interfaces based on reusable business APIs. There is significant demand for the service due to several other investment programmes and we expect the Digital Partner to help design, develop, maintain and support the Enterprise Integration Platform.

- Potential Future Services

Following the delivery of the initial services, the University then intends to work with the Digital Partner to prioritise and deliver the modernisation of further foundational IT services. These will be based on a clear demonstration of benefits supported by a business case(s).

These could include the following indicative set of services:

- Digital Customer Services: Provide staff, students and research with a contact via multiple channels for all technology/IT related services requests, incidents and access requirements. Also includes; Student Laptop loan and repair; Student IT Support management; Desktop engineering services; On-campus support and technical guidance.

- Uptake, Adoption and Support: Work collaboratively to identify opportunities to adopt existing or new tools, technologies and services. Support colleagues through training, user-guides, videos and practical help.

- Service Level Management: Monitor all services delivered to the University in line with service level agreements & work with all teams to build a continuous service improvement cycle.

- Incident, Problem and Change Management: Provide incident, problem and change management services in line with industry best practice.
- Asset and Configuration Management: Recording and management of all physical and digital IT assets owned by Digital and Technology Service (DTS) with their customer allocation, location and lifecycle status.
- Software License Management: Purchase, renewal, control and usage monitoring of subscription and license agreements and documentation of the University's software products.
- Capacity Planning: Creation, monitoring and maintenance of a forward plan of required capacity for digital services in line with business growth and demand.
- Supplier Management: Managing relationships with suppliers as well as overall supplier performance against contractual obligations.
- Service Transition: Manage the successful transition from solution build to live usage including early life support.
- Cyber Security: Protect and monitor computers, infrastructure, servers (physical and virtual), mobile devices, electronic systems, networks, and data from malicious attacks, cyber threats, damage and/or theft.
- Application Management: Support and maintenance of applications throughout their operational lifecycle including monitoring of performance, enhancement, updates and patching service fixes to keep the service current.
- Database Management: Management of databases and datasets on premise, in the cloud or virtually including acquiring, validating, storing, retrieving, protecting and processing. Ensuring the access controls are robust and secure - delivering reliable performance.
- Compute: Support, maintain and operate a range of computing needs for software, applications, platforms and servers throughout their operational lifecycle (Windows, HPC, Unix & Linux etc).
- Storage: Support, maintain and operate a range of secure & flexible storage platforms throughout their operational lifecycle.
- Device Management: Support, maintain and operate a wide range of end user devices.
- Telecommunications: Support, maintain and operate a wide range of traditional landline and mobile services.

- Data Centre Facilities Management: Support, maintain and operate the physical environment of on-premise data centres.
- Backup and Recovery: Provision of remote, online or managed cloud storage, back-up & full recovery service for data, services, applications and information.
- Job Scheduling and Control: Management, monitoring and servicing of scheduled batch processes, automated system integrations and controls.
- User Experience and Service Design: Provide the Service Design, User-Centric design, Research and User Experience services from initial concept through to implementation.
- Solution Design and Architecture: Provide the solution architecture and design of infrastructure and application services. Identify opportunities to apply new features and technologies.
- Business Change and Business Analysis: Ensure that requirements for system and process change are documented, assessed and prioritised in alignment with the University's strategy from initial concept to implementation. Also provide business change support to ensure benefit realisation.
- Application Development: Provide end-to-end lifecycle development for software and application development, including mobile, lo-code and use of cloud services.
- Testing Quality and Assurance: Provide unit, integration, functional, performance, load, end-to-end and user/business acceptance testing services and support.
- Programme and Project Management: Provide Portfolio, Programme and Project Management support, including support for project and programme reporting.
- Release Management: Deployment of new digital services into production whether delivered by the University or provided through third parties.
- Business Intelligence and Analytics: The development of data and information systems to provide insights, visualisation and tools to help inform decision-making across the University.
- Market Engagement: Build and maintain an interactive and active network of expertise to inform and advise current and future technology trends.
- Business Partnering: Engaging with business representatives across the University to understand their needs and future aspirations. To offer digital support and guidance on existing and future tools/services and to support investment cases for new demand.
- Horizon Scanning/Innovation: Maintain awareness and build knowledge of emerging

technology, digital services and market trends. Identify opportunities for innovation and evaluate the impact and benefit of incorporating these into future digital services to improve business and digital operations. Influence strategic planning and architecture decisions.

- **Strategy Development and Decision Support:** Sharing experience and expertise to describe the future state of digital services required to achieve University strategic goals and priorities.
- **Enterprise Architecture:** Future strategic blueprint for digital, technology, applications and service architectures required to deliver digital capabilities and services aligned to the University's digital strategy.

#### **II.2.14) Additional information**

Although a formal response is not required at this stage, it would help the University to plan subsequent stages if you could indicate any interest to the following contact.

This contact can also be used for any general queries:

[scott.selby@nottingham.ac.uk](mailto:scott.selby@nottingham.ac.uk)

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

9 July 2021

### **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: Yes

### **Section VI. Complementary information**

#### **VI.3) Additional information**

We intend to hold a market engagement event later in June 2021. Please register your interest and we will issue the invitation in due course.



