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Not applicable

2223-30-RCM-LJ WEB DESIGN, DEVELOPMENT and CONSULTANCY SERVICES

Sheffield Hallam University

F14: Notice for changes or additional information
Notice identifier: 2023/S 000-015576
Procurement identifier (OCID): ocds-h6vhtk-03be83
Published 1 June 2023, 2:32pm

Section I: Contracting authority/entity

I.1) Name and addresses

Sheffield Hallam University

City Campus,Howard Street

SHEFFIELD

S11WB

Contact

Procurement Team

Email

strategicprocurement@shu.ac.uk

Telephone

+44 1142255555

Country

United Kingdom

Region code

UKE32 - Sheffield

UK Register of Learning Providers (UKPRN number)

10005790

Internet address(es)

Main address

www.shu.ac.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

2223-30-RCM-LJ WEB DESIGN, DEVELOPMENT and CONSULTANCY SERVICES

Reference number

2223-30-RCM-LJ

II.1.2) Main CPV code

- 72413000 - World wide web (www) site design services

II.1.3) Type of contract

Services

II.1.4) Short description

Sheffield Hallam University has a five-year requirement for front-end design and development services to enhance its websites, digital services and underlying design system. We expect this to include some or all of the following :

• Support the design or improvement of small-scale web interfaces and templates, including prototyping and testing. The successful supplier will take an active role in

developing and maintaining our design system, with input into the purpose of and rationale behind its constituent parts.

• Provide consultancy on larger design and development projects, participating in discovery, definition and design activity such as stakeholder and user interviews, journey mapping and cross-function design critiques

• Support future-proofing and ongoing compliance of design system through scheduled review processes, and through sharing new approaches, technologies and compliance needs with senior managers from Recruitment, Comms and Marketing (RCM) and Digital Technology Services (DTS).

• Supply standardised, front-end code to support design and functionality changes, working closely with back-end developers.

• Provide a range of UX design and/or technical design options for each project, according to project needs.

• Provide clear documentation for all front-end design and development work to support transparency and continuity across the University's web services.

• Provide full access to final code and design files, to ensure the University can self-manage outputs.

• Collaborate with University teams through University-managed work management systems, to be agreed at initiation stage of each project. These include Jira, Git and DevOps.

We have a number of strategic priorities that rely on website development over the coming years including, but not limited to:

Ongoing improvements of our prospective student journey across course and experience pages, bringing to life our offer and enhancing our reputation as a quality institution. It is important that we grow market share outside our local region and our website is a crucial channel for these new audiences. This also elevates the importance of our accommodation offer which needs a significant amount of work to improve the user experience.

A new London campus is due to open in 2026 and our web presence has been identified as an enabler project for this work. Consideration in terms of how we represent our offer to this new audience is a priority, as is the interplay between showcasing Hallam in Sheffield and Hallam in London on our website.

Alongside this we are diversifying into online learning, developing a partnership with an

elearning provider to help us increase income by reaching new markets. Clear user journeys between our site and our partner site will be vital to this project, as will a comprehensive and well-maintained design system that we can share with our partner.

We have recently migrated our CRM system to Microsoft Dynamics and there is ongoing work to integrate the system with front end experiences delivered through Sitecore. Our current priorities are around forms but there is the potential for this to move into development of an applicant portal. This and other projects could require integration with other corporate systems, such as SITS.

We have prioritised projects which will require a significant amount of website development, including micro-sites to support our new sub-brands, an improved user experience for staff recruitment and a sector-led approach for business engagement.

Alongside all of this accessibility continues to be a core objective. The University's external website is 92% compliant with WCAG 2.1 AA criteria at time of writing, and our ambition is to achieve and maintain 100% compliance across all our web properties.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: 2023/S 000-010692

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of tenders or requests to participate

Instead of

Date

24 May 2023

Local time

12:00pm

Read

Date

14 June 2023

Local time

12:00pm