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Tender

Provision of a 'Student SuperApp' including design, implementation and support services

UNIVERSITY OF SOUTHAMPTON

F02: Contract notice

Notice identifier: 2024/S 000-016892

Procurement identifier (OCID): ocids-h6vhtk-046c68

Published 30 May 2024, 2:00pm

Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF SOUTHAMPTON

UNIVERSITY ROAD

SOUTHAMPTON

SO171BJ

Contact

Emma Raddon

Email

procurement@soton.ac.uk

Telephone

+44 2380595000

Country

United Kingdom

Region code

UKJ32 - Southampton

UK Register of Learning Providers (UKPRN number)

10007158

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/universityofsouthampton.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/universityofsouthampton>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/universityofsouthampton.aspx/Home>

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

Provision of a 'Student SuperApp' including design, implementation and support services

Reference number

2024UoS-1255

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

MySouthampton is an app designed to meet the needs of (principally) students for 'information and services on the go'. Primarily designed for use on mobile devices, the app also presents on desktop.

As part of the University's digital transformation programme, we seek to procure an upgrade/replacement for the current app that will provide users with enhanced features, performance and user experience.

The primary user group for the app will be University of Southampton students. We currently have 24,000 students and this number might be expected to grow by 4% a year over the period of the contract, reaching perhaps 28,000 by April 2028.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48190000 - Educational software package
- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKJ32 - Southampton

Main site or place of performance

Southampton, Hampshire, UK

II.2.4) Description of the procurement

MySouthampton is an app designed to meet the needs of (principally) students for 'information and services on the go'. Primarily designed for use on mobile devices, the app also presents on desktop.

As part of the University's digital transformation programme, we seek to procure an upgrade/replacement for the current app that will provide users with enhanced features, performance and user experience.

The primary user group for the app will be University of Southampton students. We currently have 24,000 students and this number might be expected to grow by 4% a year over the period of the contract, reaching perhaps 28,000 by April 2028.

The current MySouthampton app achieved approximately 500,000 menu clicks from users in the month of January 2024. Figures for unique users are not available.

The use of the term 'SuperApp' represents a working title and is indicative of our ambition; that the new MySouthampton app should be best-in-class, creating a compelling user experience with features and content to rival the best University student apps currently available. High availability and performance are considered crucial for adoption of the app, and for it to become an indispensable tool for students at the University.

The University is tendering to secure a partner to design, implement and support a student information application.

Procurement Process:

This procurement process is being conducted as an Open Procedure.

Contract Period:

The University proposes to enter into a Contract for seven (7) years - this will be the maximum contract period, including any potential extensions with the successful tenderer(s).

This will comprise of an initial contract period of 4 years with an option to extend by a further three twelve (12) month periods up to 31st July 2031 subject to satisfactory performance and at the discretion of the University.

Contract Value:

The estimated value of the initial 4 (four) -year contract term is in the region of £500,000 - £1,000,000 GBP (excluding VAT).

The total estimated value of the three 12 month extension periods is £100,000 - £300,000 GBP (excluding VAT).

It is estimated, therefore, that the total value of this contract will be between £500,000 and £1,300,000 GBP (excluding VAT).

All figures stated cover the full contract term, to support the University if it takes the options to extend past the initial term and is provided as a range, the final figure is dependent on the level of design and customisation required to meet the University's requirements as per Tendered solutions.

II.2.5) Award criteria

Quality criterion - Name: Non-functional Requirements: Mandatory / Weighting: PASS/FAIL

Quality criterion - Name: Functional Requirements / Weighting: 30%

Quality criterion - Name: Implementation and Support / Weighting: 25%

Quality criterion - Name: Sustainability and Cost Certainty / Weighting: 15%

Cost criterion - Name: Cost criterion / Weighting: 30%

II.2.6) Estimated value

Value excluding VAT: £1,300,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

This contract is likely to be subject to renewal towards the end of this contract period.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

Lots: This contract is NOT suitable for splitting into lots. The risk of dividing the requirement into Lots would render the execution of the contract excessively technically difficult, not cost effective and would undermine proper execution of the contract.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

To support the financial assessment, the University will obtain a Business Risk Report for all Potential Suppliers/Tenderers and every organisation that is being relied on to meet this procurement, using an independent company called CreditSafe.

The University reserves the right to exclude a Tenderer or request provision of further assurances such as parent company/bank guarantee or performance bonds where a Tenderer's Business Risk Score is: "Moderate Risk"; "High Risk"; "Very High Risk"; or "Not Rated", based on the rating provided by CreditSafe

Where a Business Risk Score from our external system is not available, then an alternative method of assessing financial standing will be used.

Minimum level(s) of standards possibly required

Potential suppliers/Tenderers are advised that a requirement of this procurement is to

have in place, or commit to obtain prior to the commencement of the contract, the following minimum insurance levels:

Employers (Compulsory) Liability: £5 million GBP per occurrence.

Public Liability: £5 million GBP per occurrence.

Professional Indemnity Insurance: £2 million GBP per occurrence.

Cyber Indemnity insurance: £2 million GBP per occurrence.

III.1.3) Technical and professional ability

List and brief description of selection criteria

The selection criteria is as stated in the Invitation to Tender document set.

However, potential suppliers' attention is drawn to the MANDATORY requirements of the award criteria:

e.g.

- Grounds for mandatory exclusion
- Grounds for discretionary exclusion
- Economic & Financial Standing
- Insurance
- Compliance with the Conditions of Contract
- Minimum Compliance and Selection Score: Bidders must achieve an overall Compliance and Selection score of 60% to be considered further.
- Non-Functional Requirements
- Various functional requirements, implementation & support requirements and sustainability requirements as individually marked within the Invitation to Tender document set.

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

Date

1 July 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

1 July 2024

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: This is likely to be re-procured in 2031

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic payment will be used

VI.3) Additional information

E-Tendering Portal: The University is utilising an electronic tendering tool, In-Tend (<https://in-tendhost.co.uk/universityofsouthampton/asp/Home>) to manage this procurement and to communicate with potential suppliers and/or tenderers (as appropriate).

All documentation in relation to this tender can be downloaded from In-Tend.

Potential suppliers/tenderers are advised that there will be no hard copy documents issued and all communications with the University, including the submission of Selection Stage and/or Invitation to Tender responses will be conducted via In-Tend.

Regular monitoring of the portal is the responsibility of the potential supplier/tenderer.

If you are not already registered as a supplier with the University of Southampton, you will need to register in In-Tend in order to access the procurement documentation.

Once you have logged in as a supplier: click on 'Tenders'; locate the relevant project; and click 'View Details'. Once you are in the project screen, you will be able to register your organisation against the project and access all documentation by clicking 'Express Interest'.

Potential suppliers/tenderers are advised that formal expressions of interest in the project must be by way of completion and return of the relevant documents via In-Tend.

Further instructions for the submission of responses are below:

To submit your return:

1. Log in
2. Click 'Tenders'
3. Locate the relevant project
4. View details
5. Click on the tab relating to the relevant project stage (e.g. 'Invitation to Tender')
6. Click on the 'Attach Documents' button and upload your return.
7. Check ALL your response documents are uploaded and displayed in the 'My Tender Return' panel. The system will only permit your organisation to make one return.
8. Click the red 'Submit Return' button.

Please note, to preserve the integrity of the procurement, all communications with the University must be made via the correspondence function within In-Tend.

Publication of Award Details: In accordance with Regulation 50, paragraph (2) of the Public Contracts Regulations 2015 and subject to Article 5 and Annex 5, Part D (13) of Directive 2014/24/EU of the European Parliament and of the Council (if applicable), the University intends to publish the value of any resulting contract at the award stage, and reserves the right to do so. By submitting a response, potential suppliers/tenderers are consenting to publication of this information unless otherwise agreed in advance with the University.

Costs and Expenses: Potential suppliers/tenderers are solely responsible for their costs and expenses incurred in connection with the preparation and submission of responses and participation in this and all future stages of this procurement. Under no circumstances will the University be liable for any costs or expenses borne by potential suppliers/tenderers or any of their supply chain, partners or advisers in this procurement process.

The University is not liable for any costs in the event of the cancellation of this procurement process.

VI.4) Procedures for review

VI.4.1) Review body

University of Southampton

Southampton

Country

United Kingdom