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Tender

IT Flex Partners Services

UNIVERSITY OF MANCHESTER

F02: Contract notice

Notice identifier: 2024/S 000-017035

Procurement identifier (OCID): ocds-h6vhtk-046cb5

Published 31 May 2024, 2:41pm

Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF MANCHESTER

John Owens Building, Oxford Road

MANCHESTER

M13 9PL

Contact

Katherine Orme

Email

katherine.orme@manchester.ac.uk

Country

United Kingdom

Region code

UKD33 - Manchester

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.3) Communication

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

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

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/manchesteruniversity.aspx/Home>

I.4) Type of the contracting authority

Other type

Higher Education Institution outside of PCR 2015 regulations

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Flex Partners Services

Reference number

2024-2204-ITFLEX24-IQ-JL-KO

II.1.2) Main CPV code

- 72600000 - Computer support and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

1. Background information on The University of Manchester

The University of Manchester is a place where research has a global impact, where students experience outstanding teaching and learning, helping them to develop into tomorrow's leaders, and where all activity is enriched by a commitment to social responsibility.

Manchester was the first and most eminent of England's civic universities. Today, we're part of the prestigious Russell Group of UK universities, with an international reputation for the highest level of research and teaching, as demonstrated by our position in the Academic Ranking of World Universities. In 2021 we were placed 35th in the world and fifth in the UK.

Looking ahead, it's our vision to be one of the world's leading universities and to be recognised globally for the excellence of our people, research, learning and innovations, and for the benefits we bring to society and the environment.

The University employs over 13,000 staff across 3 faculties plus professional services and plays a key role in the cultural life of the region through Manchester Museum, John Rylands Research Institute and Library, Jodrell Bank (UNESCO World Heritage Site) and Whitworth Art Gallery. Our student community is one of the largest in the UK and at present we have more than 44,000 students studying at the University

This quality of research feeds into our taught courses, many of which are also designed to meet the needs of industry. We offer more than 1,000 degree programmes and receive more undergraduate applications than any other UK university.

Further details on the University can be found at:

<http://www.manchester.ac.uk/discover/facts-figures/>

2. Background information on Project

The University is looking to engage with third party suppliers to appoint strategic flex model partners to support the current in-house IT capability. The scope of IT Services is wide reaching, across nine Lots, with approximately 400 University staff performing various roles across the IT end to end landscape. This includes but is not limited to roles across the project and pre-project lifecycle, and resources who provide live support to keep our vast number of student and staff systems and applications operating efficiently. Whilst the University delivers mainly waterfall projects, we also have a desire to move more formally to an Agile delivery methodology.

The IT Flex partners will complement existing in-house IT delivery teams with an appropriate Flex model to provide, at short notice, resources in the event that one or more of our IT team(s) require specific expertise or are unable to fully resource IT delivery or support commitments, this is to include agreement on delivery of works via statements of work and the potential for future ongoing Managed service provisions.

3. Project Overview

This tender exercise will be split into nine different Lots. These are:

1. General IT Services
2. Testing Services
3. Security and Identity and Access Management (IDAM)
4. Project Management and Delivery
5. People Soft Services
6. Service Design, Transition and Support
7. Cloud and Platform Engineering
8. Architecture Services

9. Integration Services

Suppliers can apply for one, multiple, or all Lots. A supplier may therefore be successful on more than one Lot.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 9

II.2) Description

II.2.1) Title

General IT Services

Lot No

1

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 September 2024

End date

31 August 2029

This contract is subject to renewal

Yes

Description of renewals

The initial contract term is three years with the potential of a two-year extension.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Testing Services

Lot No

II.2.2) Additional CPV code(s)

- 72610000 - Computer support services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Security and Identity and Access Management (IDAM)

Lot No

3

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Project Management and Delivery

Lot No

4

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The University is looking to engage with third party suppliers to appoint strategic flex model partners to support the current in-house IT capability. The scope of IT Services is wide reaching, across nine Lots, with approximately 400 University staff performing various roles across the IT end to end landscape. This includes but is not limited to roles across the project and pre-project lifecycle, and resources who provide live support to keep our vast number of student and staff systems and applications operating efficiently. Whilst the University delivers mainly waterfall projects, we also have a desire to move more formally to an Agile delivery methodology.

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

People Soft Services

Lot No

5

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The University is looking to engage with third party suppliers to appoint strategic flex model partners to support the current in-house IT capability. The scope of IT Services is wide reaching, across nine Lots, with approximately 400 University staff performing various roles across the IT end to end landscape. This includes but is not limited to roles across the project and pre-project lifecycle, and resources who provide live support to keep our vast number of student and staff systems and applications operating efficiently. Whilst the University delivers mainly waterfall projects, we also have a desire to move more formally to an Agile delivery methodology.

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Description of renewals

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Service Design, Transition and Support

Lot No

6

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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End date

31 August 2029

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Yes

Description of renewals

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Cloud and Platform Engineering

Lot No

7

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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31 August 2029

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Yes

Description of renewals

Initial term of three years with the potential for a two-year extension.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Architecture Services

Lot No

8

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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This contract is subject to renewal

Yes

Description of renewals

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Integration Services

Lot No

9

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

1. Supplier can provide a fixed price defined deliverables-based service delivery.
2. Supplier can provide a time and materials defined deliverables-based service delivery.
3. Supplier has the facility to provide daily/weekly /monthly/yearly reporting as required by the University.
4. Supplier can attend on-site service review meetings as required by the university, the frequency of which are to be determined, but are likely to be monthly.

It is to be noted the University will look to hold some remote service review meetings, however we would like to reserve the right to have the option to hold on site, as it seems most fit at that given time.

Any onsite meeting will always be agreed in advance with the supplier.

5. Supplier access to University systems will utilise secure protocols (e.g. VPN) where required.
6. Supplier confirms that any off-shore and near-shore staff will utilise supplier provided & maintained IT equipment for all activities. This may require modifications to meet UoM security policies, such as, but not limited to, 2FA registration and the issuing of device certificates. Supplier to confirm that all on-site activity will be conducted using IT equipment which is in line with the BYOT Policy (see policy folder for documents).
7. Supplier agrees where University templates cannot be used, when creating documentation then University branding will be utilised.
8. Supplier to confirm that it will ensure adherence to UoM policies for the governance for Information Governance, as per the appended policy documents.
9. Supplier to confirm that it will provide quarterly updates to highlight how innovation could be of benefit to the University.

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: No

IV.2) Administrative information

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

Date

12 July 2024

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

English

IV.2.7) Conditions for opening of tenders

Date

15 July 2024

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The University of Manchester

Manchester

Country

United Kingdom