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Tender

2005 Accommodation Services Improvement Project (ASI)

Nottingham Trent University

F02: Contract notice
Notice identifier: 2021/S 000-019157
Procurement identifier (OCID): ocds-h6vhtk-02d244
Published 9 August 2021, 9:18am

Section I: Contracting authority

I.1) Name and addresses

Nottingham Trent University

c/o 50 Shakespeare Street

Nottingham

NG1 4FQ

Contact

Procurement

Email

NTUProcurement@ntu.ac.uk

Telephone

+44 1158482657

Fax

+44 1158480000

Country

United Kingdom

NUTS code

UKF - East Midlands (England)

Internet address(es)

Main address

http://www.ntu.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/ntu

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to 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

2005 Accommodation Services Improvement Project (ASI)

Reference number

NTU/21/2005/ALS

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

NTU Accommodation Services currently manage 4935 rooms spread across 15 sites owned by NTU, this rises to 6260 rooms managed through a third-party. Room charges are based, largely, on location and facilities and range from £4268 to £9360 with an average annual charge of £5658. The provision of accommodation is a significant revenue stream for the University. All accommodation buildings are owned by NTU with twelve being leased to University Partnerships Programme (UPP). The conditions of the lease are such that UPP operate and maintain them until such time as the lease ends and they are handed back to NTU.This project will procure a new solution, which will support streamlined and effective business processes to improve the service offered and satisfy new and existing students and partners.

II.1.5) Estimated total value

Value excluding VAT: £680,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

II.2.4) Description of the procurement

NTU Accommodation Services currently manage 4935 rooms spread across 15 sites owned by NTU, this rises to 6260 rooms managed through a third-party. Room charges are based, largely, on location and facilities and range from £4268 to £9360 with an average annual charge of £5658. The provision of accommodation is a significant revenue stream for the University. All accommodation buildings are owned by NTU with twelve being leased to University Partnerships Programme (UPP). The conditions of the lease are such that UPP operate and maintain them until such time as the lease ends and they are handed back to NTU.Students can search, book, and pay for available NTU accommodation on our website when it is opened as a service. This is for the academic year they will participate in. It is also possible to book rooms throughout the summer in most buildings for events. Though most bookings for NTU accommodation are made through the website, manual bookings are also possible dealing directly with team members through phone, email, or in-person. In other circumstances e.g. where there is missing student qualifying data, staff are able create bookings for students. NTU accommodation service also can nominate or refer students to private accommodation providers.The technology that is in place to facilitate management of accommodation services is approximately ten years old. It is a combination of Banner administrative forms and web-based booking pages, developed in house using Banner technology. Additionally, there are some email communications sent from within Banner to Applicants/Students concerning their accommodation choices and confirmations. The in-flight Banner system has operated with a change freeze in place, so the Accommodation system has continued to stagnate. The system has known inefficiencies due to it being part of the student record system with an added web-based user interface. The availability of management information and systemised processes are problematical and there are many workarounds which are prone to errors.Analysis of other higher education institutions reveals that the majority are using dedicated, commercial, off the shelf software for accommodation services. These systems are being integrated with other corporate systems to provide seamless experiences and timelyThis project will procure a new solution, which will support streamlined and effective business processes to improve the service offered and satisfy new and existing students and partners.NTU Accommodation Services currently manage 4935 rooms spread across 15 sites owned by NTU, this rises to 6260 rooms managed through a third-party. Room charges are based, largely, on location and facilities and range from £4268 to £9360 with an average annual charge of £5658. The provision of accommodation is a significant revenue stream for the University. All accommodation buildings are owned by NTU with twelve being leased to

University Partnerships Programme (UPP). The conditions of the lease are such that UPP operate and maintain them until such time as the lease ends and they are handed back to NTU.Students can search, book, and pay for available NTU accommodation on our website when it is opened as a service. This is for the academic year they will participate in. It is also possible to book rooms throughout the summer in most buildings for events. Though most bookings for NTU accommodation are made through the website, manual bookings are also possible dealing directly with team members through phone, email, or in-person. In other circumstances e.g. where there is missing student qualifying data, staff are able create bookings for students. NTU accommodation service also can nominate or refer students to private accommodation providers.

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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

23 September 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

23 September 2021

Local time

12:00pm

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

Royal Courts of Justice

London

Country

United Kingdom