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Contract

Provision of Residential ISP and associated Equipment

University of Sunderland

F03: Contract award notice

Notice identifier: 2022/S 000-019263

Procurement identifier (OCID): ocids-h6vhtk-03329f

Published 14 July 2022, 11:48am

Section I: Contracting authority

I.1) Name and addresses

University of Sunderland

3rd Floor Edinburgh Building, Chester Road

Sunderland

SR1 4SD

Email

tenders@sunderland.ac.uk

Country

United Kingdom

NUTS code

UKC23 - Sunderland

Internet address(es)

Main address

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

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 Residential ISP and associated Equipment

Reference number

UOS/ResilISP/0921

II.1.2) Main CPV code

- 72411000 - Internet service providers ISP

II.1.3) Type of contract

Services

II.1.4) Short description

The University are looking to outsource the entire Residential Internet Service to a supplier, inclusive of connectivity, hardware and incident management. The purpose of this requirement is to reduce the reliance on the UoS Technical Services Team and introduce a high level of business continuity for this essential provision to students. The university are looking for innovative solutions which will also be to help future proof the provision, for the next iteration of Wi-Fi, broadband and related services. The University are looking for a provider that has previous experience with other Higher Education Institutions. The University would also like a 24x365 Helpdesk for student queries and issues to be raised using a single log-in, preferably allowing the ability to access Wi-Fi services across all accommodation. The provision, as a minimum, must provide Wi-Fi and wired connection options to all rooms, with WiFi 6 and a minimum Speed of at least

200Mbps. It is expected that these mi

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £833,333.33

II.2) Description

II.2.2) Additional CPV code(s)

- 72411000 - Internet service providers ISP

II.2.3) Place of performance

NUTS codes

- UKC23 - Sunderland

Main site or place of performance

Sunderland, UK

II.2.4) Description of the procurement

The University are looking to outsource the entire Residential Internet Service to a supplier, inclusive of connectivity, hardware and incident management. The purpose of this requirement is to reduce the reliance on the UoS Technical Services Team and introduce a high level of business continuity for this essential provision to students. The university are looking for innovative solutions which will also be to help future proof the provision, for the next iteration of Wi-Fi, broadband and related services. The University are looking for a provider that has previous experience with other Higher Education Institutions. The University would also like a 24x365 Helpdesk for student queries and issues to be raised using a single log-in, preferably allowing the ability to access Wi-Fi services across all accommodation. The provision, as a minimum, must provide Wi-Fi and wired connection options to all rooms, with WiFi 6 and a minimum Speed of at least 200Mbps. It is expected that these minimum speeds will increase over the life of the contract to meet the various 'change in use' that comes with technological developments. Therefore, the solution should be able to facilitate the increase in usage and bandwidth etc. A Wi-Fi provision to communal and open space would also be required. The University would expect this service to be monitored effectively with a filtering and reporting service, as well as a disaster recovery procedure in place to ensure there is minimal downtime for students Wi-Fi.

II.2.5) Award criteria

Quality criterion - Name: Qualitative / Presentation / Weighting: 40 / 20

Price - Weighting: 40

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-011266](#)

Section V. Award of contract

Title

Provision of Residential Internet Provision and associated Equipment for the University of Sunderland

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 July 2022

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Wifinity Limited

Unit 1 Kingsmill Business Park, Chapel Mill Road, Kingston upon Thames

Kingston upon Thames

KT1 3GZ

Country

United Kingdom

NUTS code

- UKI63 - Merton, Kingston upon Thames and Sutton

National registration number

03921568

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £833,333.33

Total value of the contract/lot: £833,333.33

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

University of Sunderland

3rd floor, Edinburgh Building, Chester Road

Sunderland

SR1 3SD

Email

tenders@sunderland.ac.uk

Country

United Kingdom

Internet address

www.sunderland.ac.uk

VI.4.2) Body responsible for mediation procedures

University of Sunderland, Legal Services, 4th Floor, Edinburgh Building

Chester Road

Sunderland

SR1 3SD

Email

legal@sunderland.ac.uk

Country

United Kingdom

Internet address

www.sunderland.ac.uk