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Contract

(NU/1777) Supply of a Survey Platform Solution

Newcastle University

F03: Contract award notice

Notice identifier: 2022/S 000-021226

Procurement identifier (OCID): ocds-h6vhtk-03370d

Published 3 August 2022, 11:01am

Section I: Contracting authority

I.1) Name and addresses

Newcastle University

Newcastle University, Procurement Services, Kingsgate

Newcastle

NE1 7RU

Contact

Mr Dave Anderson

Email

dave.anderson@ncl.ac.uk

Telephone

+44 1912085360

Country

United Kingdom

Region code

UKC22 - Tyneside

Internet address(es)

Main address

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

Buyer's address

<https://www.ncl.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

(NU/1777) Supply of a Survey Platform Solution

Reference number

DN612131

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Newcastle University is looking for a secure, customisable easy to use survey platform to collect and analyse data provided by our colleagues, contingent colleagues and postgraduate students across all Faculties. Data could be gathered through a quick pulse survey or as part of a comprehensive listening strategy with a view to generating actionable insights and identifying opportunities for impact.

Newcastle University has in the region of 28,000 students and 6,000 staff. The University requires a licence for approximately 6,500 stakeholders who may use the survey platform as

end users. To date various licence agreements have been in place across the University for a

range of survey platform providers for use across research, academic and cross-cutting requirements. The lack of consistency in terms of features and capability of these platforms

has led to challenges when conducting data gathering exercises across target audiences.

Therefore, the University is clear that the need to administer well-designed surveys exceeds

the scale and capability of existing provision.

The University's ambition is to provide a positive survey experience for all colleagues and students, enabled by a platform which includes powerful analytics, reporting tools and technical support when needed.

The scope of this tender is for the supply and support of a survey platform to be used by all

members of the University, including those located in our Branch Campuses in Malaysia and

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

II.2.4) Description of the procurement

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II.2.5) Award criteria

Quality criterion - Name: Technical Merit and Functional Fit / Weighting: 20

Quality criterion - Name: Usability / Weighting: 20

Quality criterion - Name: Qualitative Requirement / Weighting: 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 000-012399](#)

Section V. Award of contract

Title

(NU/1777) Supply of a Survey Platform Solution

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Newcastle University

Newcastle upon Tyne

Country

United Kingdom