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Tender

The Open University learning content services/OPEN/PRO/2023

OPEN UNIVERSITY(THE)

F02: Contract notice

Notice identifier: 2023/S 000-021305

Procurement identifier (OCID): ocds-h6vhtk-03e4c2

Published 24 July 2023, 2:02pm

Section I: Contracting authority

I.1) Name and addresses

OPEN UNIVERSITY(THE)

Milton Keynes

Contact

Procurement Team

Email

finance-tenders@open.ac.uk

Country

United Kingdom

Region code

UKJ12 - Milton Keynes

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.open.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/openuniversity.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/openuniversity.aspx/Home>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://in-tendhost.co.uk/openuniversity.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

The Open University learning content services/OPEN/PRO/2023

Reference number

OUPA11058

II.1.2) Main CPV code

- 79933000 - Design support services

II.1.3) Type of contract

Services

II.1.4) Short description

The OU is looking for 3 key partners to take on the tasks outlined in Appendix 3 at scale during peak periods to alleviate internal pressures on capacity and ensure the timely provision of high-quality learning material to OU students. We expect to work with our vendor partners on identifying, developing and scaling ancillary and additional service lines that support and complement the core proposition service offering, thus improving the efficiency of the service and enabling the OU to achieve its wider strategic objectives.

II.1.5) Estimated total value

Value excluding VAT: £1,320,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79933000 - Design support services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

The primary business objective is to deliver the OU's bi-annual cycle of updates to module websites and supporting digital and print learning aids to required quality, time and cost standards. The OU requires vendor partners to provide it with flexibility in its capacity so

that it can effectively handle peaks in demand that cannot be met by inhouse staff.

Additionally, we expect to work with our vendor partners on identifying, developing and scaling ancillary and additional service lines that support and complement the core proposition service offering, thus improving operational efficiency, achieving economies of scale and supporting the delivery of the OU's wider strategic aims and social mission.

Core service provision

As OU modules prepare to 'present' to a new cohort of students, their study website, hosted in the OU's Virtual Learning Environment (VLE), and associated digital and print learning aids, require updating in accordance with student feedback on their learning experience, key assessment milestones for the new cohort's study dates, changes in the academic field and requirements for the correction or clarification of errors.

The vendor partner will need to work inside OU systems and liaise closely with the responsible OU Project Manager within Learner and Discovery Services (LDS), graphics and interactive media developers within LDS' Design, Development and Production (DDP) subunit, as well as with the Qualification/Curriculum Manager and academic authoring teams within the faculty whose module is being updated, performing requisite editorial, quality assurance, project coordination, graphic/interactive media assets update and rights clearance tasks as required by the project specification.

Breakdown of service lines

Core service provision: OU module updates, editorial

- o Copyediting of any new text insertions of 50+ words
- o Proofreading of updated sections of material, including sense checks for 'fit' with surrounding content and any internal cross-references
- o Briefing IMD/GMD team on graphic/interactive media asset updates AND/OR origination/updates of graphics/interactive media assets
- o Taking in corrections to XML source files, re-rendering and sending to OU stakeholders for approval
- o Validation of XML with QC
- o Checking and editing of closed captions and module transcripts for any new assets via the OU's 3Play platform

o Web checks" - final QC of module websites, once all other updates complete, ahead of final 'presentation ready' signoff.

Ancillary services

Graphic media assets updates/origination/redraws

Interactive media assets updates/origination

Rights and permissions clearances

Copyedit and proofread

Structural editing

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,320,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

2 year initial agreement, with the option to extend for a further 2 x 12 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 3

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

30 August 2023

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 August 2023

Local time

2:00pm

Information about authorised persons and opening procedure

Head of Procurement or delegated representatives within the Procurement Services team

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

The Open University

Milton Keynes

Email

finance-tenders@open.ac.uk

Country

United Kingdom