

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/022319-2021>

Opportunity

Tender for a UX Layer

The Open University

F02: Contract notice

Notice reference: 2021/S 000-022319

Published: 8 September 2021, 4:41pm

Section I: Contracting authority

I.1) Name and addresses

The Open University

Procurement Services, Walton Hall,

Milton Keynes

MK7 6BP

Contact

Procurement Services

Email

finance-tenders@open.ac.uk

Telephone

+44 1908274066

Country

United Kingdom

NUTS code

UKJ12 - Milton Keynes

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/openuniversity/aspx/BuyerProfiles>

I.3) Communication

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

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

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>

Tenders or requests to participate must be submitted to the above-mentioned address

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>

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

Tender for a UX Layer

Reference number

OUPA10720

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The OU Requires a UX Layer to allow us to create a seamless student journey from Enquirer through to graduation. Our vision is to create a seamless, connected, optimised and personalised journey, that is automated wherever possible. To do this we want to combine our different websites and services to create one continuous, easy to use student journey. To reach this end goal, we require a UX layer capable of delivering our mixed media content. This will be a cloud-based solution (SaaS). It will be hosted in the cloud and consistent with OU policies around architecture and security. The solution should provide a safe and secure platform for students and OU staff to use and collaborate and be able to publish information from a headless content store. The OU is only purchasing the software and implementation services are not required. The contract is for an initial period of 5 years and may be extended by the OU for further periods up to a maximum of 15 years in total.

II.1.5) Estimated total value

Value excluding VAT: £24,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48221000 - Internet browsing software package
- 48224000 - Web page editing software package

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

A personalised, front end UX layer that is consistent throughout the student's journey and is a cloud-based solution. This will be a cloud-based solution. It will be hosted in the cloud and consistent with OU policies around architecture and security. The solution must allow for content targeting for different student types like prospective students, following into full students, apprentices through to Alumni, continuing students etc. The solution will need to respond to the type of student and where are they on their journey to display personalised content and study tips. The contract is for an initial period of 5 years and may be extended by the OU for further periods up to a maximum of 15 years in total at its discretion. License volumes may vary up or down over the term of the contract and additional modules offered or introduced by the supplier in the future may be purchased as part of this contract following the initial implementation. Any additional purchases relating to this solution will be made with the successful supplier under this contract to ensure technical compatibility, consistency and continuation of supplier support. There is no restriction on the spend value of additional purchases as this will be governed by the OU's available budget.

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: £24,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract for the software is for an initial period of 5 years and may be extended by the OU for further periods up to a maximum of 15 years in total at its discretion.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract is for an initial period of 5 years and may be extended by the OU for further periods up to a maximum of 15 years in total at its discretion. License volumes may vary up or down over the term of the contract and additional modules offered or introduced by the supplier in the future may be purchased as part of this contract following the initial implementation. Any additional purchases relating to this solution will be made with the successful supplier under this contract to ensure technical compatibility, consistency and continuation of supplier support. There is no restriction on the spend value of additional purchases as this will be governed by the OU's available budget.

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 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

As set out in the ITT

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.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

12 October 2021

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

12 October 2021

Local time

12:15pm

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.3) Additional information

The contract is for an initial period of 5 years and may be extended by the OU for further periods up to a maximum of 15 years in total at its discretion. License volumes may vary up or down over the term of the contract and additional modules offered or introduced by the supplier in the future may be purchased as part of this contract following the initial implementation. Any additional purchases relating to this solution will be made with the successful supplier under this contract to ensure technical compatibility, consistency and continuation of supplier support. There is no restriction on the spend value of additional purchases as this will be governed by the OU's available budget.

VI.4) Procedures for review

VI.4.1) Review body

The Open University

Walton Hall

Milton Keynes

MK7 6AA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

As above

Milton Keynes

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

The Open University

Walton Hall

Milton Keynes

MK7 6AA

Country

United Kingdom