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Tender

## **Replacement of CMS (Content Management System) with a Digital Experience Platform**

University of South Wales

F02: Contract notice

Notice identifier: 2021/S 000-022533

Procurement identifier (OCID): ocds-h6vhtk-02df74

Published 10 September 2021, 12:35pm

The closing date and time has been changed to:

**21 October 2021, 12:00pm**

See the [change notice](#).

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

University of South Wales

Procurement Manager University of South Wales, Finance Dept, Llantwit Road

Pontypridd

CF37 1DL

#### **Contact**

Sharon Jenkins

#### **Email**

[sharon.jenkins@southwales.ac.uk](mailto:sharon.jenkins@southwales.ac.uk)

**Telephone**

+44 144348385

**Fax**

+44 1443482384

**Country**

United Kingdom

**NUTS code**

UKL - Wales

**Internet address(es)**

Main address

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

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0315](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0315)

**I.3) Communication**

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

<https://sell2wales.gov.wales>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://sell2wales.gov.wales>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Replacement of CMS (Content Management System) with a Digital Experience Platform

Reference number

Tender No 1707

#### **II.1.2) Main CPV code**

- 72268000 - Software supply services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Tenders are being invited for the supply, installation and configuration of a replacement of a current CMS (Content Management System). The University is seeking a "Digital Experience Platform" through a SaaS cloud based service to reduce the burden on IT while supporting needs of staff and students. USW would like to migrate sites by the end of March 2022.

Managing the University web services is a highly labour-intensive process that is currently fragmented across many sub domains and administrative teams. It is anticipated that the new system will provide a highly self-service publishing capability for content managers and owners which will allow full integration of all required services and better support future design changes as we evaluate the needs of our staff and students.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Any Lots

## **II.2) Description**

### **II.2.1) Title**

Provision of a SaaS (Software as a Service) 'Digital Experience Platform'

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48780000 - System, storage and content management software package

### **II.2.3) Place of performance**

NUTS codes

- UKL15 - Central Valleys

### **II.2.4) Description of the procurement**

The University is seeking to invest in the digital experience it provides current and prospective students via its website and as such is seeking to ensure content owners and managers have appropriate tools and services. Therefore, this tender is split into three separate but very closely related lots. These are:

Lot 1 - Provision of a SaaS (Software as a Service) 'Digital Experience Platform' (4-6yrs)  
- (This Lot 1)

Lot 2 - Full migration of existing sites to selected 'Digital Experience Platform'

Lot 3 - UX Design & Development Service for the selected 'Digital Experience Platform'

A tenderer may apply for just one, two, or all three lots of the tender and the University may choose separate suppliers for all three services. Where a tenderer intends to supply more than one of the services as a hard condition of their tender this must be clearly stated. Regardless of this, tenderers must separately detail each service and additionally provide the benefits of awarding them more than one of the required services. If benefits

include service cost discounts of any kind, these must be clearly detailed on the quotations provided at the point of submission of the tender.

While a single supplier may be preferable for several reasons, the University is happy to consider 'specialist services' for both the website migration and ongoing user experience design and development services.

USW would prefer to migrate sites by the end of March 2022.

#### **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

48

This contract is subject to renewal

Yes

Description of renewals

Option to extend for further 12 month periods up to six years in total.

#### **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

### **II.2) Description**

#### **II.2.1) Title**

Full migration of existing sites to selected 'Digital Experience Platform'

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48780000 - System, storage and content management software package

### **II.2.3) Place of performance**

NUTS codes

- UKL15 - Central Valleys

### **II.2.4) Description of the procurement**

The University is seeking to invest in the digital experience it provides current and prospective students via its website and as such is seeking to ensure content owners and managers have appropriate tools and services. Therefore, this tender is split into three separate but very closely related lots. These are:

Lot 1 - Provision of a SaaS (Software as a Service) 'Digital Experience Platform' (4-6yrs)

Lot 2 - Full migration of existing sites to selected 'Digital Experience Platform' (This Lot 2)

Lot 3 - UX Design & Development Service for the selected 'Digital Experience Platform'

A tenderer may apply for just one, two, or all three lots of the tender and the University may choose separate suppliers for all three services. Where a tenderer intends to supply more than one of the services as a hard condition of their tender this must be clearly stated. Regardless of this, tenderers must separately detail each service and additionally provide the benefits of awarding them more than one of the required services. If benefits include service cost discounts of any kind, these must be clearly detailed on the quotations provided at the point of submission of the tender.

While a single supplier may be preferable for several reasons, the University is happy to consider 'specialist services' for both the website migration and ongoing user experience design and development services.

USW would prefer to migrate sites by the end of March 2022.

### **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

6

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

### **II.2.14) Additional information**

Duration of contract will depend upon timeframes required to complete this service.

## **II.2) Description**

### **II.2.1) Title**

UX Design & Development Service for the selected 'Digital Experience Platform'

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 48780000 - System, storage and content management software package

- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UKL15 - Central Valleys

### **II.2.4) Description of the procurement**

The University is seeking to invest in the digital experience it provides current and prospective students via its website and as such is seeking to ensure content owners and managers have appropriate tools and services. Therefore, this tender is split into three separate but very closely related lots. These are:

Lot 1 - Provision of a SaaS (Software as a Service) 'Digital Experience Platform' (4-6yrs)

Lot 2 - Full migration of existing sites to selected 'Digital Experience Platform'

Lot 3 - UX Design & Development Service for the selected 'Digital Experience Platform'  
(This Lot 3)

A tenderer may apply for just one, two, or all three lots of the tender and the University may choose separate suppliers for all three services. Where a tenderer intends to supply more than one of the services as a hard condition of their tender this must be clearly stated. Regardless of this, tenderers must separately detail each service and additionally provide the benefits of awarding them more than one of the required services. If benefits include service cost discounts of any kind, these must be clearly detailed on the quotations provided at the point of submission of the tender.

While a single supplier may be preferable for several reasons, the University is happy to consider 'specialist services' for both the website migration and ongoing user experience design and development services.

USW would prefer to migrate sites by the end of March 2022.

### **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



This contract is subject to renewal

Yes

Description of renewals

Possible renewals up to 4 years with the potential to extend up to a total of 6 years.

#### **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

#### **II.2.14) Additional information**

The duration of Lot 3 will depend upon business requirements.

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### **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

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## **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**

Originally published as:

Date

14 October 2021

Local time

12:00pm

Changed to:

Date

21 October 2021

Local time

12:00pm

See the [change notice](#).

#### **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: 18 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

14 October 2021

Local time

12:00pm

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### **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**

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=113839](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=113839).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.sell2wales.gov.wales/sitehelp/help\\_guides.aspx](https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

As part of the tendering process the University will be looking at ways that even more

value may be obtained and would like to seek community benefits from this tender. Examples of the kind of benefits / opportunities that we would like to see are, for example, e.g. lectures, guest speaker slots, scholarships or perhaps student placements or internships.

When submitting your tender, you will need to submit a plan in a separate word document of how you would anticipate delivering any benefits through this contract. The community benefits will not be scored or evaluated but will be included as a condition of contract with the successful supplier.

(WA Ref:113839)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom