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Contract

## **2005 Accommodation Services Improvement Project (ASI)**

Nottingham Trent University

F03: Contract award notice

Notice identifier: 2022/S 000-022820

Procurement identifier (OCID): ocds-h6vhtk-02d244

Published 17 August 2022, 2:37pm

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

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

Nottingham Trent University

c/o 50 Shakespeare Street

Nottingham

NG1 4FQ

#### **Contact**

Procurement

#### **Email**

[NTUProcurement@ntu.ac.uk](mailto:NTUProcurement@ntu.ac.uk)

#### **Telephone**

+44 1158482657

#### **Fax**

+44 1158480000

**Country**

United Kingdom

**NUTS code**

UKF - East Midlands (England)

**Internet address(es)**

Main address

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

**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**

2005 Accommodation Services Improvement Project (ASI)

Reference number

NTU/21/2005/ALS

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

- 48000000 - Software package and information systems

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

Supplies

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

NTU Accommodation Services currently manage 4935 rooms spread across 15 sites owned by NTU, this rises to 6260 rooms managed through a third-party. Room charges are based, largely, on location and facilities and range from £4268 to £9360 with an average annual charge of £5658. The provision of accommodation is a significant revenue stream for the University. All accommodation buildings are owned by NTU with twelve being leased to University Partnerships Programme (UPP). The conditions of the lease are such that UPP operate and maintain them until such time as the lease ends and they are handed back to NTU. This project will procure a new solution, which will support streamlined and effective business processes to improve the service offered and satisfy new and existing students and partners.

#### **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: £505,000

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

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

- 48100000 - Industry specific software package

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

NUTS codes

- UKF - East Midlands (England)

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

NTU Accommodation Services currently manage 4935 rooms spread across 15 sites owned by NTU, this rises to 6260 rooms managed through a third-party. Room charges are based, largely, on location and facilities and range from £4268 to £9360 with an average annual charge of £5658. The provision of accommodation is a significant revenue stream for the University. All accommodation buildings are owned by NTU with twelve being leased to University Partnerships Programme (UPP). The conditions of the lease are such that UPP operate and maintain them until such time as the lease ends and they are handed back to NTU. Students can search, book, and pay for available NTU accommodation on our website when it is opened as a service. This is for the academic year they will participate in. It is also possible to book rooms throughout the summer in most buildings for events. Though most bookings for NTU accommodation are made through the website, manual bookings are also possible dealing directly with team members through phone, email, or in-person. In other circumstances e.g. where there is missing student qualifying data, staff are able to create bookings for students. NTU accommodation service also can nominate or refer students to private accommodation providers. The technology that is in place to facilitate management of accommodation services is approximately ten years old. It is a combination of Banner administrative forms and web-based booking pages, developed in house using Banner technology. Additionally, there are some email communications sent from within Banner to Applicants/Students concerning their accommodation choices and confirmations. The in-flight Banner system has operated with a change freeze in place, so the Accommodation system has continued to stagnate. The system has known inefficiencies due to it being part of the student record system with an added web-based user interface. The availability of management information and systemised processes are problematical and there are many workarounds which are prone to errors. Analysis of other higher education institutions reveals that the majority are using dedicated, commercial, off the shelf software for accommodation services. These systems are being integrated with other corporate systems to provide seamless experiences and timely service. This project will procure a new solution, which will support streamlined and effective business processes to improve the service offered and satisfy new and existing students and partners. NTU Accommodation Services currently manage 4935 rooms spread across 15 sites owned by NTU, this rises to 6260 rooms managed through a third-party. Room charges are based, largely, on location and facilities and range from £4268 to £9360 with an average annual charge of £5658. The provision of accommodation is a significant revenue stream for the University. All accommodation buildings are owned by NTU with twelve being leased to

University Partnerships Programme (UPP). The conditions of the lease are such that UPP operate and maintain them until such time as the lease ends and they are handed back to NTU. Students can search, book, and pay for available NTU accommodation on our website when it is opened as a service. This is for the academic year they will participate in. It is also possible to book rooms throughout the summer in most buildings for events. Though most bookings for NTU accommodation are made through the website, manual bookings are also possible dealing directly with team members through phone, email, or in-person. In other circumstances e.g. where there is missing student qualifying data, staff are able to create bookings for students. NTU accommodation service also can nominate or refer students to private accommodation providers.

#### **II.2.5) Award criteria**

Quality criterion - Name: Functional, Non-Functional, Sustainability, Scenarios & Demos /  
Weighting: 85

Price - Weighting: 15

#### **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

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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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-019157](#)

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## **Section V. Award of contract**

### **Contract No**

2005

### **Title**

Accommodation Services Improvement Project (ASI)

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

12 April 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 4

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: 4

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

**V.2.3) Name and address of the contractor**

StarRez Ltd

London

Country

United Kingdom

NUTS code

- UKF - East Midlands (England)

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: £680,000

Total value of the contract/lot: £505,000

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

Royal Courts of Justice

London

Country

United Kingdom

