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Planning

(NU/1808) Supply of a Survey Platform

Newcastle University

F01: Prior information notice
Prior information only
Notice identifier: 2022/S 000-023912
Procurement identifier (OCID): ocds-h6vhtk-036343
Published 26 August 2022, 11:11am

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.3) Communication

Additional information can be obtained from the above-mentioned address

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/1808) Supply of a Survey Platform

Reference number

DN630256

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Newcastle University requires an employee survey platform capable of meeting the following high-level requirements. The ability to/for:

1. Run unlimited long form surveys (60+ questions) as well as Pulse Surveys

2. Issue surveys via a hyperlink which can be embedded into an e-mail communication

3. Create a range of question categories such as multiple choice, rating scale, and open ended

4. Create surveys using logic / routing

5. Create surveys by using custom themes, logos and NU colour palette

6. Run a sentiment analysis or an equivalent thematic analysis of qualitative data

7. Configure role-based dashboards for quantitative data

8. Compare and contrast historical data over a period of time

9. Export formatting including HTML, MS Office, XML, CSV, PDF

10. Provide admin user training and in-hours support

Newcastle University has in the region of 6,500 employees who may use the Survey Platform as end users. The University's ambition is to provide a positive survey experience for all employees, enabled by a platform which includes powerful analytics, reporting tools and technical support when needed.

This PIN is designed to alert the market to our future intent to tender for this requirement and to give prospective bidders the opportunity to indicate if they have an existing off-the shelf solution that is scalable to handle as a minimum the volume of employee users noted above, and that has been implemented and running for at least 2 years in an educational establishment of equivalent size and scale or an organisation of similar size and complexity. It will also help us set expectations on what the market can offer when finalising our tender requirements.

The Survey Platform will be used across 3 campuses (Newcastle, Malaysia and Singapore) and we expect one solution to be provided to cater for all users. Suppliers that demonstrate they are capable of meeting our requirements may be invited to present virtually or in person at the University in October 2022. Test accounts for independent investigation / testing of system functionality may also be requested.

To restate, interest is only invited from parties who have an existing off the shelf solution, deployed in institutions/organisation as described above. We will NOT consider bespoke solutions. Only those applicants who can evidence meeting our high level objectives, will be subsequently invited to discuss further.

The contract reference is NU/1808.

The deadline for expressing an interest is 26.09.2022 at 14:00 BST To do so, please email Dave Anderson at Dave.Anderson@ncl.ac.uk including evidence of how your solution meets our high level objectives.

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.2.14) Additional information

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II.3) Estimated date of publication of contract notice

17 October 2022

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

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