This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/024331-2023

Award

Out of Hours IT Helpdesk Managed Service

THE UNIVERSITY OF BIRMINGHAM

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-024331

Procurement identifier (OCID): ocds-h6vhtk-03f52d

Published 18 August 2023, 12:50pm

Section I: Contracting authority/entity

I.1) Name and addresses

THE UNIVERSITY OF BIRMINGHAM

Edgbaston

BIRMINGHAM

B152TT

Contact

Karen Aird

Email

k.aird@bham.ac.uk

Telephone

+44 1214158491

Country

United Kingdom

Region code

UKG31 - Birmingham

Companies House

RC000645

Internet address(es)

Main address

https://intranet.birmingham.ac.uk/

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

Out of Hours IT Helpdesk Managed Service

Reference number

SC11934/23

II.1.2) Main CPV code

• 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

a subscription-based service providing first and second line support with IT and library queries to students and staff of participating universities and colleges at times when the main support services are closed.

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: £168,111

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

a subscription-based service providing first and second line support with IT and library queries to students and staff of participating universities and colleges at times when the main support services are closed.

The service operates from 17:00 to 08:00 weekdays, 24 hours weekends and public holidays. Contact to the service may be made by phone, email, and Live Chat.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Norman is in the unique position of being operated by a Higher Education institution within the heart of its own campus (as well as remotely via home working) as well as having supported numerous and varied Higher Education institutions over more than 16 years, this benefits us and you in a number of ways that other services cannot:

• Norman has an innate familiarity with the Higher Education sector, understanding better than anyone the University needs as well as the needs of their students and staff.

• Norman understands and can help overcome challenges posed in supporting customers in the Higher education sector, increasing student expectation, the seasonal demands of the academic calendar, rapidly evolving technological demands etc.

• Over the years Norman have also come to understand that Higher Education institutions are far more similar than different. Exposure to the sector has given them a broad and expansive experience of the specific systems and processes in the sector. Norman staff offer expert support in:

o Virtual Learning Environments

o Eduroam troubleshooting.

o Off-site access to local services

o Accessing electronic journals.

o Referencing software.

o Statistical software (including Nvivo, SPSS etc)

o Student lifecycle and enrolment

o Standard operating systems

o Standard and specialist software including office applications.

o Standard communication packages including Office365 and Skype for business.

Norman is a proven provider of Higher Education first and second line support; having supported over 60 institutions over the past 16 years, including Russell group, Red Brick, Pre and Post 92 institutions.

We have come to appreciate the remarkable advantages of providing constant phone and live chat assistance for the IT Service Desk. Our conviction remains strong that no alternative service could measure up to this level of support. This is precisely why we have opted for Norman Managed Services, particularly due to their expertise in higher education. Their adeptness in this field further validates our decision. Notably, Norman Managed Services seamlessly transitioned into action, necessitating minimal input from us to grasp the nuances of the support inquiries we routinely encounter.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

Contract No

SC11934/23

Title

Managed Out of Hours Helpdesk

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

18 August 2023

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

University of Northumbria at Newcastle

Newcastle

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

10167191

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Initial estimated total value of the contract/lot/concession: £168,111

Total value of the contract/lot/concession: £168,111

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

University of Birmingham

Birmingham

Country

United Kingdom