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Contract

## **Academic Feedback Support for students**

University of Exeter

F03: Contract award notice

Notice identifier: 2023/S 000-024610

Procurement identifier (OCID): ocds-h6vhtk-03c966

Published 22 August 2023, 11:51am

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

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

University of Exeter

Northcote House

Exeter

EX4 4QH

#### **Contact**

Leah Jones

#### **Email**

[procurement@exeter.ac.uk](mailto:procurement@exeter.ac.uk)

#### **Telephone**

+44 1392723757

#### **Country**

United Kingdom

**Region code**

UKK4 - Devon

**National registration number**

RC000653

**Internet address(es)**

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/53042>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Academic Feedback Support for students

Reference number

UOE/2023/018/LJ

**II.1.2) Main CPV code**

- 80300000 - Higher education services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Provision of high-quality, rapid feedback from trained advisors in relation to students' written work (specifically on matters relating to language, structure and style and not academic content). Awarded to include high-quality support to all students which would otherwise not be possible for the university to deliver internally, in particular to benefit international students and students from low-participation backgrounds.

- including:

— qualitative feedback on drafts of written work to enable students to make improvements;

— live-chat functionality for real-time study skills support in core areas (English, Maths, Science);

- support service available 24/7, in view of students dispersed around the world and in multiple time-zones;

- analytics and reporting to support on-going support for engagement and evaluation.

**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: £1,451,250

**II.2) Description****II.2.2) Additional CPV code(s)**

- 80300000 - Higher education services

**II.2.3) Place of performance**

NUTS codes

- UKK4 - Devon

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

Provision of high-quality, rapid feedback from trained advisors in relation to students' written work (specifically on matters relating to language, structure and style and not academic content). Awarded to include high-quality support to all students which would otherwise not be possible for the university to deliver internally, in particular to benefit international students and students from low-participation backgrounds.

- including:

— qualitative feedback on drafts of written work to enable students to make improvements;

— live-chat functionality for real-time study skills support in core areas (English, Maths, Science);

- support service available 24/7, in view of students dispersed around the world and in multiple time-zones;

- analytics and reporting to support on-going support for engagement and evaluation.

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

Price

#### **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**

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

- The services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

The current system is a vital component that has been well embedded within the University's

portfolio of Student support and we wish to renew the contract purely for the type and level of

service required and for continuity purposes.

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

Notice number: [2023/S 000-014021](#)

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

### **Contract No**

1

### **Title**

Academic Feedback Support for students

A contract/lot is awarded: Yes

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

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

21 July 2023

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

Number of tenders received: 1

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

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

Studiosity

11 Chandos Street

St Leonards

2065

Country

Australia

NUTS code

- AU - Australia

The contractor is an SME

No

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

Total value of the contract/lot: £1,451,250

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## **Section VI. Complementary information**

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

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

Royal Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Royal Court of Justice

London

Country

United Kingdom

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

Royal Court of Justice

London

Country

United Kingdom