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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

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

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

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](#)

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

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