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Tender

LDS Out of Hours Helpdesk Service Provision/RES/PRO/2021

The Open University

F02: Contract notice

Notice identifier: 2021/S 000-031437

Procurement identifier (OCID): ocds-h6vhtk-030244

Published 16 December 2021, 2:46pm

Section I: Contracting authority

I.1) Name and addresses

The Open University

Procurement Services, Walton Hall,

Milton Keynes

MK7 6BP

Contact

Sarah Dunn

Email

finance-tenders@open.ac.uk

Telephone

+44 1908274066

Country

United Kingdom

NUTS code

UKJ12 - Milton Keynes

Internet address(es)

Main address

<https://in-tendhost.co.uk/openuniversity>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/openuniversity>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/openuniversity>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://in-tendhost.co.uk/openuniversity>

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

LDS Out of Hours Helpdesk Service Provision/RES/PRO/2021

Reference number

OUPA10710

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The Open University (OU) is seeking a partner to support the Student Computing and Distribution Helpdesk (SCDHD) in its capacity to service Student and Tutor contact over evenings/weekends and standard bank holidays. The OU would categorise this as Out of hours (OOH) activity. The OU require a partner that can support a service giving advice and guidance on the use of module software, OU systems, basic IT functions and guidance on delivery of physical module materials using tracking information from our external courier. It is expected that the support will be multichannel, at this time this is limited to telephony, web chat and email, however this may evolve over time. This activity will not be in-house, it is expected the appointed partner will manage this activity externally from the OU.

II.1.5) Estimated total value

Value excluding VAT: £464,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

The Open University (OU) is seeking a partner to support the Student Computing and Distribution Helpdesk (SCDHD) in its capacity to service Student and Tutor contact over evenings/weekends and standard bank holidays. The OU would categorise this as Out of hours (OOH) activity. The OU require a partner that can support a service giving advice and guidance on the use of module software, OU systems, basic IT functions and guidance on delivery of physical module materials using tracking information from our external courier. It is expected that the support will be multichannel, at this time this is limited to telephony, web chat and email, however this may evolve over time. This activity will not be in-house, it is expected the appointed partner will manage this activity externally from the OU. The operating hours of both SCDHD and OOH service provision are as detailed in the table below.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

13 April 2022

End date

12 April 2026

This contract is subject to renewal

Yes

Description of renewals

Contract term is for an initial 4 year period with the option to extend in two increments of 12 month periods at the sole discretion of the OU.

II.2.10) Information about variants

Variants will be accepted: No

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

Restricted procedure

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.2.2) Time limit for receipt of tenders or requests to participate

Date

18 January 2022

Local time

8:55pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

30 January 2022

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 1 June 2022

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

The Open University

Walton Hall

Milton Keynes

MK7 6AA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Open University

Walton Hall

Milton Keynes

MK7 6AA

Country

United Kingdom

