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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](mailto: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

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## **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

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## **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

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## **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