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Tender

Provision of an Identity Governance Tool including implementation and Support Services

UNIVERSITY OF SOUTHAMPTON

F02: Contract notice

Notice identifier: 2024/S 000-031583

Procurement identifier (OCID): ocds-h6vhtk-04a51e

Published 2 October 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF SOUTHAMPTON

BUILDING 37, HIGHFIELD CAMPUS, UNIVERSITY ROAD

SOUTHAMPTON

SO171BJ

Email

procurement@soton.ac.uk

Telephone

+44 2380595000

Country

United Kingdom

Region code

UKJ32 - Southampton

UK Register of Learning Providers (UKPRN number)

10007158

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/universityofsouthampton.aspx/Home>

I.3) Communication

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

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

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/universityofsouthampton.aspx/Home>

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

Provision of an Identity Governance Tool including implementation and Support Services

Reference number

2024UoS-1345

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The primary goal is to implement a modern Identity and Access Management (IAM) solution aligned with a robust Identity Governance structure to provide a platform that underpins the University's Digital Strategy aims for Organisational Excellence. This will align the identity system with the University's strategic growth plan, especially supporting the international growth agenda and desire to provide a more personalised digital experience for staff and students. We will prepare the identity governance tool for increased complexity and expansion opportunities, whilst also improving the security of our systems and data.

The University operates a highly complex digital environment, with a wide range of identity types requiring access to high value digital services. Many of these will have role-based access requirements, providing the right access within these system at the right time. Digital identities, for both staff and student will have to accommodate multiple personas and will need to be both diverse and flexible. An example might be a student who then becomes a researcher or contributor who then moves on to become an employee. How that identity is managed throughout its lifecycle within our organisation has many challenges, and this project presents an aspirational opportunity to move to a single Identity for joiners, movers, leavers, and returners.

The university is highly collaborative in its core teaching, research, and enterprise objectives. We need to facilitate efficient and secure access to services for trusted partners and visitors, some of these use cases are complex and highly sensitive. We wish to leverage emerging

technologies to provide trusted access with other Institutions and assurance platforms. Elevated access and non-person system identities also need to be created, requested and released with appropriate tracking and management.

An appropriate granularity of access control is required to track and optimise our licence provisioning and associated costs for software ranging from large enterprise, high performance research computing through to niche desktop software installations. Increasingly our service provision is distributed across cloud hosted SAAS providers with the associated integration challenges for complex Identity data.

II.1.5) Estimated total value

Value excluding VAT: £4,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKJ32 - Southampton

Main site or place of performance

Southampton, Hampshire, UK

II.2.4) Description of the procurement

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The university is highly collaborative in its core teaching, research, and enterprise objectives. We need to facilitate efficient and secure access to services for trusted partners and visitors, some of these use cases are complex and highly sensitive. We wish to leverage emerging technologies to provide trusted access with other Institutions and assurance platforms. Elevated access and non-person system identities also need to be created, requested and released with appropriate tracking and management.

An appropriate granularity of access control is required to track and optimise our licence provisioning and associated costs for software ranging from large enterprise, high performance research computing through to niche desktop software installations. Increasingly our service provision is distributed across cloud hosted SAAS providers with the associated integration challenges for complex Identity data.

Governance needs to be improved to verify that the high level of access provisioning is accurate and appropriate. This needs to be risk driven, actively recognising and escalating high risk Identities or usage.

Objectives, deliverables, and targeted outcomes

The overarching outcomes to be realised by the Identity and Access Management project are:

- Futureproofing of the University's identity platform - By replacing the existing IDM platform with a sustainable solution that is supportable long-term by staff and technical teams, the University will benefit both financially and operationally, by removing "key-person dependency" and optimising staff time through upskilling and redeployment.
- Investing in an identity platform that supports the University Digital Strategy - This project will not only improve the identity and the access lifecycle, but it will also ease the deployment of modern identity capabilities to support the end-to-end student and staff experience at the University. This will utilise a single identity from initial engagement before an individual joins the University, throughout their journey, and after they leave.
- Protection of digital assets and services at the University - By implementing role-based

access and setting the appropriate permissions and models at the right time, the University will enhance their security capabilities, providing consistent and seamless provisioning of services and reducing the risk of unauthorised access and security breaches.

Procurement Process:

This procurement process is being conducted as an Open Procedure.

Contract Period:

The University proposes to enter into a Contract for nine (9) years - this will be the maximum contract period, including any potential extensions with the successful tenderer(s).

This will comprise of an initial contract period of five (5) years with an option to extend by a further two 24 month periods, subject to satisfactory performance and at the discretion of the University.

Contract Value:

The estimated Contract Value is £4,500,000(excluding VAT).

This figure is based on a capital project budget of £650,000 for implementation and delivery of the specified requirements. An operational budget of £3,500,000 for licensing and support for the full (potential) nine (9) year term and a further budget of £350,000 to purchase additional resource days throughout the term of the Contract, as required and up to a total overall spend of £4,500,000.

All figures stated cover the full contract term, to support the University if it takes the options to extend past the initial term and is provided as a range, the final figure is dependent on the level of design and customisation required to meet the University's requirements as per Tendered solutions.

II.2.5) Award criteria

Quality criterion - Name: Mandatory Non Functional Requirements / Weighting: Pass/Fail

Quality criterion - Name: Functional Requirements / Weighting: 30

Quality criterion - Name: Implementation and Support / Weighting: 25

Quality criterion - Name: Sustainability and Cost Certainty / Weighting: 10

Quality criterion - Name: Non Mandatory Non Functional Requirements / Weighting: 5

Cost criterion - Name: Cost Criterion / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £4,500,000

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

Duration in months

108

This contract is subject to renewal

Yes

Description of renewals

This contract is likely to be subject to renewal towards the end of this contract period.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

Lots: This contract is NOT suitable for splitting into lots. The risk of dividing the requirement into Lots would render the execution of the contract excessively technically difficult, not cost effective and would undermine proper execution of the contract.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

To support the financial assessment, the University will obtain a Business Risk Report for all Potential Suppliers/Tenderers and every organisation that is being relied on to meet this procurement, using an independent company called CreditSafe.

The University reserves the right to exclude a Tenderer or request provision of further assurances such as parent company/bank guarantee or performance bonds where a Tenderer's Business Risk Score is: "Moderate Risk"; "High Risk"; "Very High Risk"; or "Not Rated", based on the rating provided by CreditSafe

Where a Business Risk Score from our external system is not available, then an alternative method of assessing financial standing will be used.

Minimum level(s) of standards possibly required:

Potential suppliers/Tenderers are advised that a requirement of this procurement is to have in place, or commit to obtain prior to the commencement of the contract, the following minimum insurance levels:

Employers (Compulsory) Liability: £10 million GBP per occurrence.

Public Liability: £5 million GBP per occurrence.

Professional Indemnity Insurance: £5 million GBP per occurrence.

Cyber Indemnity insurance: £5 million GBP per occurrence.

III.1.3) Technical and professional ability

List and brief description of selection criteria

The selection criteria is as stated in the Invitation to Tender document set.

However, potential suppliers' attention is drawn to the MANDATORY requirements of the award criteria:

e.g.

- Grounds for mandatory exclusion
- Grounds for discretionary exclusion
- Economic & Financial Standing
- Insurance
- Compliance with the Conditions of Contract
- Minimum Compliance and Selection Score: Bidders must achieve an overall Compliance and Selection score of 60% to be considered further.
- Non-Functional Requirements
- Various functional requirements, implementation & support requirements and sustainability requirements as individually marked within the Invitation to Tender document set.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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

1 November 2024

Local time

10:00am

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

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

1 November 2024

Local time

10:01am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: This is likely to be re-procured in 2032

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic payment will be used

VI.3) Additional information

E-Tendering Portal: The University is utilising an electronic tendering tool, In-Tend (<https://in-tendhost.co.uk/universityofsouthampton/asp/Home>) to manage this procurement and to communicate with potential suppliers and/or tenderers (as appropriate).

All documentation in relation to this tender can be downloaded from In-Tend.

Potential suppliers/tenderers are advised that there will be no hard copy documents issued and all communications with the University, including the submission of Selection Stage and/or Invitation to Tender responses will be conducted via In-Tend.

Regular monitoring of the portal is the responsibility of the potential supplier/tenderer.

If you are not already registered as a supplier with the University of Southampton, you will need to register in In-Tend in order to access the procurement documentation.

Once you have logged in as a supplier: click on 'Tenders'; locate the relevant project; and click 'View Details'. Once you are in the project screen, you will be able to register your organisation against the project and access all documentation by clicking 'Express Interest'.

Potential suppliers/tenderers are advised that formal expressions of interest in the project must be by way of completion and return of the relevant documents via In-Tend.

Further instructions for the submission of responses are below:

To submit your return:

1. Log in
2. Click 'Tenders'
3. Locate the relevant project
4. View details
5. Click on the tab relating to the relevant project stage (e.g. 'Invitation to Tender')
6. Click on the 'Attach Documents' button and upload your return.
7. Check ALL your response documents are uploaded and displayed in the 'My Tender Return' panel. The system will only permit your organisation to make one return.
8. Click the red 'Submit Return' button.

Please note, to preserve the integrity of the procurement, all communications with the University must be made via the correspondence function within In-Tend.

Publication of Award Details: In accordance with Regulation 50, paragraph (2) of the Public Contracts Regulations 2015 and subject to Article 5 and Annex 5, Part D (13) of Directive

2014/24/EU of the European Parliament and of the Council (if applicable), the University intends to publish the value of any resulting contract at the award stage, and reserves the right to do so. By submitting a response, potential suppliers/tenderers are consenting to publication of this information unless otherwise agreed in advance with the University.

Costs and Expenses: Potential suppliers/tenderers are solely responsible for their costs and expenses incurred in connection with the preparation and submission of responses and participation in this and all future stages of this procurement. Under no circumstances will the University be liable for any costs or expenses borne by potential suppliers/tenderers or any of their supply chain, partners or advisers in this procurement process.

The University is not liable for any costs in the event of the cancellation of this procurement process.

VI.4) Procedures for review

VI.4.1) Review body

University of Southampton

Southampton

SO17 1BJ

Country

United Kingdom