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Tender

(NU/1808) Supply of a Survey Platform

Newcastle University

F02: Contract notice

Notice identifier: 2022/S 000-032109

Procurement identifier (OCID): ocds-h6vhtk-036343

Published 11 November 2022, 4:45pm

The closing date and time has been changed to:

19 December 2022, 2:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Newcastle University

Newcastle University, Procurement Services, Kingsgate

Newcastle

NE1 7RU

Contact

Mr Dave Anderson

Email

dave.anderson@ncl.ac.uk

Telephone

+44 1912085360

Country

United Kingdom

Region code

UKC22 - Tyneside

Internet address(es)

Main address

<https://www.ncl.ac.uk>

Buyer's address

<https://www.ncl.ac.uk>

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=04769952-ff60-ed11-811b-9f38301b3091>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=04769952-ff60-ed11-811b-9f38301b3091>

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

(NU/1808) Supply of a Survey Platform

Reference number

DN630256

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Newcastle University is looking for a secure, customisable easy to use survey platform to collect and analyse data provided by our colleagues, contingent colleagues and postgraduate students across all Faculties. Data could be gathered through a quick pulse survey or as part of a comprehensive listening strategy with a view to generating actionable insights and identifying opportunities for impact.

Newcastle University has in the region of 28,000 students and 6,000 staff. The University requires a licence for approximately 6,500 stakeholders who may use the survey platform as end users. To date various licence agreements have been in place across the University for a range of survey platform providers for use across research, academic and cross-cutting requirements. The lack of consistency in terms of features and capability of these platforms has led to challenges when conducting data gathering exercises across target audiences. Therefore, the University is clear that the need to administer well-designed surveys exceeds the scale and capability of existing provision.

The University's ambition is to provide a positive survey experience for all colleagues and students, enabled by a platform which includes powerful analytics, reporting tools and technical support when needed.

The scope of this tender is for the supply and support of a survey platform to be used by all members of the University, including those located in our Branch Campuses in Malaysia and Singapore.

Please note that tenders are only invited from bidders who have an existing off the shelf solution, deployed in an educational institutions of comparable size and scale (as detailed in the ITT documentation). We will not consider bespoke solutions.

The contract is expected to commence in January 2023 ready to 'go-live' in March 2023, but for purposes of licensing will run for an initial 12 months from the go-live date, ending March 2024. If the performance of the successful tenderer fulfils the expectations of the University during the initial 12-month contract period, then a further 12-month contract may be awarded to run from March 2023 until March 2024, subject to mutual agreement. A final 12-month contract may then also be awarded on the same basis, to run from March 2024 to March 2025.

Expressions of interest in this project can be made by registering via the University

etendering portal at: <https://procontract.due-north.com/Advert/Index?advertId=04769952-ff60-ed11-811b-9f38301b3091>

The contract reference is NU/1808.

The deadline for expressing an interest is Thursday 8th December 2022 at 16:00 BST.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

II.2.4) Description of the procurement

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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

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

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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

II.2.14) Additional information

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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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-023912](#)

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

Originally published as:

Date

12 December 2022

Local time

2:00pm

Changed to:

Date

19 December 2022

Local time

2:00pm

See the [change notice](#).

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

12 December 2022

Local time

2:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Newcastle University

Newcastle upon Tyne

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The University will incorporate a standstill period at the point information on the award of the

contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Public Contracts Regulations 2015 (SI 2015 No 102) provide for aggrieved parties who

have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland) within 30 days of knowledge or constructive knowledge of breach.