

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034611-2022>

Not applicable

## **(NU/1808) Supply of a Survey Platform**

Newcastle University

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-034611

Procurement identifier (OCID): ocds-h6vhtk-036343

Published 7 December 2022, 11:58am

### **Section I: Contracting authority/entity**

#### **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](mailto: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>

---

**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.duenorth.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.

---

## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2022/S 000-032109](#)

---

## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

Short description

Instead of

Text

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.duenorth.com/Advert/Index?advertId=04769952-ff60-ed11-811b-9f383>

[01b3091](#)

The contract reference is NU/1808.

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

Read

Text

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.duenorth.com/Advert/Index?advertId=04769952-ff60-ed11-811b-9f38301b3091>

The contract reference is NU/1808.

The deadline for expressing an interest is Thursday 15th December 2022 at 16:00 BST.

Section number

II.2.4

Place of text to be modified

Description of the Procurement

Instead of

Text

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.duenorth.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.

Read

Text

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.duenorth.com/Advert/Index?advertId=04769952-ff60-ed11-811b-9f38301b3091>

The contract reference is NU/1808.

The deadline for expressing an interest is Thursday 15th December 2022 at 16:00 BST.

Section number

II.2.14

Place of text to be modified

### Additional information

Instead of

Text

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

etendering portal at:

<https://procontract.duenorth.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.

Read

Text

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

etendering portal at:

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

The contract reference is NU/1808.

The deadline for expressing an interest is Thursday 15th December 2022 at 16:00 BST.

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of tenders or requests to participate

Instead of

Date

12 December 2022

Local time

2:00pm

Read

Date

19 December 2022

Local time

2:00pm

Section number

IV.2.7

Place of text to be modified

Conditions for opening of tenders

Instead of

Date

12 December 2022

Local time

2:35pm

Read

Date

19 December 2022

Local time

2:30pm