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Award

Capability Tool

Jisc Services Limited

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-036956

Procurement identifier (OCID): ocds-h6vhtk-042609

Published 15 December 2023, 12:50pm

Section I: Contracting authority/entity

I.1) Name and addresses

Jisc Services Limited

4 Portwall Lane

Bristol

BS1 6NB

Contact

Claire Forkner

Email

procurement@jisc.ac.uk

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

02881024

Internet address(es)

Main address

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

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

Capability Tool

Reference number

Proc2398

II.1.2) Main CPV code

- 72212190 - Educational software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Jisc Services Limited is seeking to place a 3-year contract with Potentially Limited for the ongoing maintenance and development of the supplier's platform, which Jisc uses to

deliver a Building Digital Capabilities self-assessment tool (known as ‘the BDC Discovery Tool’). Our intention is that the contract will run from 1 August 2024 to 31 July 2027. The BDC Discovery Tool enables individual end users to determine their digital capability and provides them with a personalised report that includes relevant resources to support their personal development and growth. Anonymised usage data is extracted from the BDC Discovery Tool and visualized in dashboards that are consumed at an organisational level so that customers can see an overview of digital capabilities across their organisation.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £714,968

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The contract is for a specialist self-assessment tool with complex question logic that identifies areas of digital skills where users can improve their capabilities. Personal development resources curated within an integrated content management tool are tailored and presented to each individual user based on their responses to the questions asked. Bespoke development of the supplier’s platform was initially undertaken to create a BDC Discovery Tool that was specifically tailored to the needs of staff and students at Higher Education (HE) and Further Education (FE) institutions in the UK and internationally. Potentially Ltd recently undertook additional bespoke development work for Jisc to build new functionality to meet the needs of staff in other sectors, particularly staff in private sector training organisations and across the Public and Charitable sectors. We anticipate substantial growth in these other sectors over the next 3 years.

Potentially Ltd owns the IPR in the source code for the platform and the BDC Discovery Tool. Jisc owns the IPR in the question sets, personas and organisational frameworks.

Jisc has undertaken pre-market engagement activities to evaluate potential alternative solutions and has not identified any product currently in the marketplace that can produce a personalized report linked to curated and tailored development resources. In addition, Jisc did not find any solution currently available that could provide the functionality to

assess users at an individual level and then aggregate the data at an organisational level. Currently available solutions would need substantial further development in order to provide ALL the functionality required by Jisc's customers.

Any alternative supplier will need a migration plan and schedule that minimizes disruption to students and staff at Jisc's organisational customers as they are moved onto a new solution. The BDC Discovery Tool has a growing customer base, and, as of November 2023, the number of active organisational customers across all sectors stands at 248.

In addition, any alternative supplier will need to take into account that they will not have access to proprietary IPR, source code or details about the underlying tech stack used to deliver the current platform. This is likely to add complexity and technical challenge to their customer migration plans.

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

The value of the contract is estimated based on uptake by Jisc members. Potentially receives a share of service revenues. The value of the contract also includes an allocation for feature enhancements over the 3-year term. The tool is for use by Jisc customers and not for Jisc's own use.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

The incumbent supplier has undertaken bespoke development of their platform to provide the workflows and logic used in the Jisc BDC Discovery Tool. The tool has been designed around the capability and organisational frameworks of our customers and includes specifically scripted personas and a growing collection of question sets relevant to their sectors. The tool currently offers 12 question sets. A further 2 are currently planned for release and more will be added over the 3-year term of the contract.

No other supplier in the marketplace has a solution that is ready to provide ALL the functions required to serve staff and students at Higher Education (HE) and Further Education (FE) institutions, and staff in private sector training organisations and across the Public and Charitable sectors.

The BDC Discovery Tool is a mature product. There are currently a total of 248 organisations using it (75 HE institutions, 160 FE institutions, and 13 other organisations including international customers). Moving to another solution would be prohibitive in terms of the time, cost and resources required to undertake the following:

Identifying and meeting requirements for ALL the new features that would be required in any replacement solution so that it can be used by our customers and end users across all the sectors we operate in.

Undertaking the considerable development work that will be necessary to build all the new functionality required into the replacement solution.

Testing all the new features once they have been built in the replacement solution

Migrating data and content from the current solution to the replacement solution

Undertaking training to ensure users are familiar with the replacement solution

Issuing new training and ongoing support materials for users of the replacement solution

Moving to a replacement solution would be particularly disruptive for our HE and FE customers, particularly as it comes at a time when many face significant financial and staffing challenges.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

27 July 2023

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Potential.ly Limited

46 Yale Court, Honeybourne Road

London

NW6 1JG

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

09101474

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £714,968

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Jisc Services Limited

4 Portwall Lane

Bristol

BS1 6NB

Email

procurement@jisc.ac.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Jisc Services Ltd will incorporate a standstill period at the point information on the award of the contract is communicated to suppliers. This notification provides information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for suppliers to challenge the award decision before the contract is entered into. The Public Contracts Regulations 2015 article 91 provides 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).