

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/040416-2024>

Contract

Provision of Out of hours support for the computing and distribution Helpdesk

OPEN UNIVERSITY(THE)

F03: Contract award notice

Notice identifier: 2024/S 000-040416

Procurement identifier (OCID): ocds-h6vhtk-03a5da

Published 16 December 2024, 11:43am

Section I: Contracting authority

I.1) Name and addresses

OPEN UNIVERSITY(THE)

Walton Hall

MILTON KEYNES

MK76AA

Contact

Procurement Team

Email

FBS-Procurement@open.ac.uk

Telephone

+44 1908655814

Country

United Kingdom

Region code

UKJ12 - Milton Keynes

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.open.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

Provision of Out of hours support for the computing and distribution Helpdesk

Reference number

OUPA10981

II.1.2) Main CPV code

- 79510000 - Telephone-answering services

II.1.3) Type of contract

Services

II.1.4) Short description

The Open University's Student Computing and Distribution Helpdesk (SCDHD) are appointing an 3rd party to provide out of hours (OOH) support.

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: £550,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear
- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

The OU Helpdesk receives contact from students providing both technical and non-technical support when using any module software or University programmes, as well as monitoring

for any welfare or safeguarding concerns. The OU has now extended support of students to 24/7 via different channels

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

2 x 12 months

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

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

Explanation:

Following a tender in 2022, which resulted in two non-compliant bids, the OU entered into an interim agreement with Norman. The OU now wishes to contract with Norman for a longer period of 3 years, on the grounds of absence of competition due to technical reasons.

Norman Managed Services have successfully supported the OU over the past 12 months with an out-of-hours Helpdesk. They have become an integral part of how the OU

supports students. The OU Helpdesk receives contact from students providing both technical and nontechnical support when using any module software or University programmes, as well as monitoring for any welfare or safeguarding concerns. The support provided in this area is

extremely sensitive and Norman supports a range of other Universities and other Higher Education organisations, giving them experience in dealing directly with the complexity that

this service can bring. The services provided by Norman has also given the OU the ability to benefit from the widespread expertise gained by Norman over the past 17 years that they

have been operating.

The OU has now extended support of students to 24/7 via different channels through a combined service of in-house OU Helpdesk and Norman. This increase in service for OU students has been achieved at lower cost.

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: [2023/S 000-004638](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 April 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Norman Managed Services

Newcastle upon Tyne

NE1 8ST

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £550,000

Total value of the contract/lot: £550,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Open University

Milton Keynes

Country

United Kingdom