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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](mailto: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

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## **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](#)

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### **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Open University

Milton Keynes

Country

United Kingdom