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Contract

Provision of a 'Student SuperApp' including design, implementation and support services

UNIVERSITY OF SOUTHAMPTON

F03: Contract award notice

Notice identifier: 2024/S 000-040531

Procurement identifier (OCID): ocids-h6vhtk-046c68

Published 17 December 2024, 9:07am

Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF SOUTHAMPTON

UNIVERSITY ROAD

SOUTHAMPTON

SO171BJ

Contact

Emma Raddon

Email

procurement@soton.ac.uk

Telephone

+44 2380595000

Country

United Kingdom

Region code

UKJ32 - Southampton

UK Register of Learning Providers (UKPRN number)

10007158

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/universityofsouthampton.aspx/Home>

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 a 'Student SuperApp' including design, implementation and support services

Reference number

2024UoS-1255

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

MySouthampton is an app designed to meet the needs of (principally) students for 'information and services on the go'. Primarily designed for use on mobile devices, the app also presents on desktop. As part of the University's digital transformation programme, we seek to procure an upgrade/replacement for the

current app that will provide users with enhanced features, performance and user experience. The primary user group for the app will be University of Southampton students. We currently have 24,000 students and this number might be expected to grow by 4% a year over the period of the contract, reaching perhaps 28,000 by April 2028. The current MySouthampton app achieved approximately 500,000 menu clicks from users in the month of January 2024. Figures for unique users are not available. The use of the term 'SuperApp' represents a working title and is indicative of our ambition; that the new MySouthampton app should be best-in-class, creating a compelling user experience with features and content to rival the best University student apps currently available. High availability and performance are considered crucial for adoption of the app, and for it to become an indispensable tool for students at the University. The University tendered this opportunity to secure a partner to design, implement and support a student information application.

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: £1,300,000

II.2) Description**II.2.2) Additional CPV code(s)**

- 48190000 - Educational software package
- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKJ32 - Southampton

II.2.4) Description of the procurement

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II.2.5) Award criteria

Quality criterion - Name: Non-functional Requirements: Mandatory / Weighting: Pass/Fail

Quality criterion - Name: Functional Requirements / Weighting: 30%

Quality criterion - Name: Implementation and Support / Weighting: 25%

Quality criterion - Name: Sustainability and Cost Certainty / Weighting: 15%

Cost criterion - Name: Cost criterion / Weighting: 30%

II.2.11) Information about options

Options: No

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: [2024/S 000-016892](#)

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

1 December 2024

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 10

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

LearningMate Solutions (UK) Limited

1 Doughty Street

London

WC1N 2PH

Country

United Kingdom

NUTS code

- UKI - London

Companies House

5494091

The contractor is an SME

No

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

Total value of the contract/lot: £1,300,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

University of Southampton

Southampton

Country

United Kingdom