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Planning

Student Case Management System

University of Huddersfield

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-078512

Procurement identifier (OCID): ocds-h6vhtk-05ec00

Published 1 December 2025, 2:05pm

Scope

Reference

HUD-CLS-074

Description

This is not a tender exercise. This is a scoping phase and not part of any formal procurement process and there is no commitment to carry out such a process at this stage. Participation or non-participation in this PME exercise shall not prevent any supplier from participating in any future procurement process, nor is it intended that any information provided shall place any supplier at an advantage or disadvantage in any future procurement exercise.

The University of Huddersfield (UoH, we/our, the University) is exploring options for a Student Case Management (SCM) system to improve and modernise our student support offer. For the purposes of the PME we invite potential partners to complete the linked questionnaire based on the primary and secondary enquiries below.

Primary Enquiries

We would like to focus on and gain insight into the following aspects of your product and offer:

1. Case Handling Scope - How far does your system support case management for the following areas:

• Regulatory Casework: Complaints, Disciplinaries, Misconduct, Appeals, Fitness to Practise, Attendance Monitoring, OIA Case Reviews

• Academic Tutoring: Academic Skills Tutoring, Personal Academic Tutoring Support

• International Office: Immigration and International Student Case Management, UKVI case monitoring

• Student Services: Wellbeing, Disability, Attendance and Engagement Support

2. Case and Enquiry Handling - Creating an Intelligent Front Door

• How does your system manage enquiries and cases?

• Does it support integration with existing enquiry management systems, specifically our existing TopDesk system?

• Can workflows be customised for different case types and escalation paths?

• How does it create an online intelligent front door that can triage and route enquiries, and integrate with physical and telephone service desks?

3. Integration Capabilities

• An overview of your integration capabilities and existing connections to student record systems, finance systems and other university applications such as student portals

• Your support for APIs or middleware for custom integrations?

4. Product Pricing and Implementation

• Your pricing model for the SCM system? Please include:

o Product licensing: Is it per institution, per user, or another model?

o User licensing: How do you handle different user roles (e.g., staff, students)?

• What are the typical implementation costs and timelines?

• What is your implementation approach?

o Do you offer phased rollouts or full deployment?

o What support and training do you provide during implementation?

Secondary Enquiries

Additionally, we would like to explore how your product addresses the areas detailed below, as well as any additional benefits and functions your product offers:

1. Streamline the student case management lifecycle from initiation through to resolution.

2. Provide students with secure access to a centralised support channel for timely help and guidance.

3. Offer role-based access and control to ensure only authorised users can view or edit sensitive information.

4. Enable documents to be captured, stored, organised, and retrieved securely.

5. Support staff communication with students and stakeholders through integrated messaging tools (e.g., email, SMS, notifications).

6. Facilitate creation, assignment, updating, and closure of cases, capturing key actions and outcomes seamlessly (including appointments and events).

7. Track and report on case activity, resolution times, case types, and outcomes to support decision-making and continuous improvement.

8. Integrate with key university systems e.g., Student Records and other support systems.

9. Maintain an audit trail of all changes, actions, and users involved in each case for accountability and compliance.

To view this notice, please click here:

https://neupc.delta-esourcing.com/delta/viewNotice.html?noticeId=996122722

Total value (estimated)

- £0 excluding VAT

- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 1 July 2031

- Possible extension to 1 July 2036

- 10 years, 1 day

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

- 48190000 - Educational software package

Contract locations

- UKE44 - Calderdale and Kirklees

Engagement

Engagement deadline

19 December 2025

Engagement process description

1. Interested parties can access the questionnaire via
https://forms.office.com/e/5e1yddVEAD

If you are unable to access the questionnaire via this link or prefer to submit an offline version, please email M.Fitzgerald@hud.ac.uk to request an offline version of the questionnaire. Please note it is our preference for the questionnaire to be completed online,

2. Completed Questionnaires (either Online or Offline) should be submitted and received by UoH no later than 12pm 19th December 2025.

3. UoH will invite selected organisations to an initial product demo meeting related to the primary and secondary enquiries above. These are currently scheduled to take place in January 2026.

Please note that while we aim to engage with a broad range of suppliers, it may not be possible to invite all interested parties to a product demo meeting. Participation in this exercise is voluntary, and there is no obligation for UoH to meet with every supplier who expresses an interest and submits a completed Questionnaire.

Contracting authority

University of Huddersfield

• Public Procurement Organisation Number: PVLZ-8691-TYWT

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Region: UKE44 - Calderdale and Kirklees

Organisation type: Public authority - sub-central government