

## Student Accommodation, Conference/Event, Delivered Catering & Hotel Management System(s) & Associated Services (ITS1051 AP)

### SUMMARY

**Start date:** 8th November, 2022

**End date:** 7th November, 2024

**OJEU Number:** JUL453433

**Lead Consortium:** APUC

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<https://www.hecontracts.co.uk/agreements/1042>

### SCOPE

Contractors on this Framework Agreement can provide, as a minimum:

- Student Accommodation Management system(s) – Lot 1
  - Student Accommodation platform setup
  - Students Pre-Arrival: student self-service portal for applications, data management and marketing, management of student accommodation accounts
  - Student bedroom allocations, induction, student accommodation contracts, management of student payments
  - Student arrivals: check-in, inventory
  - Student room occupation: communication, notes management, student requests
  - Student welfare and behaviour management
  - Housekeeping services, Inspection, Damage management, deposit management
  - Parcel management
- Conference/Event Management System(s) – Lot 2
  - Marketing and Customer Relationship Management (CRM): data management, contact records management, notes management, email communication, booking an event, customer self-service booking,
  - Event management: catering, check-in, housekeeping, room inventory, inspection, damage management, deposit management, request management, room planning/venue plan, event spaces, delegate management, management of payment
- Delivered Catering Management System(s) – Lot 3
  - System configuration, ordering process, images, icons and labelling
  - Client journey: placing and editing orders, booking time slots, order history
  - Management of payment
- Hotel Management System(s) – Lot 4
  - Room operations
  - Room management
  - Communication and client management: marketing and data management, customer relationship management (CRM), guest records management (GRM), email communication through CRM and GRM
  - Catering functionality
  - Housekeeping functionality
  - Cost management
- Lot 5 Multi-Functional System(s) includes all above functionalities
- Reporting
- System integration and extension capabilities

### AGREEMENT BENEFITS

- Provides institutions with a compliant route to key providers of Student Accommodation, Conference/Event, Delivered Catering and Hotel Management Systems
- Reduction in administrative costs and efforts.
- Ceiling rates/maximum pricing defined and agreed for the duration of the Framework Agreement. This pricing can be reduced further at time of mini competition or through using the Desktop Calculator.
- The ability for Institutions to call-off one specific product under Lots 1 – 4, or all or a number of products under Lot 5 - Multi-Functional system(s).
- Effective reporting mechanism to obtain accurate, timely and relevant management information.
- Shared risk and management of Contractors.
- Accessibility to institutions throughout the UK with the inclusion of additional consortia
- Responsible procurement activity is embedded where relevant and appropriate
- BT1, BT2 and BT14 savings information

### USING THE FRAMEWORK

## SUPPLIERS

Lot	Suppliers
<b>Lot 1 - Student Accommodation Management System(s)</b>	BedDeskChair Ltd, Kinetic Solutions Ltd,
<b>Lot 2 - Conference/Event Management System(s)</b>	Dispace Technology Ltd, IvVy UK Ltd, Kinetic Solutions Ltd,
<b>Lot 3 - Delivered Catering Management System(s)</b>	Aptus Systems Ltd T/A Spoonfed, Kinetic Solutions Ltd,
<b>Lot 4 - Hotel Management System(s)</b>	Kinetic Solutions Ltd,
<b>Lot 5 - Multi-Functional System(s)</b>	Kinetic Solutions Ltd,

## SUSTAINABILITY

**BT14 Sustainability based benefits** - where costs are not normally relevant, sustainability-based benefits can be reported in a narrative format including but not limited to the following areas:

### Responsible Procurement

- Paperless processes – web-based application allowing for a paperless booking process.
- Responsible energy usage - Assist students in understanding what they can do to reduce their energy consumption by providing access to resources and bring about an awareness of the University's own policies in this regard.
- Location Based Accommodation Selection – map centric user interface enables students to easily select accommodation located close to relevant academic facilities and therefore reducing their need to travel.
- Virtual meetings reducing carbon emissions through business travel and regular commuting is significantly reduced compared to an office-based supplier
- Minimising the environmental impact of hosting the Online Platform (e.g. Microsoft Azure datacenters / cloud sustainability through liquid immersion cooling, grid-interactive UPS batteries, cleaner fuels for power backup)
- Fair working practices – living wage, flexible working
- Modern slavery & supply chain – zero tolerance policies for forced labour, slavery and human trafficking
- Reduction of business travel via online communication, remote training and support.
- Prescriptive back of house processes to help Institutions to manage and reduce food waste (Spoonfed)

### Community Benefits Delivery

Community benefits have been offered to APUC members throughout the duration of the Framework Agreement:

#### BedDeskChair:

- Provide entrepreneurship experience to skilled, work-ready students and graduates in the form of placements, internships, graduate software developer apprenticeships or short-term projects.
- Support targeted recruitment and training for priority groups. As a start-up and SME, we will provide students with hands-on experience and exposure to all areas of the business.
- Students will be offered practical, technical, creative and transferrable skills across all areas, including project management, front-end design, back-end development, operations, testing, communications and so on.

#### Dispace Technology Ltd

- Hiring 3 level 6 digital and technology solutions professionals' apprenticeships who will study the software engineering course at Nottingham Trent University.
- As the business grows, we want to extend our entry level opportunities to work experience placements and to go into local secondary schools and talk about a career as a SAAS developer, designer, tester, project or business development manager.

#### StarRez Ltd

- Share knowledge, build best practices, and explore exchange programmes between Universities, where students can secure internships or part time assignments/projects.
- At StarRez we support research that our community may be engaged in, often driven through the faculty groups, where there is a need to engage industry expertise and experience. We invest and support such initiatives and offer volunteering days for our staff to do this too.
- Many of the team members spend time with University Career centres, offering our insights with the goal to help students secure that first job. CV reviews, career opportunity discussions, a day in the life of a StarRez Consultant or Business Manager and more.

#### Spoonfed

- Encourages employment of Interns – presently one student is working in Glasgow office as an Intern gaining work experience during summer holidays from university.

## NEXT STEPS

