

**Tender**

Graduation Ceremonies – Academic Robing and Photography

The University of Chichester

**Latest date for Return – Friday 28th March 2025 at 12:00 (GMT)**

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1. Introduction

The University of Chichester has a proud history stretching back over 180 years and a turnover more than £65.9 million (July 2023).  It provides higher education to students both from the UK and internationally. It is the only university in West Sussex, located on the south coast of England, and has two campuses; Bishop Otter Campus (BOC) based in Chichester, and the Bognor Regis Campus (BRC) situated in Bognor Regis. Each campus is self-contained within its own grounds, each with teaching, learning, conferencing, and accommodation facilities.

The University has a student body of around 6000 students across undergraduate and postgraduate study. This student body includes those locally from the UK but around 7% of the student body comes from our international student cohort which we are hoping to increase over the next 5 years.

We offer a wide-ranging portfolio across our campuses including teaching, humanities, business, creative industries, psychology, counselling, sport, engineering, and a lively conservatoire where our performance courses sit (dance, theatre, musical and musical theatre). In 2022, we launched the School of Nursing and Allied Health, which is expanding further to include biomedical science in September 2024.

Further information about the University can be found [here](http://www.chi.ac.uk) and our Strategic Plan can be found [here](https://www.chi.ac.uk/about-us/mission-and-vision/)

The University has made significant investments in the teaching and accommodation facilities and our strategic aims include to grow our student body further and provide the best student experience. Graduation is a vital part of the student experience at the university and we want it to be one of the best days of the students’ lives, filled with happy memories and a sense of occasion which is why we are seeking a partner to work with on the robing, photography and ticketing for the events.

* 1. Purpose of this tender document

The purpose of this tender is to enable suppliers to demonstrate expertise and compliance with the University’s requirements, and to enable the University to assess the most advantageous solutions to its requirements, using the prescribed tendering methodology for requirements of this size and nature.

* 1. Background to this tender

The University of Chichester is seeking a suitably experienced and skilled partner to work with on our graduation ceremonies.

We want a provider that feels like an extension of our team, with the ability to achieve a smooth process for both our university events team and our students in the run up to and on the day of the events. Someone who offers robing and photography for the day as well as tickets for the graduands and guests for the event.

We are looking for a partner who gives us clear communication on the specifications requested and deadlines in good time. This partner must have good people relationship skills as well as strong experience, skills and knowledge in this field.

Overall, our aim is to give our students the best day and experience possible, so that all they need to worry about is what to wear or how best to celebrate!

**Our Graduation Ceremonies**

Currently, our graduation ceremonies take place twice a year, the first larger ceremonies focus predominately on our undergraduate programmes with the slightly smaller occasions later in the academic year for our postgraduate and non-traditional course routes.

With the undergraduate currently taking place in September, however from 2027 onwards, these will be brought forward to July. Our postgraduate ceremonies will be in March.

Our ceremonies are held at [Chichester Cathedral](https://www.chichestercathedral.org.uk/) where we have around 130 graduands per ceremony, with anywhere from 4-12 ceremonies at each event.

Student robing and photography takes place in [Edes House](https://www.westsussex.gov.uk/leisure-recreation-and-community/events-activities-and-venues/venues-and-locations/edes-house/) ( a short 5 minute walk from the cathedral) with robe returns in the Eastern Arm of Cloisters at the Cathedral.

Staff robing takes place in [Vicars Hall](https://www.chichestercathedral.org.uk/venue/vicars-hall), with 20 - 50 members of staff processing at each ceremony.

* 1. High level requirements

Please see below a list of what is required, you’ll need to be able to provide these items to be taken to the next round of the tender process.

**Academic dress**

All robes, hood, mortar boards to be of high-quality material, which are reasonable, affordable prices for the graduands.

**For graduands**

Black robes with blue and gold hood, slightly different designs for each award (e.g. Foundation degree/Bachelors/Masters/PhD).

**For staff and governors**

Staff should be able to wear the robes from the institution that they graduated from, the supplier should be able to have these available.

**For our Senior Leadership team**

High-quality blue jacquard fabric with gold detailing robes and soft caps

**Photography**

In addition to student photography studios and packages that the supplier offers, we would like photographs taken of each graduand on the stage. They will shake hands with the Chancellor/Chair of Governors then turn to face the photographer.

At some of our ceremonies we have honorary award recipients, we would like a studio set up in Vicars Hall and for their photograph to be taken. We also require copies of photographs of honorary award recipients.

**Ticketing**

We would like for our supplier to sell graduation tickets on our behalf. Graduand tickets are free, but all guest tickets are charged so payments will need to be collected (and refunded if required) and we will invoice for the amount after the event.

We require weekly reports on booking numbers for each ceremony once bookings become live, or access to retrieve these ourselves so we can keep track of student bookings. Additionally, we require the ability to make amends to student details such as corrections/ block from booking/add additional students.

Ideally, we would also like the supplier to ask the graduands compulsory questions on our behalf in advance of them completing their student ticket order e.g. do they consent for their name to be in the graduation programme?

Suppliers must be able to start in time for September 2025 graduations and have advance ticketing selling available from mid-May 2025.

* 1. The bidding process

Whether through our tendering advertisements, or where we have contacted you directly to ask for a quotation, we ask that you contact us only through the email account [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk). This includes for your submission, and any questions you may have. We are obliged by the Procurement Act 2023 and by our own financial regulations to undertake a competitive process.

We have allowed 30 days for the return of submissions, and have set a closing date and time of 12.00 (Midday) on 28th March 2025. Submission is through [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk)

* 1. Seeking clarification

For all queries please contact us by email [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk). Please note that during the tender period you should not contact University staff directly, as this might be considered canvassing, and in which case the University might need to exclude your organisation from the tender process.

Please note that dependent upon the nature of the enquiry, and in so much as it does not identify your organisation, the answers to any questions you raise may be circulated to all suppliers who have expressed interest in this tender.

* 1. Meeting attendance

Shortlisted Tenderers will be given the opportunity to make a short presentation to the University on Monday 14th April 2025. This is to substantiate and elaborate upon the tender submission and to showcase the products you supply. The presentations carry 15% towards the final score. Please ensure you are available for this date if submitting a proposal.

The top 2- 5 scoring Tenderers will be invited to meet/ present, and details of the presentation format and times will be forwarded to shortlisted Tenderers.

* 1. Procurement timetable

The procurement project is working to the following timescale:

|  |  |
| --- | --- |
| Stage | Key Dates |
| Publication of Tender Notice | 26 February 2025 |
| Clarifications | Will close 1 week prior to close of submission date |
| Closing Date for submission | 12.00 on 28 March 2025 |
| Presentation and Showcase | 14 April 2025 |
| Award | 17 April 2025 |
| Ticketing Commencement | Mid May 2025 |
| Graduations Commencement | 14 September 2025 |

* 1. Submission details

You are welcome to notify the University with your ‘Expression of Interest’ but please do send your completed submission (including a completed version of this document) to the University by the closing date (time and date), to [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk). Submissions received after the closing time will be disqualified and not considered. A response to your submission will be sent upon successful receipt.

Please note, we **do not** accept submissions via file transfer sites. [Tenders@chi.ac.uk](mailto:Tenders@chi.ac.uk) accepts emails and attachments of up to 35MB and it is acceptable to submit in more than one email.

* 1. The assessment process

The University awards contracts on the basis of most economically advantageous tender, (quote) assuming that there is nothing that excludes the tenderer. All documents submitted are assessed by a panel to ensure fairness and understanding. The panel reviews the quotation for;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Criteria | Sub Criteria | Maximum Marks Available | Maximum Weighting Available |
|  | About You | History, experience, etc | - | **Information Only** |
| A | Financials | Cost | 100 | 25% |
| B | Coherence and clarity to the University’s requirement | Robes | 25 | 12.5% |
| Photography | 25 | 5% |
| Ticketing | 30 | 12.5% |
| C | Organisational experience and capability | Workflows, flexibility and communication | 15 | 7.5% |
| Industry knowledge, Skills, & Prior Experience | 10 | 5% |
| Data Protection | 15 | 2.5% |
| Event Staffing | 20 | 2.5% |
| Provision of relevant contract examples | - | Pass / Fail |
| D | Added Value | Awards | 15 | 2.5% |
| E | Compliance with the Social Value Model\* | See Appendix 1 | 5 | 10% |
| F | Presentation/ Showcase | | 5 | 15% |
|  | Exclusion grounds \*see ([link](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/558520/PPN_8_16_StandardSQ_Template_v3.pdf)) | | - | Pass / Fail |
| Total | | | 220 | 100% |

\*Within your proposal, please draw attention to your environmental sustainability policies and the activities you take in minimising climate damage, including for example energy minimisation.

* 1. Confidentiality and Freedom of Information

All tendering documentation and correspondence are treated as strictly confidential. However, the University is subject to UK Data Protection Legislation, and the Freedom of Information Act 2000. This means that the University can be asked to disclose procurement and contracting information. Please indicate any areas of your submission that you consider should be exempted from any disclosure requests and identify why they should not be disclosed.

* 1. The template for your bid/quote

We have set out a template below, and ask that you use this to help us understand your bid, in a way that allows us to compare its benefits against others. This anticipates question we / you may have.

You are welcome to submit other information, but please do help us by identifying what you can do, in relation to our requirements, and do please answer the questions below where it is possible to do so.

We have deliberately avoided overloading the quotations process with the rigors of (for example) the Crown Commercial Service’s ‘reason for exclusion’, but please note there are a number of requirements we have to ensure before finalising any subsequent contracts. These range from the ownership of the companies we work with, to environmental sustainability and key questions such as your policies and approach to Modern Slavery and equal opportunity.

1. Contact Details and Declaration

Please set out the names / contact details for the people you want to be included in any correspondence from the University. Please note as det out above, that no correspondence from your company in relation to this tender, should be sent elsewhere but to [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk)

|  |  |
| --- | --- |
|  | Response |
| Contact name |  |
| Name of organisation |  |
| Role in organisation |  |
| Phone number |  |
| E-mail address |  |
| Postal address |  |

1. Questions

There is no limit to word count for the questions, but please bear in mind the need for clarity etc.

5 marks are available for each question and are weighted accordingly as per the table in 0.9.

* 1. About You

|  |  |
| --- | --- |
| 1 | Please tell us something about your history, experience, etc. (Information only – Not scored) |
|  | |

* 1. Robes

|  |  |
| --- | --- |
| 2 | Please confirm you will be able to supply robes as described in the specification above and in the quantities suggested. |
|  | |

|  |  |
| --- | --- |
| 3 | What is your cancellation and refund policy for gown hire? |
|  | |

|  |  |
| --- | --- |
| 4 | Please confirm if there are costs for alterations to gowns? |
|  | |

|  |  |
| --- | --- |
| 5 | Please confirm how gowns are delivered (i.e. Folded, hanging, etc)? |
|  | |

|  |  |
| --- | --- |
| 6 | Can robes be hired on the day of graduation for those who forgot to order them? |
|  | |

* 1. Photography

|  |  |
| --- | --- |
| 7 | Please advise on the process of setting up Photography areas and confirm you’d be able to the specification above? |
|  | |

|  |  |
| --- | --- |
| 8 | What is your cancellation and refund policy for photography? |
|  | |

|  |  |
| --- | --- |
| 9 | Can photography be booked on the day for those who didn’t book a package in advance? |
|  | |

|  |  |
| --- | --- |
| 10 | Please advise on the size space required for photography and any additional requirements you may have? |
|  | |

|  |  |
| --- | --- |
| 11 | We would like to receive digital and printed copies of the photographs for our honorary award recipients. Please advise if this is possible and if a charge is applicable. |
|  | |

* 1. Ticketing

|  |  |
| --- | --- |
| 12 | Is there a charge for selling the tickets on our behalf, if so please include in the cost proposal? |
|  | |

|  |  |
| --- | --- |
| 13 | What is your cancellation and refund policy for tickets? |
|  | |

|  |  |
| --- | --- |
| 14 | We would ideally like questions to be asked to graduands prior to booking their tickets. Please advise if this is possible and how you propose to get those responses to us? |
|  | |

|  |  |
| --- | --- |
| 15 | Do you offer any reporting on ticket numbers so we are able to keep track on bookings? |
|  | |

|  |  |
| --- | --- |
| 16 | Are we able to amend bookings, such as student details, corrections, block from booking, add additional students? Can this be done ourselves? |
|  | |

|  |  |
| --- | --- |
| 17 | As you would be taking money on our behalf, please advise on how you guarantee we will receive these funds and what likely timescales are for receipt of the funds. |
|  | |

* 1. Flexibility

|  |  |
| --- | --- |
| 18 | Is it possible to be flexible with dates of our graduation ceremonies should the need arise? |
|  | |

|  |  |
| --- | --- |
| 19 | How long does it take to set up all robing and photography?  Can delivery and set up be done any day of the week if required?  Do you have any specific requirements? |
|  | |

|  |  |
| --- | --- |
| 20 | Are all robes and photography equipment collected on the final day of the ceremonies, or is this done the following day? |
|  | |

* 1. Prior Experience

|  |  |
| --- | --- |
| 21 | Please provide examples of your experience with other Universities |
| (Please also include 3 contract examples in section 4 below) | |

|  |  |
| --- | --- |
| 22 | What you could you bring to a partnership with the University of Chichester. |
|  | |

* 1. Data Protection

|  |  |
| --- | --- |
| 23 | Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulations and to ensure the protection of the rights of data subjects. |
|  | |

|  |  |
| --- | --- |
| 24 | Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the UK General Data Protection Regulations and to ensure the protection of the rights of data subjects.  Your response should include, but should not be limited to facilities and measures:   * to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services; * to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data; * to ensure that any consent-based processing meets standards of active, informed consent, and that such consents are recorded and auditable; * to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place); * to maintain records of personal data processing activities; and * to regularly test, assess and evaluate the effectiveness of the above measures. |
|  | |

|  |  |
| --- | --- |
| 25 | Please explain what procedures you have in place for instances such as system, server or software failure. |
|  | |

* 1. Organisation and Staffing

|  |  |
| --- | --- |
| 26 | Can you confirm that all staff are trained and will comply with all health and safety requirements of your own, of ours and of all venues?  How is this monitored? |
|  | |

|  |  |
| --- | --- |
| 27 | Will it be a set team of staff each year, or will this change?  Would the staff working our graduation events be casual workers or permanent team members? |
|  | |

|  |  |
| --- | --- |
| 28 | Please also provide name and experience of our account manager (if known) and the team structure (including role titles) that would be assigned to our account. |
|  | |

|  |  |
| --- | --- |
| 29 | Please advise of typical contact hours for the account manager and team. You should state the time zone if not the same as London GMT.  What are your response times to important and critical issues or queries related to our account?  What is the procedure when an account manager or key member on the account leaves the company. Notice period, handover and expected downtime on the account, if any. |
|  | |

* 1. Added value

|  |  |
| --- | --- |
| 30 | Are you able to provide a monetary prize for us to award to students? |
|  | |

|  |  |
| --- | --- |
| 31 | Please advise whether you would be able to provide assistance for students experiencing hardship? |
|  | |

|  |  |
| --- | --- |
| 32 | Are you able to provide any additional value over and above our specification? |
|  | |

* 1. Compliance with the Social Value Model

|  |  |
| --- | --- |
| 33 | Please tell us something about you and your organisation, for example in relation to the social value model |
|  | |

* 1. Exclusions Grounds

|  |  |
| --- | --- |
| 34 | Please confirm that you would be happy to supply the necessary information and that there would not any reasons why you would be excluded under the Standard Selection Questionnaire, (details of which can be found at the following link ([SSQ](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/558520/PPN_8_16_StandardSQ_Template_v3.pdf))) |
| You do NOT need to complete the form at this stage. | |

1. Cost Proposal

Please provide your costs proposal in the table below. You should include VAT in your pricing.

**Scenario 1** is a 2-day event consisting of 8 ceremonies. 130 graduands at each ceremony. 30 staff attending each day (1 set of robes each). 5 new sets of Senior Leadership robes. 2 Honorary award recipient photo sets.

**Scenario 2** is a 4-day event consisting of 30 ceremonies. 130 graduands at each ceremony. 50 staff each attending every day. (1 set of robes each). 8 Honorary award recipient photo sets.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Price per unit (inc. VAT) | Price for scenario 1 (inc. VAT) | Price for scenario 2 (inc. VAT) |
| Graduand Robes |  |  |  |
| Graduand Photography (please price for your most popular package & include what this contains in the notes below) |  |  |  |
| Graduand Robe and Photography Package |  |  |  |
| Alterations |  |  |  |
|  |  |  |  |
| Staff Robes |  |  |  |
|  |  |  |  |
| Senior Leadership Robes |  |  |  |
| Alterations |  |  |  |
| New Gowns |  |  |  |
|  |  |  |  |
| Copies of Honorary Award Recipient Photos |  |  |  |
|  |  |  |  |
| Ticketing charges |  |  |  |
|  |  |  |  |
| Sub Total |  |  |  |
|  |  |  |  |
| Commission |  |  |  |
| Total |  |  |  |

**Notes**

|  |
| --- |
| *Please include any notes in respect of pricing here.*  Please also confirm the following:   * Commission for robes * Commission for Photography * Photography package details |

1. Contract Examples

Please provide details of up to three contracts, to meet the organisational experience and capability criteria set out above.

This must include:

Outlining relevant experience working with either similar organisations or similar requirements.

What types of work you undertook (robing, photography, tickets etc)

|  |  |  |  |
| --- | --- | --- | --- |
|  | Contract 1 | Contract 2 | Contract 3 |
| Name of customer organisation who signed the contract |  |  |  |
| Name of supplier who signed the contract |  |  |  |
| Point of contact in the customer’s organisation. |  |  |  |
| Position in the customer’s organisation |  |  |  |
| E-mail address |  |  |  |
| Description of contract |  |  |  |
| Contract Start date |  |  |  |
| Contract completion date |  |  |  |
| Estimated contract value |  |  |  |

1. The technical requirements

To comply with the Procurement Act 2023 and our own financial regulations, before it makes any final decisions, the University is required to ensure that any supplier meets the standards set out in the Crown Commercial Services’ Standard Selection Questionnaire. In addition to ensuring suitability and value the University will only award, where it is assured that any partner or supplier y fully supports the Modern Slavery Act and actively incorporates the various aspects of the Social Value Model into its ways of working.

Please note that during the contacting phase of this procurement, we will ask short-listed candidates questions from the Crown Commercial Services’ Standard Selection Questionnaire about;

* The status and formation of your company
* The ownership of your company, and any exclusion grounds (for example convictions)
* Any sub-contractors that you might use
* Economic and financial standing
* Technical and professional ability (potentially to access references of relevant existing customers)
* Compliance with statutory obligations (Modern Slavery Act)
* Liabilities Insurance

How your company supports the Social Value Model (including, tackling inequality, fighting climate change, equal opportunity and wellbeing). Principles of the SVM are described in **Appendix 1**

Appendix 1: Social Value Model: Model Award Criteria

|  |  |  |
| --- | --- | --- |
| SVM Theme | SVM Policy Outcome | SVM Model Award Criteria |
| Tackling economic inequality | Create new businesses, new jobs and new skills[[1]](#footnote-2) | Effective measures to deliver any/all of the following benefits through the contract:   * Create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation. * Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors. * Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. |
| Increase supply chain resilience and capacity | Effective measures to deliver any/all of the following benefits through the contract:   * Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals. * Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services. * Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity. * Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract. * Demonstrate action to identify and manage cyber security risks in the delivery of the contract including in the supply chain |
| Fighting Climate Change | Effective stewardship of the environment | Effective measures to deliver any/all of the following benefits through the contract:   * Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions. * Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement. |
| Equal opportunity | Reduce the disability employment gap | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to increase the representation of disabled people in the contract workforce. * Support disabled people in developing new skills relevant to the contract, including through training schemes that result in recognised qualifications. |
| Tackle workforce inequality | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce. * Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract. * Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain. |
| Wellbeing | Improve health and wellbeing | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce. * Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health. |
| Improve community integration | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate collaboration with users and communities in the co-design and delivery of the contract to support strong integrated communities. * Influence staff, suppliers, customers and communities through the delivery of the contract to support strong, integrated communities. |

1. The University will welcome the opportunity to develop degree apprenticeships, internships and placements, Continuous Professional Development, as well as collaborative programmes and career pathways with suppliers. [↑](#footnote-ref-2)