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Contract

End User Experience Monitoring Service

STUDENT LOANS COMPANY LIMITED

F03: Contract award notice

Notice identifier: 2022/S 000-005249

Procurement identifier (OCID): ocds-h6vhtk-031b1d

Published 25 February 2022, 10:25am

Section I: Contracting authority

I.1) Name and addresses

STUDENT LOANS COMPANY LIMITED

100 Bothwell Street

GLASGOW

G27JD

Contact

Alesia Milton

Email

alesia_milton@slc.co.uk

Telephone

+44 1412433217

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/student-loans-company>

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

End User Experience Monitoring Service

Reference number

2021-TR-0130

II.1.2) Main CPV code

- 72212781 - System management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Digital Experience Management software

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: £428,805

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM8 - West Central Scotland

II.2.4) Description of the procurement

The requirement is for an End User Experience Monitoring Tool to provide the SLC internal support teams with a deeper insight into what users are individually and collectively experiencing when using the End User computing solutions. This requirement is driven from the move from office based to home \\\\hybrid working. There are now many more parts to the End user computing solutions provided (e.g Home broadband, internet, office network, internal apps, Cloud apps and services) and it is harder for the support teams to identify and resolve individual issues and collective problems affecting users.

In terms of volumes, the solution will be required to monitor 4750-5000 user end points/devices and up to 40 SLC staff members will require access to the tool for end user monitoring purposes. The tool should be able to monitor Physical Laptops/ Desktops as well as Virtual Desktops there are no mobile monitoring requirements.

II.2.5) Award criteria

Quality criterion - Name: Functional and Non Functional Requirements (ongoing support and maintenance, training, security and access) / Weighting: 60%

Price - Weighting: 40%

II.2.11) Information about options

Options: Yes

Description of options

Two optional extension periods of up to 12 months each.

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 procurement falls outside the scope of application of the regulations

Explanation:

This procurement was carried out through CCS GCloud 12 framework (RM1557.12) and in accordance with the 6-step buying process CCS guidance.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

2021-TR-0130

Title

End User Experience Monitoring Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 February 2022

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Nextthink Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £428,805

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand, Holborn

London

Country

United Kingdom