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Planning

## **Student Recruitment Services**

University of Roehampton

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-006786

Procurement identifier (OCID): ocds-h6vhtk-02a1f3

Published 1 April 2021, 10:06am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

University of Roehampton

Grove House, Roehampton Lane

London

SW15 5PJ

#### **Contact**

Jack Tough

#### **Email**

[jack.tough@roehampton.ac.uk](mailto:jack.tough@roehampton.ac.uk)

#### **Telephone**

+44 7470159757

#### **Country**

United Kingdom

**NUTS code**

UKI34 - Wandsworth

**National registration number**

University of Roehampton

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=37241&B=LUPC](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=37241&B=LUPC)

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Student Recruitment Services

Reference number

EP135

#### **II.1.2) Main CPV code**

- 79600000 - Recruitment services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The University of Roehampton uses an external provider for the following student recruitment and admissions services; enquiry management (for non-UK applicants), admissions service encompassing the creation and management of an online application form and an agreed review process for applications received (for all non-EU applicants and for EU/UK postgraduate applicants) and conversion management (for all applicants). The University processes in the region 17,000 - 18,000 applicants per year and processes enquiries by phone, e-mail and live chat.

The University of Roehampton seeks to appoint a provider who can sustain this valuable and user-friendly service, both to customers and the University's internal and external stakeholders. To underpin these services, the provider would be expected to be able to evidence robust, secure and innovative technology solutions, including sophisticated reporting, accessible from the client-side.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48219300 - Administration software package

- 75100000 - Administration services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79411000 - General management consultancy services
- 79635000 - Assessment centre services for recruitment

### **II.2.3) Place of performance**

NUTS codes

- UKI34 - Wandsworth

### **II.2.4) Description of the procurement**

The University of Roehampton uses an external provider for the following student recruitment and admissions services; enquiry management (for non-UK applicants), admissions service encompassing the creation and management of an online application form and an agreed review process for applications received (for all non-EU applicants and for EU/UK postgraduate applicants) and conversion management (for all applicants). The University processes in the region 17,000 - 18,000 applicants per year and processes enquiries by phone, e-mail and live chat.

The University of Roehampton seeks to appoint a provider who can sustain this valuable and user-friendly service, both to customers and the University's internal and external stakeholders. To underpin these services, the provider would be expected to be able to evidence robust, secure and innovative technology solutions, including sophisticated reporting, accessible from the client-side. The provider should have a demonstrable record of service level improvement and innovation and are required to assist in the University's on-going recruitment and marketing strategies, helping to maximise the number of enquiries, applications and enrolling students in an increasingly competitive market environment.

### **II.3) Estimated date of publication of contract notice**

2 April 2021

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes

