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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): ocids-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

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/rwlentrance_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

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

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