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Tender

Student Recruitment Services

University of Roehampton

F02: Contract notice

Notice identifier: 2021/S 000-007079

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

Published 7 April 2021, 11:36am

Section I: Contracting authority

I.1) Name and addresses

University of Roehampton

Grove House

London

SW15 5PJ

Email

jack.tough@roehampton.ac.uk

Country

United Kingdom

NUTS code

UKI34 - Wandsworth

Internet address(es)

Main 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=37423&B=LUPC

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=37423&B=LUPC

Tenders or requests to participate must be submitted to 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

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.1.5) Estimated total value

Value excluding VAT: £2,000,000

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.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 September 2021

End date

31 August 2023

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-006786](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

30 April 2021

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

30 April 2021

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

University of Roehampton

London

Country

United Kingdom