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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](mailto: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](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](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

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## **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

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## **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

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## **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