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Tender

## **Disabled Students' Allowance (DSA) Supplies and Services**

Student Loans Company

F02: Contract notice

Notice identifier: 2022/S 000-009432

Procurement identifier (OCID): ocds-h6vhtk-031369

Published 7 April 2022, 7:05pm

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

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

Student Loans Company

Memphis Building, Lingfield Point, McMullen Road

Darlington

DL1 1RW

#### **Contact**

Rhod Stone

#### **Email**

[rhod\\_stone@slc.co.uk](mailto:rhod_stone@slc.co.uk)

#### **Telephone**

+44 1413062000

#### **Country**

United Kingdom

**NUTS code**

UKC13 - Darlington

**Internet address(es)**

Main address

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

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-Darlington:-Computer-equipment-and-supplies./RDRBE36R55>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-Darlington:-Computer-equipment-and-supplies./RDRBE36R55>

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**

Other activity

Processing of Student Finance

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## **Section II: Object**

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

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

Disabled Students' Allowance (DSA) Supplies and Services

Reference number

2021-TR-0056

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

- 30200000 - Computer equipment and supplies

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

Supplies

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

SLC is seeking to establish a framework agreement with suppliers to deliver the following: assessment of study needs, assistive technology (AT), assistive technology (AT) training, and the associated support services. English and Welsh domiciled DSA customers are in scope, with services extending nationwide.

To access DSA support, customers will have a needs assessment appointment with a specialist for a discussion – catered to their individual circumstances – about the best type of support available to them.

Assistive technology (AT) supply includes computers and software in addition to a range of other equipment such as ergonomic furniture, computer peripherals (printers and scanners), voice recorders, and other specialist items such as braille readers. AT training and ongoing support are services that will be made available to all DSA customers.

#### **II.1.5) Estimated total value**

Value excluding VAT: £400,000,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

## **II.2) Description**

### **II.2.1) Title**

Disabled Students' Allowance (DSA) Supplies and Services – Geographic Lots

Lot No

Lot 1 – Scotland, North West England, North East England, Yorkshire and the Humber

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

- 30213100 - Portable computers
- 30237000 - Parts, accessories and supplies for computers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
  - CA69 - Ergonomic
- 48000000 - Software package and information systems
- 30213000 - Personal computers
- 80510000 - Specialist training services
  - RC05 - In information technology
- 80533000 - Computer-user familiarisation and training services
- 85140000 - Miscellaneous health services

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

NUTS codes

- UKM - Scotland
- UKE - Yorkshire and the Humber
- UKD - North West (England)
- UKC - North East (England)

Main site or place of performance

SCOTLAND, YORKSHIRE AND THE HUMBER, NORTH WEST (ENGLAND), NORTH EAST (ENGLAND)

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

SLC is seeking to establish a framework agreement with suppliers to deliver the following:

Needs Assessments – a one-to-one appointment with a specialist to determine the customers' specific needs and create their recommended support package.

Assistive Technology (AT) – the supply, delivery and set-up of specialist equipment, for example, a computer, disability-related software and / or ergonomic furniture. Suppliers will select AT items from an approved catalogue maintained by SLC.

Assistive Technology (AT) Training – training on how to use any equipment and/or software that has been recommended.

Support Services – a helpdesk to answer queries and provide information and guidance. Where repairs are necessary, process insurance and warranty claims and provide loan equipment when required. Support services also include processing any upgrades and review of needs requested.

#### **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: £100,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The framework will last for 36 months with the option to extend for a further 2 x 12 month periods at the buyer's discretion and subject to satisfactory service provision. Following this period the framework will be subject to a further procurement exercise.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 2

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Candidates will be selected on their demonstrable ability to deliver the core services required and their experience in delivering services to disabled customers.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further 2 x 12 month periods at the buyer's discretion and subject to satisfactory service provision

### **II.2.13) Information about European Union Funds**

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

### **II.2.14) Additional information**

DSA is a non-income assessed grant and is available to eligible higher education customers in full time, part-time, post-graduate and distance learning courses who have a disability as defined under the Equality Act 2010.

SLC is a non-profit making government-owned organisation that administers loans and

grants to our customers in colleges and universities in the UK.

## **II.2) Description**

### **II.2.1) Title**

Disabled Students' Allowance (DSA) Supplies and Services – Geographic Lots

Lot No

Lot 2 – West Midlands, East Midlands, Wales, Northern Ireland

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

- 30213100 - Portable computers
- 30237000 - Parts, accessories and supplies for computers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
  - CA69 - Ergonomic
- 48000000 - Software package and information systems
- 30213000 - Personal computers
- 80510000 - Specialist training services
  - RC05 - In information technology
- 80533000 - Computer-user familiarisation and training services
- 85140000 - Miscellaneous health services

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

NUTS codes

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKL - Wales
- UKN - Northern Ireland

Main site or place of performance

EAST MIDLANDS (ENGLAND), WEST MIDLANDS (ENGLAND), WALES, NORTHERN IRELAND

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

SLC is seeking to establish a framework agreement with suppliers to deliver the following:

Needs Assessments – a one-to-one appointment with a specialist to determine the customers' specific needs and create their recommended support package.

Assistive Technology (AT) – the supply, delivery and set-up of specialist equipment, for example, a computer, disability-related software and / or ergonomic furniture. Suppliers will select AT items from an approved catalogue maintained by SLC.

Assistive Technology (AT) Training – training on how to use any equipment and/or software that has been recommended.

Support Services – a helpdesk to answer queries and provide information and guidance. Where repairs are necessary, process insurance and warranty claims and provide loan equipment when required. Support services also include processing any upgrades and review of needs requested.

#### **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: £100,000,000

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

Duration in months

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This contract is subject to renewal

Yes

Description of renewals

The framework will last for 36 months with the option to extend for a further 2 x 12 month periods at the buyer's discretion and subject to satisfactory service provision. Following this period the framework will be subject to a further procurement exercise.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 2

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Candidates will be selected on their demonstrable ability to deliver the core services required and their experience in delivering services to disabled customers.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further 2 x 12 month periods at the buyer's discretion and subject to satisfactory service provision

### **II.2.13) Information about European Union Funds**

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

### **II.2.14) Additional information**

DSA is a non-income assessed grant and is available to eligible higher education customers in full time, part-time, post-graduate and distance learning courses who have a disability as defined under the Equality Act 2010.

SLC is a non-profit making government-owned organisation that administers loans and

grants to our customers in colleges and universities in the UK.

## **II.2) Description**

### **II.2.1) Title**

Disabled Students' Allowance (DSA) Supplies and Services – Geographic Lots

Lot No

Lot 3 – East England, London

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

- 30213100 - Portable computers
- 30237000 - Parts, accessories and supplies for computers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
  - CA69 - Ergonomic
- 48000000 - Software package and information systems
- 30213000 - Personal computers
- 80510000 - Specialist training services
  - RC05 - In information technology
- 80533000 - Computer-user familiarisation and training services
- 85140000 - Miscellaneous health services

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

NUTS codes

- UKH - East of England
- UKI - London

Main site or place of performance

EAST OF ENGLAND,LONDON

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

SLC is seeking to establish a framework agreement with suppliers to deliver the following:

Needs Assessments – a one-to-one appointment with a specialist to determine the customers' specific needs and create their recommended support package.

Assistive Technology (AT) – the supply, delivery and set-up of specialist equipment, for example, a computer, disability-related software and / or ergonomic furniture. Suppliers will select AT items from an approved catalogue maintained by SLC.

Assistive Technology (AT) Training – training on how to use any equipment and/or software that has been recommended.

Support Services – a helpdesk to answer queries and provide information and guidance. Where repairs are necessary, process insurance and warranty claims and provide loan equipment when required. Support services also include processing any upgrades and review of needs requested.

#### **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: £100,000,000

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

Duration in months

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This contract is subject to renewal

Yes

Description of renewals

The framework will last for 36 months with the option to extend for a further 2 x 12 month periods at the buyer's discretion and subject to satisfactory service provision. Following this period the framework will be subject to a further procurement exercise.

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Envisaged minimum number: 2

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Candidates will be selected on their demonstrable ability to deliver the core services required and their experience in delivering services to disabled customers.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further 2 x 12 month periods at the buyer's discretion and subject to satisfactory service provision

#### **II.2.13) Information about European Union Funds**

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

#### **II.2.14) Additional information**

DSA is a non-income assessed grant and is available to eligible higher education customers in full time, part-time, post-graduate and distance learning courses who have a disability as defined under the Equality Act 2010.

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## **II.2) Description**

### **II.2.1) Title**

## Disabled Students' Allowance (DSA) Supplies and Services – Geographic Lots

Lot No

Lot 4 – South West England, South East England

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

- 30213100 - Portable computers
- 30237000 - Parts, accessories and supplies for computers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
  - CA69 - Ergonomic
- 48000000 - Software package and information systems
- 30213000 - Personal computers
- 80510000 - Specialist training services
  - RC05 - In information technology
- 80533000 - Computer-user familiarisation and training services
- 85140000 - Miscellaneous health services

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

NUTS codes

- UKJ - South East (England)
- UKK - South West (England)

Main site or place of performance

SOUTH EAST (ENGLAND), SOUTH WEST (ENGLAND)

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

SLC is seeking to establish a framework agreement with suppliers to deliver the following:

Needs Assessments – a one-to-one appointment with a specialist to determine the customers' specific needs and create their recommended support package.

Assistive Technology (AT) – the supply, delivery and set-up of specialist equipment, for example, a computer, disability-related software and / or ergonomic furniture. Suppliers will select AT items from an approved catalogue maintained by SLC.

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#### **II.2.6) Estimated value**

Value excluding VAT: £100,000,000

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

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Description of renewals

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Maximum number: 3

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#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further 2 x 12 month periods at the buyer's discretion and subject to satisfactory service provision.

#### **II.2.13) Information about European Union Funds**

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

#### **II.2.14) Additional information**

DSA is a non-income assessed grant and is available to eligible higher education customers in full time, part-time, post-graduate and distance learning courses who have a disability as defined under the Equality Act 2010.

SLC is a non-profit making government-owned organisation that administers loans and grants to our customers in colleges and universities in the UK.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

No applicable

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

The service will have a number of KPIs in place to manage the performance of the various elements of the service.

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Due to the expectation of the time and investment required by both SLC and suppliers in

putting in place the new service, SLC has determined to make the contract 5 years in duration in total (3 years with an option to extend by up to 2 x 1year) to allow sufficient benefit from the service to be achieved in that period.

#### **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: [2022/S 000-003278](#)

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

Date

20 May 2022

Local time

12:00pm

##### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

17 June 2022

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

English

##### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: June 2026

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Darlington:-Computer-equipment-and-supplies./RDRBE36R55>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/RDRBE36R55>

GO Reference: GO-202247-PRO-19931395

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

Student Loans Company

100 Bothwell Street

Glasgow

G2 7JD

Telephone

+44 1413062109

Country

United Kingdom