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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

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

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

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

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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.

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

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Maximum number: 3

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

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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

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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:

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Value excluding VAT: £100,000,000

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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

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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.

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.

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Value excluding VAT: £100,000,000

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Duration in months

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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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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.

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.

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)

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