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Planning

Lending Administration Solution

UK SHARED BUSINESS SERVICES LIMITED

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-010465

Procurement identifier (OCID): ocds-h6vhtk-032f7f

Published 22 April 2022, 12:25pm

Section I: Contracting authority

I.1) Name and addresses

UK SHARED BUSINESS SERVICES LIMITED

Polaris House, North Star Avenue

SWINDON

SN21FF

Contact

UKSBS DDaT

Email

ddatprocurement@uksbs.co.uk

Country

United Kingdom

Region code

UKK14 - Swindon

Internet address(es)

Main address

www.uksbs.co.uk

I.3) Communication

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

Other activity

Public Procurement

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Lending Administration Solution

Reference number

DDaT22231

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

A loan system & administration solution is required whereby one supplier could potentially cover some or all of the below processes:-

- A loan management system that is able to:

o Pay a loan in quarterly installments (Drawdown)

o Handle different interest rates, interest holidays, deferred interest

o Handle drawdowns (installments) that do not happen on the same date each quarter and variable terms of contracts.

o Produce automated customer communications including statements of account, arrears letters etc.

o Forecast interest & capital repayments based on actual and forecast drawdowns

o Produce automated reports for IUKL for different needs i.e. daily, weekly, quarterly and Adhoc

o A portal where a customer can check their loan balance, ask questions or make early repayments

o The system must be API enabled to allow connection to IUKL's existing systems.

- Know Your Customer (KYC), Anti-Money Laundering (AML) capability to run checks on directors of UK based businesses, with some directors potentially being based outside of the UK. These checks should have little burden to the end customer (company director) but should be robust enough to comply with the highest level of diligence for this activity.

- This solution could potentially be cloud-based

- A suitable level of security certification will be required i.e cyber essentials, ISO27001 - this will be determined at a later date

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

- 48900000 - Miscellaneous software package and computer systems

II.2.3) Place of performance

NUTS codes

- UKK14 - Swindon

II.2.4) Description of the procurement

Innovate UK and UKRI are looking to hold a supplier engagement day in order to explore the best options available to it's loan's business/Innovate UK Loans Limited (IUKL).

A loan system & administration solution is required whereby one supplier could potentially cover some or all of the below processes:-

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o Handle different interest rates, interest holidays, deferred interest

o Handle drawdowns (installments) that do not happen on the same date each quarter and variable terms of contracts.

o Produce automated customer communications including statements of account, arrears letters etc.

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o Produce automated reports for IUKL for different needs i.e. daily, weekly, quarterly and Adhoc

o A portal where a customer can check their loan balance, ask questions or make early repayments

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- Know Your Customer (KYC), Anti-Money Laundering (AML) capability to run checks on directors of UK based businesses, with some directors potentially being based outside of the UK. These checks should have little burden to the end customer (company director) but should be robust enough to comply with the highest level of diligence for this activity.

- This solution could potentially be cloud-based

- A suitable level of security certification will be required i.e cyber essentials, ISO27001 - this will be determined at a later date

There is also some element of managed service/administration that will need to be provided and as part of the engagement session IUKL are keen to understand the options available to the business who would be able to provide some loan administration support, including customer onboarding, doing KYC/AML checks both at onboarding but also ongoing monitoring throughout the term of the loan, registering security documentation at companies house, processing payments, producing reports, handling customer queries and sending out customer communications and repayment statements.

Another option to discuss on the supplier day is the possibility of working with a supplier who can support IUKL to take over the administration of the loans, supporting IUKL with training and the platform to use going forward.

The term for this contract is likely to be 3 years with a solution to be in place ideally by September 2022 however, a final decision on the contract length and structure will be made after the supplier day. The estimated budget for this requirement is £150,000.00 per annum excluding VAT.

The date for this pre-market engagement day is Wednesday 11th May 2022 and this will be held via a scheduled Zoom session with the time to be decided nearer the day. If you could please register your interest in attending by emailing our DDaT inbox at ddatprocurement@uksbs.co.uk by no later than 14:00pm on Friday 6th May 2022 detailing your organisations name and representatives of who will be attending on the day.

When emailing if you could please reference in the subject "DDaT22231 - Supplier engagement day". Upon registration you will be sent through a zoom code for attending the day. If you have any questions or queries regarding this supplier day or the requirement please could these be raised by Wednesday 4th May 2022.

II.3) Estimated date of publication of contract notice

30 May 2022

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

