

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010465-2022>

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): ocids-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](mailto:ddatprocurement@uksbs.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKK14 - Swindon

**Internet address(es)**

Main address

[www.uksbs.co.uk](http://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:-

- 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

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](mailto: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

