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Tender

Student Enquiry Management and Conversion Services, Admissions Enquiry Services and Student Engagement and Retention Services

London Metropolitan University

F02: Contract notice

Notice identifier: 2023/S 000-015706

Procurement identifier (OCID): ocds-h6vhtk-03d358

Published 2 June 2023, 2:04pm

Section I: Contracting authority

I.1) Name and addresses

London Metropolitan University

166-220 Holloway Road

London

Email

strategic-procurement@londonmet.ac.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.londonmet.ac.uk

I.3) Communication

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

www.in-tendhost.co.uk/londonmetuni

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.in-tendhost.co.uk/londonmetuni

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

www.in-tendhost.co.uk/londonmetuni

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Student Enquiry Management and Conversion Services, Admissions Enquiry Services and Student Engagement and Retention Services

Reference number

LMU2022-1610

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

The University seeks to appoint a supplier for student enquiry management and conversion services admissions enquiry services student engagement and retention services, for a period of 3 years with the option to extend for a further 2 x 12 month periods . The requirement has been split into the following 3 lots: Lot 1: Enquiry Management (from enquiry to point of application) and Conversion Services (from offer to point of enrolment) Lot 2: Admissions Enquiry Services (for applicants at any point in the admissions process) Lot 3: Student Engagement and Retention Services (for a proportion of enrolled students and identified as 'at risk' of dropping out) The key objectives of this contract are to increase enrolment numbers and support improvement of retention and continuation rates throughout the student lifecycle. Further information regarding the University's requirements, including a full specification, can be found within the provided tender documentation.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Enquiry Management and Conversion Services

Lot No

1

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79342300 - Customer services
- 80300000 - Higher education services
- 79342320 - Customer-care services
- 79600000 - Recruitment services
- 79342000 - Marketing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1: Enquiry Management (from enquiry to point of application) and Conversion Services (from offer to point of enrolment) Please see tender documentation for further information.

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

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

II.2) Description

II.2.1) Title

Admission Enquiry Services

Lot No

2

II.2.2) Additional CPV code(s)

- 790000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79342300 - Customer services
- 803000000 - Higher education services
- 79342320 - Customer-care services
- 796000000 - Recruitment services
- 79342000 - Marketing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2: Admissions Enquiry Services (for applicants at any point in the admissions process) Please see tender documentation for further information.

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

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

II.2) Description

II.2.1) Title

Student Engagement and Retention Services

Lot No

3

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79342300 - Customer services
- 80300000 - Higher education services

- 79342320 - Customer-care services
- 79600000 - Recruitment services
- 79342000 - Marketing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 3: Student Engagement and Retention Services (for a proportion of enrolled students and identified as 'at risk' of dropping out) Please see tender documentation for further information.

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

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

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: No

IV.2) Administrative information

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

Date

3 July 2023

Local time

3:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

3 July 2023

Local time

3:00pm

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

London Metropolitan University

London

Country

United Kingdom