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Not applicable

Enquiry Management, Conversion & Admissions Services

University of South Wales

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-019964

Procurement identifier (OCID): ocds-h6vhtk-03d78f

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Section I: Contracting authority/entity

I.1) Name and addresses

University of South Wales

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Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0315

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Enquiry Management, Conversion & Admissions Services

Reference number

1812

II.1.2) Main CPV code

- 75121000 - Administrative educational services

II.1.3) Type of contract

Services

II.1.4) Short description

Lot 1:

The supply of a service that will seek to optimise and manage both 'UK' and 'International' enquiries from prospective students and facilitate and drive a higher rate of conversion from enquiry to application and from offer to enrolment. The University anticipates that the service will be intensely utilised during key student recruitment periods, but will remain engaged throughout the year, to ensure support is available for key enquiry management and conversion activities. To achieve the above, USW anticipates that the service will work in close collaboration with in-house UK and International teams to deliver an integrated conversion plan. The University is seeking to

procure and embed this service, at pace, with all activity up and running by Early October 2023.

Lot 2:

The University also wishes to obtain a service to handle Admissions processing and associated communications that are needed post application. The successful partner will be required to support the in-house Admissions Team with decision making and associated communications across a range of key markets. In the first instance, this will be international markets but there may be a need to extend this to UK admissions processing should our business needs require this.

Consideration for extended working days and hours, including weekends is required. This may also include the Christmas and New Year period. The service will be delivered in close partnership with existing in-house teams and will be required to provide visibility of processing activity and key service metrics, through the regular provision of management information.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-017370](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Additional information

Additional information

The below information is available to inform your tender submission.

1) Volumes of enquiries to be handled annually as part of the service

We would anticipate approximately 80,000-90,000 pre applicants being managed annually as part of this service.

2) Volumes of (international) applications to be processed annually for the service (Lot 2)

We anticipate that the admissions consultants will be required to assess and make decisions on between 300 and 400 applications a week based on current demand but please note that we are looking for some degree of flexibility in the arrangement and would like to be able to adjust this according to business need.

3) Volumes of offer-holders that will require conversion in the service annually

We would expect around 40,000-45,000 offer holders to be engagement with via this service annually.