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Contract

Disabled Students' Allowance (DSA) Supplies and Services

Student Loans Company

F03: Contract award notice

Notice identifier: 2023/S 000-020881

Procurement identifier (OCID): ocds-h6vhtk-031369

Published 20 July 2023, 10:05am

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

Region code

UKC13 - Darlington

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/student-loans-company>

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.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £400,000,000

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; provision of resolution of repairs and breakages; and loan equipment when required. Support services also include processing any upgrades and review of needs requested.

II.2.5) Award criteria

Quality criterion - Name: Delivery of the DSA Process / Weighting: 5

Quality criterion - Name: Performing Needs Assessment / Weighting: 8

Quality criterion - Name: Equipment Provision & Support / Weighting: 8

Quality criterion - Name: Provision of Assistive Technology Training / Weighting: 8

Quality criterion - Name: Service Management and Administration / Weighting: 5

Quality criterion - Name: Transition Planning and Management / Weighting: 8

Quality criterion - Name: Quality and Continuous Improvement / Weighting: 6

Quality criterion - Name: Data Security / Weighting: 2

Quality criterion - Name: Lot Specific Question / Weighting: 5

Quality criterion - Name: Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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

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; provision of resolution of repairs and breakages; and loan equipment when required. Support services also include processing any upgrades and review of needs requested.

II.2.5) Award criteria

Quality criterion - Name: Delivery of the DSA Process / Weighting: 5

Quality criterion - Name: Performing Needs Assessment / Weighting: 8

Quality criterion - Name: Equipment Provision & Support / Weighting: 8

Quality criterion - Name: Provision of Assistive Technology Training / Weighting: 8

Quality criterion - Name: Service Management and Administration / Weighting: 5

Quality criterion - Name: Transition Planning and Management / Weighting: 8

Quality criterion - Name: Quality and Continuous Improvement / Weighting: 6

Quality criterion - Name: Data Security / Weighting: 2

Quality criterion - Name: Lot Specific Question / Weighting: 5

Quality criterion - Name: Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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 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: 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; provision of resolution of repairs and breakages; and loan equipment when required. Support services also include processing any upgrades and review of needs requested.

II.2.5) Award criteria

Quality criterion - Name: Delivery of the DSA Process / Weighting: 5

Quality criterion - Name: Performing Needs Assessment / Weighting: 8

Quality criterion - Name: Equipment Provision & Support / Weighting: 8

Quality criterion - Name: Provision of Assistive Technology Training / Weighting: 8

Quality criterion - Name: Service Management and Administration / Weighting: 5

Quality criterion - Name: Transition Planning and Management / Weighting: 8

Quality criterion - Name: Quality and Continuous Improvement / Weighting: 6

Quality criterion - Name: Data Security / Weighting: 2

Quality criterion - Name: Lot Specific Question / Weighting: 5

Quality criterion - Name: Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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 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; provision of resolution of repairs and breakages; and loan equipment when required. Support services also include processing any upgrades and review of needs requested.

II.2.5) Award criteria

Quality criterion - Name: Delivery of the DSA Process / Weighting: 5

Quality criterion - Name: Performing Needs Assessment / Weighting: 8

Quality criterion - Name: Equipment Provision & Support / Weighting: 8

Quality criterion - Name: Provision of Assistive Technology Training / Weighting: 8

Quality criterion - Name: Service Management and Administration / Weighting: 5

Quality criterion - Name: Transition Planning and Management / Weighting: 8

Quality criterion - Name: Quality and Continuous Improvement / Weighting: 6

Quality criterion - Name: Data Security / Weighting: 2

Quality criterion - Name: Lot Specific Question / Weighting: 5

Quality criterion - Name: Presentation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

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 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

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](#)

Section V. Award of contract

Contract No

2021-TR-0056

Lot No

1

Title

Disabled Students' Allowance (DSA) Supplies and Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2023

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Study Tech Limited

Equilibrium House, Mansion Close, Moulton Park Industrial Estate

Northampton

NN3 6RU

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

14762480

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £100,000,000

Total value of the contract/lot: £100,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section V. Award of contract

Contract No

2021-TR-0056-2

Lot No

2

Title

Disabled Students' Allowance (DSA) Supplies and Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 July 2023

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Capita Business Services Limited

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £100,000,000

Total value of the contract/lot: £100,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section V. Award of contract

Contract No

2021-TR-0056-3

Lot No

3

Title

Disabled Students' Allowance (DSA) Supplies and Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 July 2023

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Capita Business Services Limited

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £100,000,000

Total value of the contract/lot: £100,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section V. Award of contract

Contract No

2021-TR-0056-4

Lot No

4

Title

Disabled Student Allowances' (DSA) Supplies and Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2023

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Study Tech Limited

Equilibrium House, Mansion Close, Moulton Park Industrial Estate

Northampton

NN3 6RU

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

14762480

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £100,000,000

Total value of the contract/lot: £100,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section VI. Complementary information

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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=768717239>

GO Reference: GO-2023720-PRO-23449616

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