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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): ocids-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](mailto: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

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## **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.

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## **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](#)

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## **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



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## **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

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## **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

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## **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

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## **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