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Tender

019/2023T International Student Enquiry and Enrolment Service

University of the West of England

F02: Contract notice

Notice identifier: 2023/S 000-022221

Procurement identifier (OCID): ocids-h6vhtk-03ebce

Published 31 July 2023, 4:04pm

Section I: Contracting authority

I.1) Name and addresses

University of the West of England

Coldharbour Lane

Bristol

BS16 1QY

Contact

Joe Stock

Email

purchasing@uwe.ac.uk

Country

United Kingdom

NUTS code

UKK11 - Bristol, City of

Internet address(es)

Main address

www.uwe.ac.uk

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://in-tendhost.co.uk/he.aspx/Home>

Additional information can be obtained from the above-mentioned address

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

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

019/2023T International Student Enquiry and Enrolment Service

Reference number

UWE/2023/019T

II.1.2) Main CPV code

- 79600000 - Recruitment services

II.1.3) Type of contract

Services

II.1.4) Short description

The University requires an International Enquiry Services Management provider for enquirer/pre-applicant and offers made conversion. Providing enquiry management and offers made conversion activity to support international and EU prospects and applicants using multiple communication channels. This will include University defined KPI's on turnaround and follow up lead times alongside managing opt-out requests.

II.1.5) Estimated total value

Value excluding VAT: £2,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79600000 - Recruitment services

II.2.3) Place of performance

NUTS codes

- UKK11 - Bristol, City of

II.2.4) Description of the procurement

International Enquiry Services Management provider for enquirer/pre-applicant and offers made conversion. Providing enquiry management and offers made conversion activity to support international and EU prospects and applicants using multiple communication channels. This will include University defined KPI's on turnaround and follow up lead times alongside managing opt-out requests.

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

36

This contract is subject to renewal

Yes

Description of renewals

Two x 12 month contract extensions.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2018/S 192-434269](#)

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

Date

7 September 2023

Local time

2:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

7 September 2023

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

Procurement documents are available at: <https://in-tendhost.co.uk/he.aspx/Home>

VI.4) Procedures for review

VI.4.1) Review body

University of the West of England

Frenchay Campus, Coldharbour Lane

Bristol

BS16 1QY

Country

Afghanistan