

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/022948-2021>

Contract

University of St Andrews: Finance - Student Payment Services

University of St Andrews

F03: Contract award notice

Notice identifier: 2021/S 000-022948

Procurement identifier (OCID): ocids-h6vhtk-0296d0

Published 15 September 2021, 3:25pm

Section I: Contracting authority

I.1) Name and addresses

University of St Andrews

Walter Bower House, Eden Campus

Guardbridge

KY16 0US

Contact

Adrian Wood

Email

procurement@st-andrews.ac.uk

Telephone

+44 1334462523

Country

United Kingdom

NUTS code

UKM72 - Clackmannanshire and Fife

Internet address(es)

Main address

<http://www.st-andrews.ac.uk/procurement/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00111

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

University of St Andrews: Finance - Student Payment Services

Reference number

FIN/260221/AM/SL

II.1.2) Main CPV code

- 66115000 - International payment transfer services

II.1.3) Type of contract

Services

II.1.4) Short description

The University currently collects Visa and Mastercard accommodation and tuition fees via the WPM Education platform; this activity is specifically excluded from this tender process. However, there is a large value of payments by bank transfer that are received directly into the University bank account, which then requires manual posting and reconciling to the student account.

The University also currently partners with a specialist provider for the collection of payments. The tender therefore consists of this and the above bank transfer activity, with a view to expanding the range of alternative payment methods, including such as China Union Pay, WeChat, Alipay, as well as standard international bank transfers. Note that accepting payments by card is not a requirement of this tender process but may be considered in the future. Current values and volumes can be found in Appendix 1 below.

The main drivers behind this tender have been identified as process efficiency, performance improvement, improved utilisation of staff resources, improved staff satisfaction and improved student (customer) experience.

The project team have identified their priorities as

- Offers a range of international payment methods including bank transfer. Allow flexible payment options (value and frequency (instalments)). Is a GLOBAL system which is compatible with CHINA.

- Direct interface into the student records system, SITS, and a full end to end payment process. The system should facilitate payments for tuition, accommodation and other.
- Easy for ALL students to use. Web based system. Clear and transparent FX rates and charges.
- Has an easy refund process (internally and externally), good reporting functionality and is a stable platform which is secure, scalable and can cope with demand.
- System can be maintained locally with good customer support and a dedicated relationship manager.
- Offers the best Value for Money (price) for St Andrews and its students.

The new system must be able to collect payments for the following:

- Tuition deposits, part payments (instalments) and full payments
- Accommodation part payments (instalments) and full payments
- Other fees – e.g., Summer courses for 16/17-year-olds

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £1,454,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM72 - Clackmannanshire and Fife

Main site or place of performance

UK-St Andrews

II.2.4) Description of the procurement

The University currently collects Visa and Mastercard accommodation and tuition fees via

the WPM Education platform; this activity is specifically excluded from this tender process. However, there is a large value of payments by bank transfer that are received directly into the University bank account, which then requires manual posting and reconciling to the student account.

The University also currently partners with a specialist provider for the collection of payments. The tender therefore consists of this and the above bank transfer activity, with a view to expanding the range of alternative payment methods, including such as China Union Pay, WeChat, Alipay, as well as standard international bank transfers. Note that accepting payments by card is not a requirement of this tender process but may be considered in the future. Current values and volumes can be found in Appendix 1 below.

The main drivers behind this tender have been identified as process efficiency, performance improvement, improved utilisation of staff resources, improved staff satisfaction and improved student (customer) experience.

The project team have identified their priorities as

- Offers a range of international payment methods including bank transfer. Allow flexible payment options (value and frequency (instalments)). Is a GLOBAL system which is compatible with CHINA.
- Direct interface into the student records system, SITS, and a full end to end payment process. The system should facilitate payments for tuition, accommodation and other.
- Easy for ALL students to use. Web based system. Clear and transparent FX rates and charges.
- Has an easy refund process (internally and externally), good reporting functionality and is a stable platform which is secure, scalable and can cope with demand.
- System can be maintained locally with good customer support and a dedicated relationship manager.
- Offers the best Value for Money (price) for St Andrews and its students.

The new system must be able to collect payments for the following:

- Tuition deposits, part payments (instalments) and full payments
- Accommodation part payments (instalments) and full payments
- Other fees – e.g., Summer courses for 16/17-year-olds

The Appointee

Service providers must be authorised to provide international payment services in the United Kingdom and be subject to regulation by the Financial Conduct Authority.

Service providers must have an appropriate level of experience in providing student payment services on a scale similar to that of the University, for public bodies, and should provide such information as confidentiality will allow this to be demonstrated.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

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.2.14) Additional information

All tenders for the University of St Andrews are administered through our eTendering System (InTend). To Express an Interest please go to our tender website at <https://intendhost.co.uk/universityofstandrews>

Please note that 'Notes of Interest' placed via PCS (Public Contracts Scotland) are not automatically accepted.

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: [2021/S 000-003944](#)

Section V. Award of contract

Contract No

FIN/260221/AM/SL

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 July 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

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

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Western Union Business Solutions

65 Kingsway

London

WC2B 6TD

Telephone

+44 8000960172

Country

United Kingdom

NUTS code

- UKM72 - Clackmannanshire and Fife

The contractor is an SME

No

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

Total value of the contract/lot: £1,454,000

Section VI. Complementary information

VI.3) Additional information

All tenders for the University of St Andrews are administered through our eTendering System (InTend). To Express an Interest please go to our tender website at <https://intendhost.co.uk/universityofstandrews>

Please note that 'Notes of Interest' placed via PCS (Public Contracts Scotland) are not automatically accepted.

(SC Ref:667383)

VI.4) Procedures for review

VI.4.1) Review body

Dundee Sheriff Court

6 West Bell Street

Dundee

DD1 9AD

Telephone

+44 1382229961

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The University of St Andrews will incorporate a minimum of 10 calendar day standstill period at the point of information on the award of the contract being communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Applicants have 2 working days from the notification of the award decision to request additional debriefing and that information has to be provided a minimum of 3 working days before the expiry of the standstill period. Such additional information should be requested from The University of St Andrews.

If an appeal regarding the award of contract has not been successfully resolved The Public Contracts (Scotland) Regulations 2012 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rule to take action in the Sheriff Court or Court of Session.

The anticipated review body in such cases would be:

Dundee Sheriff Court

6 West Bell Street

Dundee

DD1 9AD

Telephone: +44 1382 229 961

Anyone bringing court proceedings against the University of St Andrews must inform the University of St Andrews in advance of the alleged breach and its intention to bring proceedings. Any such action must be brought within 15 days of the date on which a decision is sent to them or published to challenge that decision.

Proceedings seeking an ineffectiveness order must be brought within 30 days of the publication of the contract award notice in the OJEU, or 30 days from the date of a decision letter to all tenderers concerned, and any candidates concerned, containing a summary of the reason for the recipient being unsuccessful, otherwise 6 months from the date of entering into the contract or concluding the framework agreement.

Where a contract has not been entered into the Court may, by interim order, suspend the procurement procedure. The court may also set aside a decision or actions taken by the University or order it to amend and document; and/or award damages. However, by express requirement the court may decide not to grant an interim order when the negative consequences of such an order are likely to outweigh the benefits, having regard to a number of considerations.

If the contract has been entered into the Court may, depending on the nature of the breach: make an ineffectiveness order; impose a financial penalty; shorten the duration of the contract; make any other order considered appropriate to address the consequences of ineffectiveness or shortening the duration or the contract; award damages.