

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024013-2023>

Contract

International Student Conversion including Admissions Support

University of Ulster

F03: Contract award notice

Notice identifier: 2023/S 000-024013

Procurement identifier (OCID): ocds-h6vhtk-03ce66

Published 16 August 2023, 11:52am

Section I: Contracting authority

I.1) Name and addresses

University of Ulster

Block X Room X031, Cromore Road

Coleraine

BT52 1SA

Email

cs.houston@ulster.ac.uk

Telephone

+44 2870123132

Country

United Kingdom

Region code

UKN - Northern Ireland

National registration number

NIC100166

Internet address(es)

Main address

www.ulster.ac.uk

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

International Student Conversion including Admissions Support

Reference number

project_27572

II.1.2) Main CPV code

- 80300000 - Higher education services

II.1.3) Type of contract

Services

II.1.4) Short description

International Student Conversion including Admissions Support

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: £900,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79411100 - Business development consultancy services
- 79500000 - Office-support services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The University is seeking to establish a contract with a Contractor for the provision of conversion services including admission support and processing for prospective international students at both undergraduate and postgraduate levels. The Contractor shall engage with and support prospective students, applicants and offer holders via targeted, personalised communications to optimise conversion at each stage of the potential student's application journey.

II.2.5) Award criteria

Quality criterion - Name: Methodology for Implementation and Service Delivery / Weighting: 21

Quality criterion - Name: Management and Reporting / Weighting: 8.4

Quality criterion - Name: Contract Management / Weighting: 8.4

Quality criterion - Name: Offer Conversion / Weighting: 14

Quality criterion - Name: Admissions Support and Processing / Weighting: 14

Quality criterion - Name: Social Value / Weighting: 4.2

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for two (2) years initially, with an option to extend for any periods up to and including twenty-four (24) months.

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

The estimated total value stated above in Section II.1.7 includes the initial 2-year contract period and the option to extend the contract for any periods up to and including 24 months.

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: [2023/S 000-014550](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 August 2023

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Uni-Quest Ltd

77 Sidney Street

Sheffield

S1 4RG

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £900,000

Total value of the contract/lot: £900,000

Section VI. Complementary information

VI.3) Additional information

It is anticipated the contract will commence on 1 August 2023.

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice in Northern Ireland

Royal Courts of Justice, Chichester Street

Belfast

BT1 3JY

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The University incorporated a minimum 10 calendar days standstill period at the point information on award of the contract was communicated to all tenderers. The standstill period provided time for unsuccessful tenderers to challenge the award decision before the contract was entered into. The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (Northern Ireland).