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Tender

Enquiries and Admissions - Enquiry Capture & Conversion Service

University of South Wales

F02: Contract notice

Notice identifier: 2021/S 000-030759

Procurement identifier (OCID): ocids-h6vhtk-02ff9e

Published 10 December 2021, 9:04am

Section I: Contracting authority

I.1) Name and addresses

University of South Wales

Procurement Manager University of South Wales, Finance Dept, Llantwit Road

Pontypridd

CF37 1DL

Contact

Sharon Jenkins

Email

sharon.jenkins@southwales.ac.uk

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<https://www.southwales.ac.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0315

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://sell2wales.gov.wales>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://sell2wales.gov.wales>

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

Enquiries and Admissions - Enquiry Capture & Conversion Service

Reference number

Tender No1726

II.1.2) Main CPV code

- 75121000 - Administrative educational services

II.1.3) Type of contract

Services

II.1.4) Short description

The University, whilst still responding to the changing needs of the Covid-19 pandemic is embarking on a period of significant technological development involving several systems that operate across the student journey. Given this important juncture, it will be important to protect BAU recruitment activity, de-risk the programme of systems transformation and take every opportunity to gain ground and so the introduction of a 'recruitment partner' at this time is key to our effective operation.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75121000 - Administrative educational services
- 80300000 - Higher education services

II.2.3) Place of performance

NUTS codes

- UKL15 - Central Valleys

II.2.4) Description of the procurement

The University, whilst still responding to the changing needs of the Covid-19 pandemic is embarking on a period of significant technological development involving several systems that operate across the student journey. Given this important juncture, it will be important

to protect BAU recruitment activity, de-risk the programme of systems transformation and take every opportunity to gain ground and so the introduction of a 'recruitment partner' at this time is key to our effective operation.

Tenders are being invited for the supply of a service that will seek to optimise and manage both 'UK' and 'International' enquiries from prospective students and facilitate and drive a higher rate of conversion from enquiry to application and ultimately from application to enrolment. The University anticipates that the service will be intensely utilised during key student recruitment periods, but will remain engaged throughout the year, to ensure support is available for key enquiry management and conversion activities. To achieve the above, USW anticipates that the service will work in close collaboration with in-house UK and International 'Enquiries & Admissions,' 'Marketing and Student Recruitment', and where appropriate colleagues from 'USW International', to signpost conversion opportunity and alleviate resource pressure points, enabling the team to focus on application processing and decision-making activity. The University is seeking to procure and embed this service, at pace, in order to realise the greatest enrolment impact in the recruitment intakes from September 2021 onward.

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

20

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

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

Date

17 January 2022

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

17 January 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=116668.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

The University will be looking at ways that even more value may be obtained and would like to seek community benefits from this tender. Examples of the kind of benefits / opportunities that we would like to see are, for example, e.g. lectures, guest speaker slots, scholarships or perhaps student placements or internships.

When submitting your tender, you will need to submit a plan in a separate word document of how you would anticipate delivering any benefits through this contract. The community benefits will not be scored or evaluated but will be included as a condition of contract with the successful supplier.

(WA Ref:116668)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom