This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/031287-2023">https://www.find-tender.service.gov.uk/Notice/031287-2023</a>

Contract

# 019/2023T International Student Enquiry and Enrolment Service

University of the West of England

F03: Contract award notice

Notice identifier: 2023/S 000-031287

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

Published 24 October 2023, 9:56am

# **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.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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £2,500,000

## 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

#### 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 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 000-022221

#### Section V. Award of contract

#### **Contract No**

UWE/019/2023T

#### **Title**

International Student Enquiry & Enrolment Service

A contract/lot is awarded: Yes

## V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

24 October 2023

#### V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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: 1

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

• UKK11 - Bristol, City of

National registration number

08640061

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: £2,500,000

Total value of the contract/lot: £2,600,000

# **Section VI. Complementary information**

# 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