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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): ocids-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