

United Kingdom-Glasgow: Research services
OJ S 37/2020 21/02/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Student Loans Company

Postal address: 100 Bothwell Street

Town: Glasgow

NUTS code: UK United Kingdom

Postal code: G2 7JD

Country: United Kingdom

Contact person: Alesia Milton

E-mail: alesia_milton@slc.co.uk

Telephone: +44 1412433217

Internet address(es):

Main address: <https://www.gov.uk/government/organisations/student-loans-company>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Research-services./63J749HQVM>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Research-services>

Tenders or requests to participate must be submitted to the abovementioned address

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

User Experience Testing Labs and Participants

Reference number: 2018-SLC-095

II.1.2. Main CPV code

73110000 Research services

II.1.3. Type of contract

Services

II.1.4. Short description

The SLC is seeking to appoint an agency to recruit a range of participants to take part in regular user research and testing sessions for digital services being developed by the SLC. The research will usually be face to face usability testing, however other methods of research may feature in our plans. Additionally SLC require the agency to provide labs for the testing sessions across the UK. All sessions will be facilitated and managed by SLC staff. The requirement is for labs and recruitment of participants and only.

II.1.5. Estimated total value

Value excluding VAT: 600 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: UNITED KINGDOM.

II.2.4. Description of the procurement

The SLC is seeking to appoint an agency to recruit a range of participants to take part in regular user research and testing sessions for digital services being developed by the SLC. The research will usually be face to face usability testing, however other methods of research may feature in our plans. Additionally SLC require the agency to provide labs for the testing sessions across the UK. All sessions will be facilitated and managed by SLC staff. The requirement is for labs and recruitment of participants and only.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Technical response / Weighting: 60

Cost criterion - Name: Commercial response / Weighting: 40

II.2.6. Estimated value

Value excluding VAT: 600 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

After the initial 24 months there will be 2 x 12 month extension periods subject to satisfactory performance and budget availability.

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

II.2.14. Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/63J749HQVM>

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.1.3. Information about a framework agreement or a dynamic purchasing system

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: 20/03/2020 Local time: 15:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

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

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 20/03/2020 Local time: 15:15

Place:

100 Bothwell Street, Glasgow.

Information about authorised persons and opening procedure: The tenders will be opened by SLC Contracts Specialist Alesia Milton and Category Manager Nichola Bruce through the delta-eSourcing portal at SLC Head Office 100 Bothwell Street, Glasgow G2 7JD.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Research-services./63J749HQVM>

To respond to this opportunity, please click here: <https://www.delta-esourcing.com/respond/63J749HQVM>

Go reference: GO-2020218-PRO-16014491

VI.4. Procedures for review

VI.4.1. Review body

Official name: Royal Courts of Justice

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 207947600

VI.4.2. Body responsible for mediation procedures

Official name: Student Loans Company Ltd

Town: Glasgow

Postal code: G2 7JD

Country: United Kingdom

Telephone: +44 1413062000

VI.5. Date of dispatch of this notice

18/02/2020