

United Kingdom-Glasgow: Research services
OJ S 83/2020 28/04/2020
Contract award 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.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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 600 000,00 GBP

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

Quality criterion - Name: Technical response / Weighting: 60

Cost criterion - Name: Commercial response / Weighting: 40

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 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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 037-088812](https://eur-lex.europa.eu/eli/s/2020/S_037-088812)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9.

Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 2018-SLC-095

Title:

User Experience Testing Labs and Participants

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/04/2020

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Cragg Ross Dawson Ltd trading as CRD Research

National registration number: 01793522

Postal address: 97 St Leonards Road

Town: London

NUTS code: UKI London

Postal code: SW14 7BL

Country: United Kingdom

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 600 000,00 GBP

V.2.5. Information about subcontracting

Section V: Award of contract

A contract/lot is awarded: yes

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Section VI: Complementary information

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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=489892736>

GO Reference: GO-2020424-PRO-16433491

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 Limited

Town: Glasgow

Postal code: G2 7JD

Country: United Kingdom

Telephone: +44 1413062000

VI.5. Date of dispatch of this notice

24/04/2020