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Tender

Student out of Hours Wellbeing Support

University of Worcester

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-002631

Procurement identifier (OCID): ocds-h6vhtk-060497

Published 13 January 2026, 12:32pm

Scope

Reference

UOW975

Description

The service is required to provide a point of contact for students who need support when the University's daytime support service is not available. This will include providing a crisis service. This will be required on weekends and weekdays from 4.30pm until 8.30am the following day.

The service must be free for students to access and use. It must provide a quick response within one minute and students must have immediate access to a counsellor and not be directed through a triage system. Counsellors must be able to provide support by telephone and text. You should provide an interpretation service or language assistance for students who are not native English speakers. Hindi, Nigerian and Nepalese are our most commonly spoken foreign languages.

Counsellors should be BACP qualified or equivalent to level 4 or above with supervision in line with BACP recommendations.

You should have safeguarding procedures in place for situations involving children and vulnerable adults and protocols in place to handle high risk students including risk assessments with escalation procedures for crisis situations.

The service must validate each service user to ensure only eligible university students utilise the service. Supplier responses should include details of how that will be achieved along with any salient options.

Total value (estimated)

- £0 including VAT

Below the relevant threshold

Contract dates (estimated)

- 10 March 2026 to 9 March 2029
- Possible extension to 9 March 2031
- 5 years

Description of possible extension:

2 x 12 month

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services

- 85312320 - Counselling services

Submission

Tender submission deadline

4 February 2026, 12:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/universityofworcester>

Tenders may be submitted electronically

Yes

Award criteria

quality 70% - price 30%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

<https://in-tendhost.co.uk/universityofworcester>

Contracting authority

University of Worcester

- Public Procurement Organisation Number: PYJR-8772-LLDP

Henwick Grove

Worcester

WR2 6AJ

United Kingdom

Contact name: kathy Preece

Email: uwtenders@worc.ac.uk

Website: <http://www.worcester.ac.uk/>

Region: UKG12 - Worcestershire

Organisation type: Public authority - sub-central government