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Tender

## **2324-12-SLS-JB Disabled Student Support Worker Services**

Sheffield Hallam University

F02: Contract notice

Notice identifier: 2024/S 000-006487

Procurement identifier (OCID): ocds-h6vhtk-044437

Published 29 February 2024, 10:47am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Sheffield Hallam University

City Campus, Howard Street

SHEFFIELD

S11WB

#### **Contact**

Procurement Team

#### **Email**

[strategicprocurement@shu.ac.uk](mailto:strategicprocurement@shu.ac.uk)

#### **Telephone**

+44 1142253431

#### **Country**

United Kingdom

**Region code**

UKE32 - Sheffield

**UK Register of Learning Providers (UKPRN number)**

10005790

**Internet address(es)**

Main address

<https://www.shu.ac.uk>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.in-tendhost.co.uk/sheffieldhallamuniversity>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.in-tendhost.co.uk/sheffieldhallamuniversity>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

2324-12-SLS-JB Disabled Student Support Worker Services

Reference number

2324-12-SLS-JB

#### **II.1.2) Main CPV code**

- 80340000 - Special education services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The University is required under the Equality Act to provide reasonable adjustments to support disabled students in reaching their potential. The Disabled Student Support Team comprises of an advisory, assistive technology and administration team. It is part of the Student Support Services team based within the Student and Academic Support directorate. Working as part of a wider network, we offer timely, accurate, and confidential information, along with advice, guidance, and resources to remove barriers to learning. We are seeking to establish an agreement with a suitable preferred supplier who can provide a high-quality, fully managed service for Disabled Student Support Workers for students studying at Sheffield Hallam University for the academic year 2024-25 onwards.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,166,666

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 80430000 - Adult-education services at university level

- 85312400 - Welfare services not delivered through residential institutions
- 98334000 - Wellness services

### **II.2.3) Place of performance**

NUTS codes

- UKE32 - Sheffield

Main site or place of performance

Sheffield

### **II.2.4) Description of the procurement**

We have existing suppliers in place for the delivery of disabled student support workers for students with support needs identified and funded by Sheffield Hallam University. These current arrangements are with Clear Links Support and Cosmic People and expire end of July 2024.

Our current suppliers have confirmed that in their view none of their employees will be subject to TUPE. However, it is recommended tenderers should make their own enquires as Sheffield Hallam University cannot be held responsible for any inaccuracies.

Suppliers must be listed on the Student Finance England list of Non-Medical Helpers Suppliers and meet the Auditing and Quality Assurance Arrangements set by Student Finance England (SFE). They should also be members of The Association of Non-Medical Help Providers and follow their Membership Charter.

Support covers students with a wide range of difficulties including specific learning

difficulties such as dyslexia and dyspraxia; autism spectrum conditions; sensory difficulties

such as vision and hearing loss, physical and mobility difficulties, mental health, and long-term health conditions. Support workers are expected to work within the role descriptors and meet requirements of the Department for Education mandatory qualification and professional body membership requirements to deliver Disabled Students' Allowance (DSA) fundable Non-Medical Help (NMH) roles .

Recruitment & Training

Support workers should undergo an appropriate recruitment process including induction and DBS checks (where required). The supplier must ensure that support workers have

relevant qualifications as set out in the Non-Medical Help (NMH) - DfE qualification and professional body membership requirements document.

The supplier will be responsible for ensuring support workers have training on:

- Their Management System
- Confidentiality and data protection
- Disability Awareness
- Role specific training where needed
- Safeguarding and risk management

Types of support

The successful supplier will be able to provide support across the following areas:

Band 1 - Support Assistants

Support Workers that carry out these roles must have the skills and competence to provide support in the following areas:

- Providing practical support around the campus
- Reading aloud
- Scribing

Roles which might provide this support include:

- Practical Support Assistant
- Reader
- Scribe
- Sighted Guide
- Exam Support Worker - reader, scribe or prompt

Band 2 - Enhanced Support Assistants

These are support activities which require an enhanced level of skill, knowledge and training to

Band 1 activities. The role of an enhanced support assistant is generally to support students to develop their independence and autonomy in HE, for example by providing support with issues such as time keeping, organisational skills etc. and can be supplemented by practical support for example library support, workshop support etc. Roles which might provide this support include:

- Study Assistant
- Notetaker

### Bands 3 & 4 - Specialist Support

These roles require specialist qualifications and extensive previous experience. They broadly require support workers to help students to develop effective skills and strategies to work in a higher education context in the presence of their condition.

Roles which might provide this support include:

- Specialist Mentor (MH or ASC)
- Specialist one-to-one Study Skills and Strategy Support (ASC or SpLD)
- Specialist Support Professional (Deaf or VI)

### **II.2.5) Award criteria**

Quality criterion - Name: Mobilisation / Weighting: 5

Quality criterion - Name: Support procedures / Weighting: 5

Quality criterion - Name: Quality service / Weighting: 10

Quality criterion - Name: Social value / Weighting: 5

Quality criterion - Name: Communications / Weighting: 10

Quality criterion - Name: Student experience / Weighting: 10

Quality criterion - Name: Performance / Weighting: 5

Quality criterion - Name: Complaints / Weighting: 5

Quality criterion - Name: Student satisfaction and improvements / Weighting: 5

Price - Weighting: 40%

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

The contract is expected to commence on 1st August 2024 and run for 3 years, with an option to extend by a further 3 years, subject to satisfactory performance.

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

The contract is expected to commence on 1st August 2024 and run for 3 years, with an option to extend by a further 3 years, subject to satisfactory performance.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

This information can be found within the tender documents

#### **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

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

3 April 2024

Local time

11:00am

#### **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: 4 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

3 April 2024

Local time

11:05am

## **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.4) Procedures for review**

#### **VI.4.1) Review body**

Sheffield Hallam University

Sheffield

S1 1WB

Country

United Kingdom