

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007956-2024>

Tender

Student Assistance Programme (March 2024)

University of Hertfordshire Higher Education Corporation

F02: Contract notice

Notice identifier: 2024/S 000-007956

Procurement identifier (OCID): ocds-h6vhtk-0447f6

Published 13 March 2024, 9:54am

Section I: Contracting authority

I.1) Name and addresses

University of Hertfordshire Higher Education Corporation

MacLaurin Building, 4 Bishops Square

Hatfield

AL10 8NE

Email

procurement-professionalservices@herts.ac.uk

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

<https://www.in-tendhost.co.uk/universityofhertfordshire.aspx/Home>

Buyer's address

<https://www.in-tendhost.co.uk/universityofhertfordshire.aspx/Home>

I.3) Communication

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

<https://www.in-tendhost.co.uk/universityofhertfordshire.aspx/Home>

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/universityofhertfordshire.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.in-tendhost.co.uk/universityofhertfordshire.aspx/Home>

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

Student Assistance Programme (March 2024)

Reference number

23026

II.1.2) Main CPV code

- 85147000 - Company health services

II.1.3) Type of contract

Services

II.1.4) Short description

The University of Hertfordshire is conducting a tender exercise in order to set up a contract with the successful bidder for the provision of a Student Assistance Programme to support students' wellbeing. It is anticipated that the contract will be awarded for a contract duration of up to three (3) years subject on satisfactory performance. The contract will be reviewed by the University on the annual yearly renewal to assess supplier performance and its requirements. If satisfactory, with agreement by both parties, then the contract will continue on an annual basis up to a maximum of three (3) years. All the Universities Policies and Regulations relating to information, security, data management, systems and services, will apply to all contracts resulting from this tender.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

- 85100000 - Health services
- 85147000 - Company health services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

The University is sourcing a supplier to provide a Student Assistance Programme. This service will be provided to an estimated 30 000 students within the University. The services within the Student Assistance Programme are listed below:- Comprehensive 24/7 in the moment support over telephone/ online platforms, offering practical information and emotional support including (but not limited to):- Counselling and emotional support:- Family issues- Bereavement- Trauma- Relationship issues- Stress related conditions- Tax information- Money management and debt support- Personal legal information- Medical information (available Monday to Friday, between 9 am and 5 pm).- Up to six structured telephone/online counselling sessions, per issue per student.- Up to six face-to-face counselling sessions, per issue per student.- Online health and wellbeing portal which provides access to extensive well being resources including videos and webinars.- Access to a mobile app, which provides a wealth of resources including mood trackers, mini health checks, four week plans and direct access to the Student Assistance Programme.- Electronic Management information accessible by the University and upon request.- Electronic promotional materials with hard copy available upon request.- Monthly wellbeing newsletter.- Counsellors available that speak different languages.- CBT Courses for University Students.- Affiliate Counsellors available upon request.- Robust assessment and referral process.- Robust risk escalation and referral process.- Account Manager, Clinical Lead and Customer support staff.- Online 'live chat' facility.- Scope to provide phone/online support to students outside of the UK.- Clinical discussions regarding referrals where required by the University's Student Wellbeing clinical leads. Note: additional services may be added during the contract duration.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £300,000

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

Duration in months

36

This contract is subject to renewal

No

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

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

Professional qualifications and experience of staff to perform contract requirements

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.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

12 April 2024

Local time

12:00pm

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

Tender must be valid until: 31 August 2024

IV.2.7) Conditions for opening of tenders

Date

12 April 2024

Local time

12:00pm

Place

University of Hertfordshire

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 3 years

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

Crown Commercial Services

Liverpool

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Reviews must be submitted in the ten day standstill period

VI.4.4) Service from which information about the review procedure may be obtained

University of Hertfordshire Higher Education Corporation

Hatfield

Country

United Kingdom

