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Tender

## **Student Support Services “Be Well Talk Now”**

University of Bath

Student Support Services “Be Well Talk Now”

F02: Contract notice

Notice identifier: 2024/S 000-013931

Procurement identifier (OCID): ocids-h6vhtk-045634

Published 30 April 2024, 4:05pm

## **Section I: Contracting authority**

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

University of Bath

University of Bath, Manvers Street

UK-Bath: Counselling services.

BA2 7AY

### **Contact**

Liam Kilawee

### **Email**

[l.kilawee@bath.ac.uk](mailto:l.kilawee@bath.ac.uk)

### **Telephone**

+44 1225385634

**Country**

United Kingdom

**Region code**

UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

**National registration number**

United Kingdom

**Internet address(es)**

Main address

<https://www.bath.ac.uk/legal-information/trading-with-the-university-of-bath/>

Buyer's address

<https://www.bath.ac.uk/legal-information/trading-with-the-university-of-bath/>

**I.1) Name and addresses**

Student Support Services “Be Well Talk Now”

Finance and Procurement

UK-Bath: Counselling services.

BA11JW

**Email**

[l.kilawee@bath.ac.uk](mailto:l.kilawee@bath.ac.uk)

**Telephone**

+44 1225385634

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## **I.2) Information about joint procurement**

The contract involves joint procurement

## **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-UK-Bath:-Counselling-services.-:Counselling-services./79739B2JP4>

Additional information can be obtained from the above-mentioned address

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

## **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**

Student Support Services “Be Well Talk Now”

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

- 85312320 - Counselling services

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

Services

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

The University of Bath has had a relationship with the current provider since 2019, providing a 24/7 telephone and live chat advice line for students, locally branded as ‘Be Well Talk Now’ (more information online: <https://www.bath.ac.uk/campaigns/be-well-talk-now/>).

This arrangement is in need of review and this brief lists the requirements from a service to take effect from the beginning of the 24/25 academic year.

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

Value excluding VAT: £120,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Main site or place of performance

Bath and North East Somerset, North Somerset and South Gloucestershire

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

To provide a 24/7 phone line for students to seek both in the moment Mental Health and Wellbeing Support as well as Generalist Advice

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

Quality criterion - Name: Service Provision (Quality) / Weighting: 80.00%

Cost criterion - Name: Service Fees and Associated Costs / Weighting: 20.00%

#### **II.2.6) Estimated value**

Value excluding VAT: £120,000

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

Duration in months

24

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **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

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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

4 June 2024

Local time

2:00pm

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

Estonian

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

Date

4 June 2024

Local time

2:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

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

<https://www.delta-esourcing.com/tenders/UK-UK-UK-Bath:-Counselling-services.-:Counselling-services./79739B2JP4>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/79739B2JP4>

GO Reference: GO-2024430-PRO-25908674

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

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

University of Bath

University of Bath

UK-Bath: Counselling services.

BA2 7AY

Email

[l.kilawee@bath.ac.uk](mailto:l.kilawee@bath.ac.uk)

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