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Tender

## **PURCH2651 Provision of a Framework for Employee & Student Assistance and Counselling Support Services**

University of Glasgow

F02: Contract notice

Notice identifier: 2025/S 000-014035

Procurement identifier (OCID): ocids-h6vhtk-04ffdc

Published 9 April 2025, 3:21pm

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

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

University of Glasgow

Procurement Office, Tay House

Glasgow

G12 8QQ

#### **Contact**

Rhona Wilson

#### **Email**

[Rhona.Wilson@glasgow.ac.uk](mailto:Rhona.Wilson@glasgow.ac.uk)

#### **Telephone**

+44 1413306908

#### **Fax**

+44 0000000000

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

<http://www.gla.ac.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00108](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00108)

**I.3) Communication**

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

<https://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk/>

**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

PURCH2651 Provision of a Framework for Employee & Student Assistance and Counselling Support Services

Reference number

PURCH2651

#### II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

PURCH2651 Provision of a Framework for Employee & Student Assistance and Counselling Support Services

Tender documents available from Public Contracts Scotland.

Tender returns should be submitted via Public Contracts Scotland, no paper copies will be accepted. Should paper tenders be submitted, they will be rejected. Further to this any questions or communications regarding individual tender exercises must be sent via the Public Contracts Scotland Portal. Tender queries received through any other channel will not be answered. Should users of Public Contracts Scotland have any problems with the web site they should contact website Support Desk, contact details can be found by following the 'Contact Us' option on the left hand menu at <http://www.publiccontractsscotland.gov.uk/default.aspx>

#### II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### II.2) Description

## **II.2.1) Title**

Lot 1 – Provision of Employee Assistance Services

Lot No

1

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

- 85312300 - Guidance and counselling services

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

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

PURCH2651 Provision of a Framework for Employee & Student Assistance and Counselling Support Services

Lot 1 – Provision of Employee Assistance Services

The University of Glasgow is seeking to engage with a single supplier for the provision of Employee Assistance Services. This Service will provide confidential support for a range of work related or personal matter that may impact on workplace performance, mental health and wellbeing and seek to resolve, manage and prevent those issues where possible and will include staff who would remotely and internationally.

Please refer to the PURCH2651 Invitation to Tender document for additional information.

INTERVIEW DATE TBC: WW/C 9th June 2025 or WW/C 16th June 2025

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

Quality criterion - Name: Quality - Section 1 – Account Management and Key Personnel / Weighting: 15%

Quality criterion - Name: Quality - Section 2 - Quality Assurance / Continuous Improvement / Weighting: 10%

Quality criterion - Name: Quality - Section 3 - Service Delivery / Weighting: 35%

Quality criterion - Name: Quality - Section 4 - Onboarding, Implementation, Transition and Management / Weighting: 10%

Quality criterion - Name: Interview / Weighting: 5%

Price - Weighting: 25%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Period of 2 years with the option to extend for 2 x 12 months.

#### **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

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

#### **II.2.1) Title**

Lot 2 – Provision of Student Assistance Services

Lot No

2

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

- 85312300 - Guidance and counselling services

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

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

PURCH2651 Provision of a Framework for Employee & Student Assistance and Counselling Support Services

Lot 2 – Provision of Student Assistance Services

The University of Glasgow is seeking to engage a supplier for the provision of a Student Assistance Programme to complement our wellbeing and counselling provision. This service will provide confidential support for a range of matters that may impact student wellbeing and mental health and seek to resolve, manage and prevent issues where possible.

Please refer to the PURCH2651 Invitation to Tender document for additional information.

INTERVIEW DATE TBC: WW/C 9th June 2025 or WW/C 16th June 2025

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

Quality criterion - Name: Quality - Section 1 - Account Management / Weighting: 10%

Quality criterion - Name: Quality - Section 2 - Risk Management and Escalation / Weighting: 15%

Quality criterion - Name: Quality - Section 3 - Service Delivery / Weighting: 35%

Quality criterion - Name: Quality - Section 4 - Implementation Plan / Weighting: 10%

Quality criterion - Name: Interview / Weighting: 5%

Price - Weighting: 25%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Period of 2 years with the option to extend for 2 x 12 months.

## **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

## **II.2) Description**

### **II.2.1) Title**

Lot 3 – Provision of Peer Support Platform

Lot No

3

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

- 85312300 - Guidance and counselling services

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

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

PURCH2651 Provision of a Framework for Employee & Student Assistance and Counselling Support Services

Lot 3 – Provision of Peer Support Platform

The University of Glasgow is seeking to engage a supplier for the provision of a Peer Support platform to complement our wellbeing provision. This Service will provide a mobile and desktop site where students can come together to discuss a range of matters that may impact student wellbeing and mental health and seek peer support and encouragement.

Please refer to the PURCH2651 Invitation to Tender document for additional information.

INTERVIEW DATE TBC: WW/C 9th June 2025 or WW/C 16th June 2025

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

Quality criterion - Name: Quality - Section 1 - Account Management / Weighting: 10%

Quality criterion - Name: Quality - Section 2 - Risk Management and Escalation / Weighting: 15%

Quality criterion - Name: Quality - Section 3 - Service Delivery / Weighting: 35%

Quality criterion - Name: Quality - Section 4 - Implementation Plan / Weighting: 10%

Quality criterion - Name: Interview / Weighting: 5%

Price - Weighting: 25%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Please refer to the PURCH2651 Invitation to Tender document for additional information.

#### **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

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

#### **II.2.1) Title**

Lot 4 – Provision of Student Counselling

Lot No

4

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

- 85312300 - Guidance and counselling services

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

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

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

PURCH2651 Provision of a Framework for Employee & Student Assistance and Counselling Support Services

## Lot 4 – Provision of Student Counselling

The University of Glasgow Counselling Service supports students to manage their mental health and to build strategies that will help them successfully complete their course of study. While the Service is primarily designed to support those with mild to moderate needs, a significant amount of case management and liaison with external services is undertaken to support those whose needs cannot be met within the Service's session model.

Please refer to the PURCH2651 Invitation to Tender document for additional information.

INTERVIEW DATE TBC: WW/C 9th June 2025 or WW/C 16th June 2025

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

Quality criterion - Name: Quality - Section 1 - Account Management / Weighting: 10%

Quality criterion - Name: Quality - Section 2 - Risk Management and Escalation / Weighting: 22.5%

Quality criterion - Name: Quality - Section 3 - Service Delivery / Weighting: 37.5%

Quality criterion - Name: Interview / Weighting: 5%

Price - Weighting: 25%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Period of 2 years with the option to extend for 2 x 12 months.

### **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

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

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

##### **III.1.2) Economic and financial standing**

Minimum level(s) of standards possibly required

- Public liability insurance with a limit of indemnity of not less than five million pounds sterling (5,000,000 GBP) in relation to any one claim or series of claims;
- Employer's liability insurance with a limit of indemnity of not less than five million pounds sterling (5,000,000 GBP);
- Professional indemnity insurance with a limit of indemnity of not less than one million pounds sterling 1,000,000 GBP in relation to any one claim or series of claims
- The supplier is required to provide a minimum of 2 number of years accounts clearly showing a minimum yearly turnover equating to approximately 2 x Estimated value of the Contract advertised.

##### **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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

#### 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

12 May 2025

Local time

12:00pm

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

English

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

Date

12 May 2025

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

Once the deadline has passed submissions can neither be created nor submitted. It is not advisable for Suppliers to wait until the last moment before creating and dispatching a response in case of any last minute problems. Please note large files should be uploaded as early as possible to ensure transfer before deadline. If a Supplier is having problems uploading to the PCS site, then the University must be informed well in advance and depending upon the merit of the case, the University may arrange for the tender to remain open on the PCS system for a short period after the deadline time stated. System problems do not fall under the University's remit and should be referred to PCS.

Postbox Security: Postbox submissions cannot be accessed by anyone, including Millstream, (the provider of the Public Contracts Scotland system) until the deadline.

#### Freedom of Information

The Freedom of Information (Scotland) Act 2002 (FOISA), which came into force on 1 January 2005, designates University of Glasgow as a Scottish public authority and therefore subject to the provisions and obligations in that Act. This means that any person who makes a valid request for information held by University of Glasgow will be entitled to receive it, unless all or part of that information can be withheld by virtue of the exemptions in that Act.

under the Act, University of Glasgow may be required to disclose any information held relating to your response to anyone who makes a request under that Act. Such information may only be withheld if it meets one or more of the exemptions or conditions in that Act. Even if an exemption is available University of Glasgow may nevertheless disclose requested information. Information held cannot simply be classified as "confidential" or "commercial in confidence" to enable it to be protected from disclosure.

University of Glasgow may publish the names and contact details of companies who have been issued with a Questionnaire on its website.

Information may also be requested under the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act 2018 and the Environmental Information (Scotland) Regulations 2004.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=795910](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=795910).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

The University has a strong commitment to Community Benefits and seeks to engage with Bidders who have likeminded policies. Community Benefits include, but are not limited to:

- employment and training opportunities for priority groups
- vocational training
- up-skilling of the existing workforce
- equality and diversity initiatives
- making sub-contracting opportunities available to SMEs, the third sector and supported businesses
- supply-chain development activity
- building capacity in community organisations
- educational support initiatives

- work with schools, colleges and universities to offer work experience

Please advise what community benefits you commit to delivering as a result of this Contract?

(SC Ref:795910)

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

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

Glasgow Sheriff Court & Justice of the Peace Court

1 Carlton Place

Glasgow

G5 9TW

Telephone

+44 1414298888

Country

United Kingdom