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Planning

Student Assistance Programme

Bath Spa University

F01: Prior information notice

Reducing time limits for receipt of tenders

Notice identifier: 2023/S 000-019209

Procurement identifier (OCID): ocids-h6vhtk-03df24

Published 5 July 2023, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Bath Spa University

Bath Spa University, Newton Park, Newton St Loe

Bath

BA2 9BN

Contact

Colin Scoines

Email

c.scoines@bathspa.ac.uk

Telephone

+44 1225875504

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

www.bathspa.ac.uk

Buyer's address

www.bathspa.ac.uk

I.3) Communication

Additional information can be obtained from another address:

BAth Spa University

Newton Park, Newton St Loe

Bath

BA2 9BN

Contact

Colin Scoines

Email

c.scoines@bathspa.ac.uk

Telephone

+44 1225875504

Country

United Kingdom

Region code

UKK - South West (England)

Internet address(es)

Main address

www.bathspa.ac.uk

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

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Student Assistance Programme

Reference number

CS069

II.1.2) Main CPV code

- 85121000 - Medical practice services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a low-value tender. Below Part 2 and the associated clauses. Call for companies that can offer the services described. 24/7 free phone helpline access for 'in the moment mental health and wellbeing student queries. Essential this is web-based, as on-campus phone reception is compromised ? Consistency of service across the working week, evenings, out of hours and weekends, including bank holidays.

II.1.5) Estimated total value

Value excluding VAT: £40,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description**II.2.2) Additional CPV code(s)**

- 85120000 - Medical practice and related services

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

Main site or place of performance

SOUTH WEST (ENGLAND)

II.2.4) Description of the procurement

The primary aim of Student Wellbeing Services is to provide the University with a range of in-house professional and specialist services relating to mental and physical health, disability, accessibility, advice, general wellbeing, safeguarding and crisis intervention. The University is seeking a Student Assistance Programme that provides the following: ? 24/7 free phone helpline access for 'in the moment" mental health and wellbeing student queries, essential this is web-based, as on-campus phone reception is compromised ? Consistency of service across the working week, evenings, out of hours and weekends, including bank holidays ? Integration with Bath Spa University Services ? Privacy and confidentiality policies that align with the University ? Clinical/therapeutic assessment undertaken for each enquirer (to feed into MI reports) ? Service Level Agreement and KPIs for 'calls answered' and 'call back'/'call waiting' ? Diverse workforce of helpline practitioners ? SMS/WhatsApp/Live chat facilities ? Multilingual and translation options ?

Phone line for student self-referral and staff sign post ? Phone line staffed by qualified mental health practitioners 10 ? Emergency response protocols where safeguarding concerns ? Escalation into SWS for urgent matters ? Alignment with Bath Spa University procedures and protocols ? Management Information Reports to include: o Student presenting issues o Student engagement o Escalation routes o Emergency response etc ? Regular review meetings with lead practitioners and managers ? Dedicated point of contact 24/7 for the University

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: £40,000

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.3) Estimated date of publication of contract notice

9 August 2023

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

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-Bath:-Medical-practice-services./6924K8V94J>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/6924K8V94J>

GO Reference: GO-202375-PRO-23344343

VI.4) Procedures for review

VI.4.1) Review body

CS069-Student Assistance Programme

Bath

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Bath Spa University

Newton Park

Bath

BA2 9BN

Country

United Kingdom