This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/019209-2023">https://www.find-tender.service.gov.uk/Notice/019209-2023</a>

**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): ocds-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