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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](mailto: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](http://www.bathspa.ac.uk)

Buyer's address

[www.bathspa.ac.uk](http://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](mailto: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](http://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

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**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

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## **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

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## **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

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## **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