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Tender

## **24/7 Student Assistance Programme**

University of Chester

F02: Contract notice

Notice identifier: 2024/S 000-021709

Procurement identifier (OCID): ocds-h6vhtk-047d7a

Published 15 July 2024, 3:33pm

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

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

University of Chester

Parkgate Road

Chester

CH1 4BJ

#### **Contact**

Procurement Services

#### **Email**

[procurement@chester.ac.uk](mailto:procurement@chester.ac.uk)

#### **Country**

United Kingdom

## **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

[www.chester.ac.uk](http://www.chester.ac.uk)

Buyer's address

<https://in-tendhost.co.uk/universityofchester>

## **I.3) Communication**

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

<https://in-tendhost.co.uk/universityofchester>

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**

24/7 Student Assistance Programme

Reference number

2024-Jul-02

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

- 85000000 - Health and social work services

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

Services

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

The University of Chester is seeking tenders for a 24/7 Student Assistance Programme through the UK Open Procedure under the Public Contracts Regulations 2015 and The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020. The University of Chester is committed to providing a holistic, responsive, and proactive approach to wellbeing and mental health support for our student community. To complement our existing provision within our own Student Services department, and to ensure students have access to wellbeing and mental health support at any time (24/7, 365 days a year), the University of Chester is looking to establish a contract for the provision of both telephone and online wellbeing, counselling, and mental health support. The Service will cover all University of Chester students from enrolment to graduation, which is approximately 14,500 students. We wish to continue with this type of provision following a successful trial with a Student Assistance Programme.

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

Value excluding VAT: £300,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 85000000 - Health and social work services
- 85312300 - Guidance and counselling services
- 85312320 - Counselling services

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

NUTS codes

- UK - United Kingdom

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

The University of Chester is committed to providing a holistic, responsive, and proactive approach to wellbeing and mental health support for our student community. To complement our existing provision within our own Student Services department, and to ensure students have access to wellbeing and mental health support at any time (24/7, 365 days a year), the University of Chester is looking to establish a contract for the provision of both telephone and online wellbeing, counselling, and mental health support. The Service will cover all University of Chester students from enrolment to graduation, which is approximately 14,500 students. We wish to continue with this type of provision following a successful trial with a Student Assistance Programme. 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. Tenderers must be able to 1. Offer 24/7/365 telephone/video-call and online support for students requiring in-the-moment wellbeing and/or mental health information, advice and guidance. The call will incorporate assessment and triage. 2. Offer the option of a six-session model of online or telephone counselling that is BACP accredited. Providing a range of therapeutic approaches to suit the needs of individual student users. Up to 6 sessions, per student, per issue, per year, with sessions available seven days a week, including evenings. 3. Provide legal information services including information and signposting for concerns provided by appropriately qualified legal advisers (week days/office hours). 4. Medical, health and lifestyle advice provided by appropriately qualified staff, for example qualified nurses (week days/office hours). 5. Debt and financial information provided by appropriately qualified Money Advisers, including access to long term support via StepChange or other similar registered debt management charity (week days/office hours). 6. Language Line options where a student can be transferred to an interpreter or translation service to aid them with discussing their concerns. 7. Provision of digital support options via a mobile app, which includes Live Chat/WhatsApp contact options, structured health programmes, mini health

checks and self-help materials. 8. Robust risk management and clinical management processes, with effective partnership working that includes informing Student Services of any University of Chester student that is deemed 'high' risk. 9. Feedback meetings and a minimum of a quarterly management information (MI) data summary and monthly top-level data summary. Data to measure impact, demographics and clinical outcomes, including providing insights on themes which would benefit from organisational action. 10. Effective implementation and ongoing promotion to ensure visibility and student awareness. 11. Must have experience of providing this service to students in a higher education environment. Further details are available in the tender documents. Please note the estimated total value includes the optional extension periods.

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

Quality criterion - Name: Quality Evaluation / Weighting: 50

Cost criterion - Name: Pricing Evaluation / Weighting: 50

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

Value excluding VAT: £300,000

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

Start date

1 September 2024

End date

31 August 2029

This contract is subject to renewal

Yes

Description of renewals

The contract is for an initial 3 year period with the option to extend for two further periods of 12 months (1 + 1), subject to funding and contract performance. The contract may then be retendered, if the services are still required.

### **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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

There are a range of qualifications and accreditations required as detailed within the tender documents.

#### **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

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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

14 August 2024

Local time

10:00am

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

English

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

Date

14 August 2024

Local time

10:00am

Place

A formal Opening Ceremony will be conducted at the University of Chester following the closing date and time.

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

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

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

University of Chester

Parkgate Road

Chester

CH1 4BJ

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Please contact the University.