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Tender

USW - Educational Disability Assessment Services

University of South Wales

UK4: Tender notice - Procurement Act 2023 - view information about notice types
Notice identifier: 2025/S 000-022772
Procurement identifier (OCID): ocds-h6vhtk-051757 (view related notices)
Published 19 May 2025, 3:36pm

Scope

Reference

1981

Description

USW is seeking a service to support neurodivergent students by providing access to funded diagnostic assessment services. The University is keen to ensure that students have access to high quality and timely assessment services.We are seeking a partnership with a single service provider who aligns with our values and aspirations. The aim of this partnership will be to develop and deliver a consistent high quality assessment experience for our student body and provide a tried and tested service solution that delivers our outlined requirements.

Total value (estimated)

- £480,000 excluding VAT

- £570,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 August 2028

- 3 years

Main procurement category

Services

CPV classifications

- 80300000 - Higher education services

- 80430000 - Adult-education services at university level

- 85000000 - Health and social work services

Contract locations

- UKL15 - Central Valleys

Participation

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

2 June 2025, 12:00pm

Tender submission deadline

16 June 2025, 12:00pm

Submission address and any special instructions

https://etenderwales.bravosolution.co.uk/go/635014490196E8F6ED02

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh

- English

Award decision date (estimated)

31 July 2025

Award criteria

Name	Description	Type
Question 1 - Service Delivery & Process efficiency: Process - 10%	Describe in detail your proposed system and process for submitting, managing, and tracking assessment referrals. Your response should address the following points: System Access and User Roles: Explain how staff will access the system, including user account setup, role-based permissions, and authentication methods. Referral Submission Process: Describe the end-to-end process for submitting a referral, including what information is required, how forms or supporting evidence are uploaded, and how long it takes to complete a typical submission. Case Tracking and Communication: Outline how users are kept informed of case progress (e.g., acknowledgements, status updates, appointment scheduling), and whether schools can track the status of each referral in real-time	Quality
Question 2 - Service Delivery & Process Efficiency: Scheduling - 10%	Please describe your process for ensuring both the initial contact with referred students and the scheduling of full assessment appointments are completed within the required timeframes. Your response should address the following: Initial Contact: Explain how you	Quality

Name	Description	Type
	ensure first contact with the referred student is made within 5 working days of receiving the referral, including the communication methods used and how you prioritise this process. Scheduling Full Assessments: Describe your approach for ensuring that full assessment appointments are scheduled and completed within 20 working days of initial contact, and how you manage this process across multiple referrals. Monitoring and Tracking: Outline how you track and monitor these timelines to ensure compliance with the 5-day and 20-day timeframes, including any automated or manual systems used to flag potential delays. Contingency and Mitigation Plans: Provide details of the contingency plans in place for peak periods or unforeseen delays (e.g., staff shortages, high demand) to maintain compliance with these timeframes. Include examples of how you've successfully managed similar challenges in past contracts or services. Performance Data: Show evidence of your ability to meet the 5-day and 20-day deadlines, such as performance data, case studies, or key performance indicators (KPIs) from similar services you have delivered. (Performance data can be attached separately)."	

Name	Description	Type
Question 3 - Service Delivery & Process Efficiency: Scalability & Peak demand management - 10%	Please explain how you plan to scale your operations to meet the estimated demand of 400 assessments per academic year, with particular emphasis on handling peak periods (August–December). Your response should include: Capacity and Resources: Detail the resources (staff, technology, infrastructure) you will allocate to meet this demand, including how you ensure consistent service delivery during high-demand periods. Scalability Measures: Describe how your operations can be scaled effectively, both in terms of personnel and processes, to handle large volumes of assessments, particularly during peak months. Contingency Planning: Outline any contingency plans in place for addressing unexpected spikes in demand or operational challenges that could impact your ability to deliver assessments on time. Evidence of Past Scalability: Provide examples or data from previous contracts or services demonstrating your ability to scale your operations and meet similar volumes of demand without compromising quality or timelines. (Data can be attached separately).	Quality

Name	Description	Type
Question 4 - Service Delivery and Process Efficiency: Feedback & Student Support - 10%	Please describe the measures you will implement to ensure students can track the status of their assessment, retrieve their assessment report (within 5 working days of the assessment), and access post-assessment feedback, as well as onward support resources or signposting. Your response should cover the following: Tracking Assessment Status: Detail the process or system in place that allows students (and/or relevant staff) to track the status of their assessment, from referral through to completion. Include how students are notified of any changes to their status or delays. Report Access and Delivery: Explain how students can retrieve their assessment report, ensuring it is available within the 5-working-day timeframe. Discuss the platform or method used for secure delivery (e.g., secure portal, email) and how you ensure confidentiality. Post-Assessment Feedback and Support: Describe how students will receive personalised post-assessment feedback and the range of onward support services or resources (e.g., signposting to educational support, mental health services) available to them after the assessment is complete. Examples of Solution Capabilities: Provide specific examples of how your solution has enabled previous clients to navigate the	Quality

Name	Description	Type
	assessment process effectively, particularly in terms of student engagement, tracking, report retrieval, and post-assessment support. Include any data or client feedback that highlights the success of your system.	
Question 5 - Technical and Platform Requirements: Data Protection- 10%	Please describe your approach to ensuring the secure handling of personal and special category data in compliance with UK Data Protection Legislation (including GDPR). Your response should cover the following areas: Secure Digital Referral and Data Sharing: Detail your secure digital referral mechanism, including how it facilitates two-way data sharing with the University. Explain how the system ensures GDPR compliance and data security, including access controls, encryption methods, and auditing capabilities. Describe how your system reduces the risk of manual data entry errors and ensures the accuracy and efficiency of student record integration. Organisational Data Protection Approach: Outline your organisational approach to ensuring compliance with UK Data Protection Legislation, particularly when handling personal and special category data. Include details on your data protection policies, staff training programs, and accountability measures that	Quality

Name	Description	Type
	ensure compliance across the service. Provide information about your incident response procedures, including how you address potential data protection breaches. Data Retention and Secure Deletion: Describe your data retention policy and how you manage secure data deletion to comply with university policies, legal requirements, and audit standards. Does your platform support scheduled data deletion, and if so, how is this managed? Data Breach Notification: Explain your process for notifying the University of a data breach involving student data, including timelines for notification (without undue delay). Provide examples from previous contracts or services that demonstrate your experience in managing data breaches, including the outcome and steps taken to prevent future incidents.	

Name	Description	Type
Question 6 - Technical & Platform Requirements: Accessibility & Inclusivity - 10%	Please describe how your solution is designed to meet digital accessibility and inclusion standards. Your response should cover the following areas: Digital Accessibility Statement: Provide a clear digital accessibility statement for your platform, including compliance with relevant accessibility standards (e.g., WCAG 2.1, ADA, or Section 508). Include details on how you ensure accessibility across different devices (e.g., desktop, mobile) and browsers. Inclusive Design Features: Explain how your platform is inclusively designed to accommodate diverse user needs. This should cover: Visual Accessibility: Tools for visually impaired users (e.g., screen reader compatibility, adjustable text sizes, high-contrast modes). Cognitive Accessibility: Features for neurodiverse users, such as simple navigation, clear language, or customisable interfaces. Hearing Accessibility: Options for users with hearing impairments, such as captioning or visual cues. Physical Accessibility: Solutions for users with motor impairments, like keyboard navigation or voice control options. Access to Resources and Tools: Describe the specific accessibility tools integrated into the platform (e.g., alternative text for images, adjustable font sizes, color contrast adjustments)	Quality

Name	Description	Type
	that support diverse user groups in accessing educational resources and content. Ongoing Accessibility Testing and Improvement: Explain how you regularly test your platform for accessibility and inclusion, and what steps you take to address emerging accessibility issues. Include any third-party audits or certifications your platform has undergone. Examples and Impact: Provide examples or case studies where your platform has been used successfully by a diverse range of users, including those with disabilities or specific needs. Include any feedback or outcomes that demonstrate how your solution has facilitated equal access for all users.	

Name	Description	Type
Social Value -10%	In line with USW's commitment to the Wellbeing of Future Generations Act (Wales) 2015, this document provides Bidders with an opportunity to present how their organisation can support the University of South Wales in delivering against these objectives. The Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental and cultural well-being of Wales. For further guidance please see "Guide to the Well-being of Future Generations (Wales) Act 2015" within the Tender Documents. Bidders are requested to provide details of their Social Value proposal (throughout the life of the contract and beyond) and to set targets against the measures that have been identified in line with the Wellbeing of Future Generations Act (Wales) 2015. Please only outline initatives and social value contributions that are anticipated as a direct result of being awarded this contract (if successful) and not what your organisation does as a whole. Upon award of the contract, these metrics are intended to be used as KPI's and the successful Bidder will be expected to report against delivery of these periodically. Social Value Metrics - 5% This tab enables bidders to set a target against specific measures, aligned to the 7 themes identified in the	Quality

Name	Description	Type
	Wellbeing of Future Generations Act (Wales) 2015. Please add your target into the yellow cell found in 'Column I' for each of the measures. The unit of measure to apply is identified in Column G, and this target will then be multiplied by the 'proxy' in 'Column H' to provide a total 'Social Value Contribution figure'. This total value will then be evaluated as per the Evaluation Criteria outlined in the ITT. Where the term "Local" is used, this is defined as the geographical area of Wales. Social Value Method Statements - 5% This tab enables bidders to demonstrate what initiatives they intend to put in place in order to deliver Social Value as a part of this contract. Please provide a method statement that outlines the initiatives as well as provide details around how they will be managed and furthermore, how progress will be tracked. Example Initiatives are provided. This will be evaluated in line with the methodology contained within the ITT.	
Total Cost - 20%	Please use the pricing document titled "USW - 1981 - Educational Disability Assessment Services - Pricing Schedule" in the Tender Pricing Schedule Folder of the attachments section, to illustrate the breakdown of the costs for this tender. Please input your total cost to fulfil the requirement here.	Cost

Name	Description	Type
Question 7 - Diagnostic Assessment Standards: Qualifications and Compliance - 5%	Provide evidence that your assessors hold relevant qualifications and registrations (e.g., Educational Psychologists BPS/HCPC or specialist teacher assessors with APC). How do you ensure continuous compliance with CPD, DBS checks, and insurance requirements?	Quality
Question 8 - Diagnostic Assessment Standards: Adherence to Guidelines- 5%	Please explain how your assessments will adhere to the SASC-STEC referenced SpLD Working Party Guidelines. Your response should cover the following: Alignment with SASC-STEC Guidelines: Describe how your assessment process and methodologies are aligned with the SASC-STEC SpLD Working Party Guidelines for specific learning difficulties (SpLD). Highlight any key aspects of the guidelines (e.g., assessment protocols, eligibility criteria) that your service incorporates. Assessment Tools and Methodologies: Provide details of the tools and methodologies you use to conduct neurodiversity assessments, ensuring that they are in line with the SASC-STEC guidelines. Include any specific diagnostic tools, psychometric assessments, or observational techniques that are used to ensure robust, evidence-based conclusions. Quality Control and Assurance: Explain the quality control measures you have in place to ensure the assessments meet the highest	Quality

Name	Description	Type
	standards of accuracy, reliability, and fairness, as outlined in the guidelines. Describe how you monitor and evaluate the quality of assessments to ensure they remain consistent with SASC-STEC requirements, and any audits or reviews you conduct. Provide a sample diagnostic report with your response. (Sample report can be attached separately).	

Weighting description

The contract will be awarded based on the most economically advantageous tender, using a combination of price and quality. The proposed weighting is:

- Price 20%

- Quality 80%

Quality will be assessed based on the following sub-criteria:

- Service Delivery & Process efficiency:

  - Process

  - Scheduling

  - Scalability & Peak demand management

  - Feedback & Student Support

- Technical and Platform Requirements:

  - Data Protection

  - Accessibility & Inclusivity

- Diagnostic Assessment Standards:

- Qualifications and Compliance

- Adherence to Guidelines

- Social Value

- Total Cost

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

https://etenderwales.bravosolution.co.uk/go/635014490196E8F6ED02

Tender documents can be accessed via the link.

Technical specifications to be met

https://etenderwales.bravosolution.co.uk/go/635014490196E8F6ED02

Specification documents can be accessed via the link.

Contracting authority

University of South Wales

• Charity Commission (England and Wales): 1140312

University of South Wales,

Pontypridd

CF37 1DL

United Kingdom

Contact name: Claire Thomas

Email: claire.thomas1@southwales.ac.uk

Website: http://www.southwales.ac.uk

Region: UKL15 - Central Valleys

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Devolved regulations that apply: Wales