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Not applicable

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

University of Chester

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-023658

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

Published 29 July 2024, 4:46pm

### **Section I: Contracting authority/entity**

#### **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>

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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/S 000-021709

#### 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.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-021709](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Instead of

Text

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 well being, 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.

Read

Text

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 CPV Codes fall under Schedule 2 Social and Other Specific Services, the 'Light Touch Regime', so we have advertised this voluntarily on this occasion to openly advertise this opportunity. 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 well being, 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.

