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Contract

2324-12-SLS-JB Disabled Student Support Worker Services

Sheffield Hallam University

F03: Contract award notice

Notice identifier: 2024/S 000-026556

Procurement identifier (OCID): ocds-h6vhtk-044437

Published 20 August 2024, 5:21pm

Section I: Contracting authority

I.1) Name and addresses

Sheffield Hallam University

City Campus, Howard Street

SHEFFIELD

S11WB

Contact

Procurement Team

Email

strategicprocurement@shu.ac.uk

Telephone

+44 1142253431

Country

United Kingdom

Region code

UKE32 - Sheffield

UK Register of Learning Providers (UKPRN number)

10005790

Internet address(es)

Main address

<https://www.shu.ac.uk>

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

2324-12-SLS-JB Disabled Student Support Worker Services

Reference number

2324-12-SLS-JB

II.1.2) Main CPV code

- 80340000 - Special education services

II.1.3) Type of contract

Services

II.1.4) Short description

Sheffield Hallam University has contracted with a supplier that will provide the University with Disabled Student Support Workers. These support workers will provide support to students with a range of difficulties including dyslexia; dyspraxia; autism spectrum conditions; sensory difficulties such as vision and hearing loss, physical and mobility difficulties, mental health, and long term health conditions.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,149,000

II.2) Description

II.2.2) Additional CPV code(s)

- 80430000 - Adult-education services at university level

II.2.3) Place of performance

NUTS codes

- UKE32 - Sheffield

Main site or place of performance

Sheffield

II.2.4) Description of the procurement

The supplier will be providing the University with support across the following areas,

Band 1 Support Assistants

The supplier will provide support workers who have the competence and skills in the following areas

- Providing practical support around the campus
- Reading aloud
- Scribing Roles which might provide this support include:
 - Practical Support Assistant
 - Reader
 - Scribe
 - Sighted Guide
 - Exam Support Worker - reader, scribe or prompt

Band 2 Enhanced Support Assistants

These are support activities which require an enhanced level of skill, knowledge and training to Band 1 activities. The role of an enhanced support assistant is generally to support students to develop their independence and autonomy in HE, for example by providing support with issues such as time keeping, organisational skills etc. and can be supplemented by practical support for example library support, workshop support etc.

Roles which might provide this support include:

- Study Assistant
- Notetaker

Band 3 & 4 Specialist Support

These roles require specialist qualifications and extensive previous experience. They broadly require support workers to help students to develop effective skills and strategies to work in a higher education context in the presence of their condition. Roles which might provide this support include:

- Specialist Mentor (MH or ASC)
- Specialist one-to-one Study Skills and Strategy Support (ASC or SpLD)
- Specialist Support Professional (Deaf or VI)

II.2.5) Award criteria

Quality criterion - Name: Mobilisation / Weighting: 5

Quality criterion - Name: Support Procedures / Weighting: 5

Quality criterion - Name: Quality Service / Weighting: 10

Quality criterion - Name: Social value / Weighting: 5

Quality criterion - Name: Communications / Weighting: 10

Quality criterion - Name: Student Experience / Weighting: 10

Quality criterion - Name: Performance / Weighting: 5

Quality criterion - Name: Complaints / Weighting: 5

Quality criterion - Name: Student satisfaction and improvements / Weighting: 5

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

The contract is for 3 years with an option to extend for a further 3 years.

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-006487](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 June 2024

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Clear Links Support Ltd

Sheffield

Country

United Kingdom

NUTS code

- UKE32 - Sheffield

Companies House

05734428

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,149,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Sheffield Hallam University

Sheffield

Country

United Kingdom