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Tender

Student Assistance Programme - University of Aberdeen

University of Aberdeen

F02: Contract notice

Notice identifier: 2021/S 000-027740

Procurement identifier (OCID): ocds-h6vhtk-02f3ca

Published 4 November 2021, 4:55pm

Section I: Contracting authority

I.1) Name and addresses

University of Aberdeen

University Office, King's College

Aberdeen

AB24 3FX

Email

e-sourcing@abdn.ac.uk

Country

United Kingdom

NUTS code

UKM50 - Aberdeen City and Aberdeenshire

Internet address(es)

Main address

<http://www.abdn.ac.uk/procurement>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00102

I.3) Communication

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

www.publictendersscotland.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publictendersscotland.publiccontractsscotland.gov.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

Student Assistance Programme - University of Aberdeen

Reference number

AU21/27

II.1.2) Main CPV code

- 75122000 - Administrative healthcare services

II.1.3) Type of contract

Services

II.1.4) Short description

The University is seeking a supplier to provide a Student Assistance Programme which will include a Telephone Helpline and optional provision of Virtual Mental Health/Wellbeing Support.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

II.2.4) Description of the procurement

The University is seeking a supplier to provide a Student Assistance Programme which will include a Telephone Helpline and optional provision of Virtual Mental Health/Wellbeing Support. The aim is for this SAP to offer wrap-around support during periods of university closure, including evenings and overnight; during weekends; and University holiday periods and closures. This must include provision for students based internationally in our overseas campuses (Qatar and China) but also any international location students may be learning from.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery - Methodology / Weighting: 10

Quality criterion - Name: Service Delivery - Quality Assurance / Weighting: 5

Quality criterion - Name: Service Delivery - Continuous Improvement / Weighting: 5

Quality criterion - Name: Service Delivery - Systems / Weighting: 20

Quality criterion - Name: Operation and Management of Contract / Weighting: 7

Quality criterion - Name: Crisis Support Processes / Weighting: 10

Quality criterion - Name: Added Value / Weighting: 5

Quality criterion - Name: Sustainability / Weighting: 3

Quality criterion - Name: Demonstration / Weighting: 5

Price - Weighting: 30

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Two optional extensions of one year each.

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

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

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

6 December 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

6 December 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 20047.
For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:672649)

VI.4) Procedures for review

VI.4.1) Review body

Aberdeen Sheriff Court

Aberdeen

Country

United Kingdom