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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=AA0010

# 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**