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Contract

Student Support Services (May 2024)

University of Hertfordshire Higher Education Corporation

F03: Contract award notice

Notice identifier: 2024/S 000-028170

Procurement identifier (OCID): ocds-h6vhtk-045742

Published 3 September 2024, 3:59pm

Section I: Contracting authority

I.1) Name and addresses

University of Hertfordshire Higher Education Corporation

MacLaurin Building, 4 Bishops Square

Hatfield

AL10 8NE

Contact

Procurement Department

Email

procurement-professionalservices@herts.ac.uk

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

<https://in-tendhost.co.uk/universityofhertfordshire.aspx/MessagesHelp>

Buyer's address

<https://in-tendhost.co.uk/universityofhertfordshire.aspx/MessagesHelp>

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 Support Services (May 2024)

Reference number

23024

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 is conducting a tender exercise to set up a contract with the successful bidder for the provision of non medical helpers to support students across all programmes of study throughout the academic year. It is anticipated that the contract will be awarded July 2024 with non medical helpers available to commence work for the start of the academic year in early September. The numbers of non-medical helpers required will not be finalised until students have completed registration and their individual needs have been assessed. Requirements may vary throughout the year so the successful bidder will need to be flexible to meet changing demand. All University policies and regulations relating to information, security, data management, systems and services, will apply to all contracts resulting from this tender. The contract is for an initial term of three years subject to satisfactory performance with the option to extend by an additional two years with agreement by both parties.

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: £200,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85100000 - Health services
- 85147000 - Company health services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

University of Hertfordshire

II.2.4) Description of the procurement

The University of Hertfordshire's Student Wellbeing Service are looking for a provider to partner with to deliver support to students across all programmes of study throughout the academic year. Support will be provided to students with complex needs such as visual impairment, hearing impairment or mobility difficulties for the duration of their studies. The University of Hertfordshire aims to ensure all students' have a rewarding experience during their time studying and through offering support tailored to individual needs we hope to meet this objective.

II.2.5) Award criteria

Price

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 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-014370](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Student Support Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 September 2024

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Randstad Solutions Limited

450 Capability Green

Luton

LU1 3LU

Country

United Kingdom

NUTS code

- UKH21 - Luton

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £210,000

Total value of the contract/lot: £210,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

University of Hertfordshire Higher Education Corporation

Hatfield

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Crown Commercial Services

Liverpool

Country

United Kingdom