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Contract

24/7 Student Assistance Programme

University of Chester

F03: Contract award notice

Notice identifier: 2024/S 000-030577

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

Published 25 September 2024, 11:32am

Section I: Contracting authority

I.1) Name and addresses

University of Chester

Parkgate Road

Chester

CH1 4BJ

Contact

Procurement Services

Email

procurement@chester.ac.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.chester.ac.uk

Buyer's address

<https://in-tendhost.co.uk/universityofchester>

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

24/7 Student Assistance Programme

Reference number

2024-Jul-02

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

This Award Notice follows the University of Chester 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 was 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. Please note that all values in this notice have been rounded up.

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: £300,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85312300 - Guidance and counselling services
- 85312320 - Counselling services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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 was 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. This service will provide confidential support for a range of matters that may impact student wellbeing and mental health and seek to resolve, manage and prevent issues where possible. Further details were available in the tender documents. Please note the estimated total value includes the optional extension periods.

II.2.5) Award criteria

Quality criterion - Name: Quality Evaluation / Weighting: 50

Cost criterion - Name: Pricing Evaluation / Weighting: 50

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-023658](#)

Section V. Award of contract

Contract No

2024-Jul-02

Title

Provision of 24/7 Student Assistance Programme

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 August 2024

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 8

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

V.2.3) Name and address of the contractor

Health Assured Limited

The Peninsula, Victoria Place

Manchester

M4 4FB

Country

United Kingdom

NUTS code

- UKD33 - Manchester

National registration number

06314620

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £300,000

Total value of the contract/lot: £250,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

University of Chester

Parkgate Road

Chester

CH1 4BJ

Country

United Kingdom