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Contract

## **Student Assistance Programme (March 2024)**

University of Hertfordshire Higher Education Corporation

F03: Contract award notice

Notice identifier: 2024/S 000-038173

Procurement identifier (OCID): ocds-h6vhtk-0447f6

Published 26 November 2024, 2:13pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

University of Hertfordshire Higher Education Corporation

MacLaurin Building, 4 Bishops Square

Hatfield

AL10 8NE

#### **Email**

[procurement-professionalservices@herts.ac.uk](mailto:procurement-professionalservices@herts.ac.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH23 - Hertfordshire

#### **Internet address(es)**

Main address

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

Buyer's address

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

#### **I.4) Type of the contracting authority**

Body governed by public law

#### **I.5) Main activity**

Education

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### **Section II: Object**

#### **II.1) Scope of the procurement**

##### **II.1.1) Title**

Student Assistance Programme (March 2024)

Reference number

23026

##### **II.1.2) Main CPV code**

- 85147000 - Company health services

##### **II.1.3) Type of contract**

Services

##### **II.1.4) Short description**

The University of Hertfordshire is conducting a tender exercise in order to set up a contract with the successful bidder for the provision of a Student Assistance Programme to support students' wellbeing. It is anticipated that the contract will be awarded for a contract duration of up to three (3) years subject on satisfactory performance. The contract will be reviewed by the University on the annual yearly renewal to assess supplier performance and its requirements. If satisfactory, with agreement by both parties, then the contract will continue an annual basis up to a maximum of three (3) years. All the

Universities Policies and Regulations relating to information, security, data management, systems and services, will apply to all contracts resulting from this tender.

#### **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
- 85100000 - Health services
- 85147000 - Company health services

#### **II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

#### **II.2.4) Description of the procurement**

The University is sourcing a supplier to provide a Student Assistance Programme. This service will be provided to an estimated 30 000 students within the University. The services within the Student Assistance Programme are listed below:- Comprehensive 24/7 in the moment support over telephone/ online platforms, offering practical information and emotional support including (but not limited to):- Counselling and emotional support:- Family issues- Bereavement- Trauma- Relationship issues- Stress related conditions- Tax information- Money management and debt support- Personal legal information- Medical information (available Monday to Friday, between 9 am and 5 pm).- Up to six structured telephone/online counselling sessions, per issue per student.- Up to six face-to-face counselling sessions, per issue per student.- Online health and wellbeing portal which provides access to extensive well being resources including videos and webinars.- Access to a mobile app, which provides a wealth of resources including mood trackers, mini health checks, four week plans and direct access to the Student Assistance Programme.- Electronic Management information accessible by the University and upon request.- Electronic promotional materials with hard copy available upon request.- Monthly wellbeing newsletter.- Counsellors available that speak different languages.- CBT Courses for University Students.- Affiliate Counsellors available upon request.- Robust

assessment and referral process.- Robust risk escalation and referral process.- Account Manager, Clinical Lead and Customer support staff.- Online 'live chat' facility.- Scope to provide phone/online support to students outside of the UK.- Clinical discussions regarding referrals where required by the University's Student Wellbeing clinical leads.Note: additional services may be added during the contract duration.

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical evaluation / Weighting: 60

Price - Weighting: 40

#### **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

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## **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 000-007956](#)

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## **Section V. Award of contract**

### **Contract No**

1

### **Title**

Student Assistance Programme

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

21 November 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: 5

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**

People Asset Management Ltd

Warrington

WA1 1SL

Country

United Kingdom

NUTS code

- UKD61 - Warrington

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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Crown Commercial Services

Liverpool

Country

United Kingdom