

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/038173-2024>

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): ocids-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

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

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Crown Commercial Services

Liverpool

Country

United Kingdom