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Contract

Provision of Non-Medical Personal Help Services

University of Dundee

F03: Contract award notice

Notice identifier: 2025/S 000-051920

Procurement identifier (OCID): ocids-h6vhtk-04d733

Published 28 August 2025, 12:07pm

Section I: Contracting authority

I.1) Name and addresses

University of Dundee

Procurement, 3rd Floor, Tower Building, Nethergate

Dundee

DD1 4HN

Email

s.carstairs@dundee.ac.uk

Telephone

+44 1382386810

Country

United Kingdom

NUTS code

UKM71 - Angus and Dundee City

Internet address(es)

Main address

<http://www.dundee.ac.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00105

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Provision of Non-Medical Personal Help Services

Reference number

UoD-PF013-TC-2024

II.1.2) Main CPV code

- 80340000 - Special education services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority is seeking suppliers for the provision of individual support for students who have disclosed a disability or additional support need. The Authority is putting in place a Framework of suppliers over three (3) Lots, as detailed in the ITT.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,300,000

II.2) Description

II.2.1) Title

Autism Spectrum Condition Support

Lot No

3

II.2.2) Additional CPV code(s)

- 80400000 - Adult and other education services
- 79620000 - Supply services of personnel including temporary staff
- 80000000 - Education and training services

II.2.3) Place of performance

NUTS codes

- UKM71 - Angus and Dundee City

Main site or place of performance

Dundee

II.2.4) Description of the procurement

Autism Spectrum Condition (ASC) Support (Lot 3): To support autistic students to stay focused and on task and develop learning strategies to reach their full potential

II.2.5) Award criteria

Quality criterion - Name: Applying relevant experience to the delivery of this service / Weighting: 20

Quality criterion - Name: Reporting, data transfer, relationships and delivering outcomes / Weighting: 20

Quality criterion - Name: Job Descriptions and Fair Working Practices / Weighting: 10

Quality criterion - Name: Service evaluation and feedback / Weighting: 10

Quality criterion - Name: Payroll and invoice administration (3rd parties) – where applicable / Weighting: 10

Quality criterion - Name: Sustainability / Weighting: 5

Price - Weighting: 25

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

II.2) Description

II.2.1) Title

All services excluding Communication Support Workers (CSW), British Sign Language (BSL) Interpreters and Autism Spectrum Condition Support

Lot No

1

II.2.2) Additional CPV code(s)

- 80400000 - Adult and other education services
- 79620000 - Supply services of personnel including temporary staff
- 80000000 - Education and training services

II.2.3) Place of performance

NUTS codes

- UKM71 - Angus and Dundee City

Main site or place of performance

Dundee

II.2.4) Description of the procurement

One-to-one Learning Support for students who disclose a disability or additional support need. This is intended to enable students to achieve on their course by providing a range of support such as: reading; notetaking; prompting; study skills; support in practical classes for those students who have a physical disability. The services required are not limited to those listed as the support needs in question subject to ongoing development.

II.2.5) Award criteria

Quality criterion - Name: Applying relevant experience to the delivery of this service /
Weighting: 20

Quality criterion - Name: Reporting, data transfer, relationships and delivering outcomes /

Weighting: 20

Quality criterion - Name: Job Descriptions and Fair Working Practices / Weighting: 10

Quality criterion - Name: Service evaluation and feedback / Weighting: 10

Quality criterion - Name: Payroll and invoice administration (3rd parties) – where applicable / Weighting: 10

Quality criterion - Name: Sustainability / Weighting: 5

Price - Weighting: 25

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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2025/S 000-003040](#)

Section V. Award of contract

Lot No

3

Title

Autism Spectrum Condition Support

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 June 2025

V.2.2) Information about tenders

Number of tenders received: 6

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: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Clear Links Support Ltd

The Portergate Building, Ecclesall Road

Sheffield

S11 8NX

Telephone

+44 1142786866

Country

United Kingdom

NUTS code

- UKM71 - Angus and Dundee City

Internet address

www.clear-links.co.uk

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,300,000

Section V. Award of contract

Lot No

1

Title

All services excluding Communication Support Workers (CSW), British Sign Language (BSL) Interpreters and Autism Spectrum Condition Support

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 June 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 4

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

Clear Links Support Ltd

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Internet address

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The contractor is an SME

Yes

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

Total value of the contract/lot: £13,000,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:804948)

VI.4) Procedures for review

VI.4.1) Review body

Dundee Sheriff Court and Justice of the Peace Court

Sheriff Court House 6 West Bell Street

Dundee

DD1 9AD

Country

United Kingdom