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Award

Student Counselling Services

The University of Ulster

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-085520

Procurement identifier (OCID): ocds-h6vhtk-05fbd6 ([view related notices](#))

Published 22 December 2025, 3:43pm

Scope

Reference

DACPP-01835 EXP/2161

Description

Student Counselling Services as follows:

- 1 .A 24-hour staffed telephone helpline for student self-referrals and/or direct referrals from Student Wellbeing staff.
 2. Counselling via face to face, telephone and video sessions (per student preference).
 3. Online self-help hub for students
 4. Crisis intervention/Group counselling for students
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Contract 1. Student Counselling Services

Supplier

- [Lena by Inspire](#)

Contract value

- £248,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

16 January 2026

Contract dates (estimated)

- 19 January 2026 to 31 December 2026
- 11 months, 13 days

Main procurement category

Services

CPV classifications

- 98000000 - Other community, social and personal services

Contract locations

- UKN - Northern Ireland

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Extreme and unavoidable urgency

This Direct Award (DAC) to a single supplier is being requested to ensure service coverage and allow Student Wellbeing and Employee Wellbeing teams to align their contract timeframes in consideration of a future joint bid for counselling services for students and staff. There will be a new Procurement exercise in collaboration with the Employee Wellbeing team to align our offer and seek best quality service and value for the University.

Schedule 5, Paragraph 13 and 14 applies: (13) (a) Where the goods, services or works to

be supplied under the public contract are strictly necessary for reasons of extreme and unavoidable urgency.

Supplier

Lena by Inspire

- Public Procurement Organisation Number: PRQB-4428-VNHT
- Companies House: NI038960

Lombard House

10-20 Lombard Street

BT1 1RD

United Kingdom

Email: k.gilliland@lenabyinspire.com

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Student Counselling Services

Contracting authority

The University of Ulster

- Companies House: RC000726
- Public Procurement Organisation Number: PDLT-6268-MWZV

Finance Office Coleraine

Coleraine, County Londonderry

BT52 1SA

United Kingdom

Email: procurement_enquiries@ulster.ac.uk

Website: <http://www.ulster.ac.uk>

Region: UKN0C - Causeway Coast and Glens

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Northern Ireland