**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

1. **PURPOSE**

## The purpose of this requirement is to provide HM Treasury Group (hereinafter referred to as the “Authority”) with an Occupational Health Service. The Service shall enable the Authority to address particular health and attendance issues; meet their statutory obligations with regards to health; identify the preventative measures that can be taken to minimise the overall risk of sickness absence and to improve employee health and wellbeing in the workplace.

# BACKGROUND TO THE CONTRACTING aUTHORITY

* 1. The Authority is the United Kingdom’s economics and finance ministry responsible for formulating and implementing the Government’s financial and economic policy. The Authority provides corporate services to approximately 2868 people (forecasted to increase to 2996 by the year 2022-23) which includes core Treasury and other Agencies and arms-length bodies. The Agencies are Office of Budget Responsibility (OBR), National Infrastructure Commission (NIC), Government Internal Audit Agency (GIAA), UK Government Investments (UKGI) and UK Debt Management Office (DMO).
  2. The majority of staff (HM Treasury, NIC and OBR) work in the Authority’s Central London headquarters at:

REDACTED under FOIA, Section 40 Personal Information

with a small number based at

REDACTED under FOIA, Section 40 Personal Information

(this is a temporary office whilst a permanent address is found in that location) rising to 300-400 by 2023.

Agencies are also based at other sites within Central London:

* + 1. GIAA – REDACTED under FOIA, Section 40 Personal Information
    2. UKGI - REDACTED under FOIA, Section 40 Personal Information
    3. DMO - REDACTED under FOIA, Section 40 Personal Information

GIAA also have small numbers of staff at numerous locations across the UK. See Annex C for locations and volumes (currently 435, volumes will increase to 522 by 2022).

2.3 The service will be available to all of the Authority’s Personnel who may be split into different Groups or teams within their home department.

# BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

* 1. The Authority requires Occupational Health Services to provide support to managers and employees. This service is necessary to help ensure that the Authority meets its legislative requirements under the Health & Safety at Work Act 1974, Health & Safety Regulations and to help maintain the physical and mental health of the workforce by:
* Providing confidential advice regarding both physical and mental health issues that may impact on workplace performance and seek to resolve these issues where possible.
* Identifying the preventative measures that can be taken to minimise the overall risk of sickness absence and to improve employee health and wellbeing in the workplace.
* Supporting employees in the workplace as well as those who are off work due to sickness.
* Providing clear and timely advice to managers.
  1. The Occupational Health Services must be available to HM Treasury Group, this consists of HM Treasury, Office of Budget Responsibility (OBR), National Infrastructure Commission (NIC), Government Internal Audit Agency (GIAA), UK Government Investments (UKGI), UK Debt Management Office (DMO).
  2. The Authority’s forecast headcount per financial year is as follows but is subject to change:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Headcount  2021-22 | Headcount  2022-23 | Headcount  2023-24 |
| HM Treasury (including OBR and NIC) | 2159 | 2159 | 2159 |
| GIAA | 435 | 522 | 522 |
| DMO | 115 | 115 | 115 |
| UKGI | 159 | 200 | 200 |
| **Total** | **2868** | **2996** | **2996** |

* The Services shall be available to all of the Authority’s Personnel including those working remotely both in the UK and in postings overseas and/ or travelling overseas.
  1. The duration of the contract will be for two (2) years with the option to extend for a further two periods of one year (2+1+1).
  2. The implementation activity shall be undertaken by the Supplier upon the commencement of the Contract, and prior to the commencement of the delivery of Occupational Health Services within 6-12 weeks of contract award. Costs for any contract implementation will be at the Supplier’s own cost and only requests for payment for the delivery of Occupational Health Services will be paid by the Authority. The potential supplier will provide at least 30 days’ notice for the commencement of the delivery of the services.

# DEFINITIONS

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| Authority | means HM Treasury Group |
| HMT | means Her Majesty’s Treasury |
| OH | means Occupational Health |
| OBR | means Office of Budget Responsibility |
| NIC | means National Infrastructure Commission |
| GIAA | means Government Internal Audit Agency |
| UKGI | means UK Government Investments |
| DMO | means UK Debt Management Agency |
| OHA | means Occupational Health Adviser |
| OHP | means Occupational Health Practitioner |
| MI | means Management Information |

# SCOPE OF REQUIREMENT

## The potential Supplier shall provide the core requirements of RM6182, Lot 2 Occupational Health Services as detailed below and relevant pricing which shall include but not be limited to:

* Telephone Support Services available fifty-two (52) weeks a year, Monday to Friday between the hours of 08:00 hours to 18:00 hours, excluding Public and Bank Holidays;
* Telephone Support Services;
* Online Portal;
* Publicity and Promotion;
* Referrals;
* Attendance Management Advice and Assessments;
* Attendance Management Reports;
* Case Conferences;
* Ill Health Retirement;
* Pre-Appointment & Pre-Enrolment Checks;
* Surveillance Services, including support with disease / infection outbreak management;
* Fitness for Task
* Hearing Tests and Baseline Hearing Tests;
* Immunisations, Vaccinations, Inoculations, Medications & Blood Tests if needed;
* Health Screening Services;
* Physiotherapy Services.
* Workplace Assessments and Diagnostics which shall include but is not limited to:
  + Assessments Relating to Workplace Adjustments for Hearing and Sight Impairment;
  + Dyslexia Workplace Needs Assessments;
  + Autism Workplace Needs Assessment;
  + Dyspraxia Workplace Needs Assessment
  + ADHD Workplace Needs Assessment;
  + Ergonomic Assessment and Display Screen Equipment (DSE) Assessments;
  + Mental Health Workplace Assessment;
  + Workplace Needs Assessment;
  + Learning Difficulty Diagnosis;
  + Coping Strategy Coaching sessions;
  + Specialist Support Services;
  + Support Worker Assessment; and
  + Occupational Therapy Assessment.
* Therapeutic Psychological Services
* Consultancy;
* Education and Awareness Programmes; and
* Service implementation
  1. The Supplier shall deliver the Services in accordance with the following principles:
* The Services shall be available to all the Authority’s personnel including those working remotely in the UK and when travelling overseas.
* Confidentiality is crucial to the integrity of the Service and have a strong focus on high quality, clinically-led, evidence-based Services.
* Impartial advice and guidance for the Authority and its personnel.
* Co-operation and partnership with suppliers of the Service where there is a required hand off between Services such as the Employee Assistance Programme.
* Delivery of innovative Service.
* Maximising e-enabled solutions and innovations.
* Flexibility to meet identified business need.
* Flexibility to meet changing internal and external policies and regulations.
  1. The Authority will also advise the Supplier of any planned programmes of work which may have an impact on the usage of the services, such as major transformation programmes.
  2. The Supplier shall ensure that all the Authority’s personnel are aware of the scope and limitations of patient and client confidentiality, particularly where there is a legal responsibility to breach patient confidentiality where there are issues of child protection, a threat to H&S and risk of harm to self or others or prevention of a crime or terrorist act.
  3. The Supplier shall maintain at its own expense all relevant medical records relating to the Services and shall store these in accordance with applicable law.

**Exclusions**

* 1. The Supplier shall not provide a permanent onsite OHA provision, personal counselling services, critical incident management, mediation services or Display Screen Equipment eyesight testing and spectacles.

# THE REQUIREMENT

* 1. The Authority requires services to include but not be limited to:
* Pre-appointment Health Checks
* Employment Assessments
* Referrals
* Attendance Management Advice and Assessment
* Attendance Management Case Reports
* Fitness for Task Assessments
* Case Conferences
* Workplace Assessments
* Adjustments, Display Screen Equipment Workstation Assessments.

These are the main services required but other services may be called upon as detailed in part 5.1.

**6.2 Telephone Support Services**

* + 1. The Supplier shall provide a telephone support Service for key members of the Authority’s Personnel staffed by appropriately experienced, skilled and/or qualified Supplier Personnel.
    2. The Supplier shall ensure that the Authority’s Personnel have continuous access to occupational health physicians and occupational health advisors as required by the Authority as part of the telephone advice and support Service.
    3. The Supplier shall ensure that the Telephone Support Service shall be available fifty-two (52) weeks of the year, Monday to Friday between the hours of 08:00 and 18:00.
    4. The Supplier shall ensure that the Telephone and Support Service will be accessible via a Freephone number or a dedicated non-premium rate and/or a 01, 02, 03 prefix, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code and shall be able to accept calls from outside the UK.
    5. The Supplier shall ensure that all telephone messages from the Authority’s Personnel are responded to within twenty-four (24) hours of receipt.
    6. The Supplier shall provide the following as a minimum via the telephone support Services:
* General Services advice;
* Generic advice on the impact of a condition or illness in the workplace;
* Pre-referral advice for Referring Caseworkers;
* Clarification on the referral process;
* Advice on progression of the Authority’s Personnel cases; and
* Updates and amendments to the Authority’s Personnel cases.
  + 1. The Supplier shall also provide access to qualified Supplier Personnel via the telephone Services who shall provide:
* Generic occupational health advice to Referring Caseworkers / Account Manager / Referring Manager on any health issue affecting the Authority’s Personnel in the workplace;
* Information and guidance on how best to construct the referral for an occupational health assessment;
* Overseas travel health advice for the Authority’s Personnel, including vaccination advice;
* Management support that provides direct and rapid access to qualified medical advice and consultancy on occupational health and health and safety issues;
* Access to past referrals and clarification on current and past reports; and
* Advice on the Authority’s Personnel cases before making a formal management referral, and to ensure where cases are complicated or sensitive, that the referral is progressed in the most effective manner.
  1. **Online Portal**
     1. The Supplier shall provide and maintain an online portal to support the Services and provide as a minimum, but not limited to:
* Web based access;
* Secure log-in by the Authority’s Personnel;
* General information on the Services;
* Input and transfer of the Authority’s Personnel referrals;
* Case management and tracking;
* Health screening and surveillance referrals and monitoring;
* Access to all Supplier standard training materials which they include as part of their standard Service offering; and
* Management information in a downloadable format.
  + 1. The Supplier shall ensure that online portal is available fifty two (52) weeks a year, Monday to Friday 08:00 to 18:00, excluding Public and Bank Holidays, except for agreed downtime and maintenance which will be agreed with the Authority at least seventy two (72) hours in advance of such work being carried.
    2. The process required to establish and use the online portal will be agreed with the Authority at no extra cost to the Authority.
    3. Those in the Authority’s Personnel who are authorised to access the online portal shall be requested to complete a confidential questionnaire every 3 months which targets feedback on the online portal in relation to it effectiveness, accessibility and relevance. Such results will provided to the Authority as part of the monthly management information.

* 1. **Publicity and Promotion**
     1. The Supplier shall provide Buyers with high quality and inclusive publicity and promotion products, where requested, which reflects a modern and diverse workforce.
     2. The Supplier shall work with the Buyers to agree a series of on-going publicity and general promotional material and initiatives throughout the term of a Call Off contract to highlight awareness of the Services.
     3. The Supplier shall work closely with the Buyer to support any health initiatives which target specific health issues or underrepresented groups, such as those employees from diverse ethnic backgrounds.

6.4.4 The Supplier shall use a range of delivery methods including but not limited to:

* Webinars;
* Secure Video Calling
* Telephone broadcasts; and
* Aide memoires.

6.4.5 The Supplier shall ensure that any IT delivery platform is approved by the Authority in advance.

6.4.6 The Supplier shall ensure that any material provided shall be agreed in advance by the Authority and contain branding specific to the Authority if required.

6.4.7 The Supplier shall ensure that such promotion and awareness shall include at a minimum:

* The role of the occupational health Service, the purpose of referrals, what to expect and what not to expect, when to refer and when not to refer;
* Guidance for managers on making good referrals e.g. checklist, examples of best practice and relevant questions, and
* How the Authority’s Personnel can make the most effective use of the Service.
  1. **Referrals from the Authority**
     1. The Supplier shall provide an online referral Service through the online portal whereby the Authority’s authorised representatives (Referring Caseworkers) shall electronically refer the Authority’s Personnel to the Services.
     2. The Supplier shall develop with the Authority online referral forms and online questionnaires which the Supplier shall use to:
* triage referrals;
* make decisions based on the information provided (see para 6.4.4) to determine the relevant Services required; and
* identify where no further intervention is required.
  + 1. The Supplier shall adjust the referral forms from time to time and as mutually agreed between with the Authority.
    2. The online referral form shall capture the following information as a minimum about the referral:
* The Authority’s Personnel, Referring Caseworker’s and Personnel’s Manager’s details;
* The Authority’s Personnel consent;
* Details of any of the Authority’s Personnel engaged in the case;
* Reason for referral and Services requested where known (e.g. attendance management, fitness for work assessments, inoculations);
* A summary of the Authority’s Personnel job description and their specific role and work patterns according to the Authority’s Business Rules;
* Any workplace adjustments which are known to be in place for the Authority’s Personnel;
* Questions relating to the referral. There should be no restriction on the number of questions which can be asked; and
* Supplementary information that may be pertinent to the case.
  + 1. The Supplier shall ensure that all referrals meet the Authority’s procedures. Such procedures will include:
* In-work referrals for the Authority’s Personnel who are not absent from the workplace but who may be experiencing issues in the workplace;
* Referrals for those who are on sickness absence if deemed necessary by the manager and the Referring Caseworker.
  + 1. The Supplier shall ensure referrals meet the Authority’s agreed procedures. If the referral does not meet the agreed standards the Supplier shall inform the Referring Caseworker.
    2. The Supplier shall, on receipt of the referral:
* Determine the relevant Service required for the Authority’s Personnel;
* Identify returning cases that should be treated as a case review not a new referral;
* Identify alternative methods of resolution such as a case conference;
* Book a face to face consultation for the employee with an occupational health adviser or occupational health physician as appropriate, provided that a clinical assessment via the telephone determines that one is required or as approved in advance by the Authority;
* Contact the Authority’s Personnel and Referring Caseworker to arrange a mutually acceptable appointment time;
* Notify the Authority’s Personnel and Referring Caseworker of the scheduled appointment electronically and by telephone;
* Ensure consistency in allocated Supplier Personnel for the Authority’s Personnel cases particularly where the case is a review or the case has previously been managed by an occupational health physician;
* Obtain all required consents from the Authority’s Personnel; and
* Pass all details of the referral to the relevant Supplier Personnel to enable delivery of the Services.
  1. **Attendance Management Advice and Assessments**
     1. The Supplier shall provide attendance management advice and assessment, where a referral relates to the attendance management of the Authority’s Personnel. The Supplier shall:
* Carry out an initial assessment of the Authority’s Personnel. This will be either by telephone or face to face dependant on the situation and where the referred Personnel are located at the time i.e. if they are still at work or at home due to sickness absence.
* Offer clear advice to the Authority’s Personnel and Referring Caseworker on what the Authority’s Personnel can do to remain in or return to work, including any physical or role and procedure adjustment (also known as soft adjustments to work patterns or duties) that may be necessary to support this;

* ‘De-medicalise’ situations by focusing on capability and providing practical advice;

* Work with appropriate specialist organisations to provide the Authority’s Personnel with advice and recommendations to manage specialist needs e.g. dyslexia, Asperger’s Syndrome;
* Keep the Referring Caseworker informed of case progress through an electronic portal or via the telephone support Services, and/or e-mail. Such updates should be weekly at a minimum; and
* Maintain accurate records of all appointments and case notes, including updates made to the Referring Caseworker.
  + 1. The Supplier shall determine when an assessment should be delivered at the Authority’s Personnel’s home, e.g. when the Authority’s Personnel has a disability or medical condition that is so severe that it prevents them from travelling.
    2. The Supplier shall obtain approval in advance from the Authority’s Referring Caseworker before such home visits take place.
    3. The Supplier shall determine the need for further medical evidence if the Authority’s Personnel’s case cannot be progressed without it.
    4. The Supplier shall gain approval from the Authority before requesting further medical evidence and shall support the request with relevant evidence confirming its relevance.
    5. The Supplier shall ensure that further medical evidence reports are requested from a specialist or General Practitioner within two (2) days of the need having been identified by the Supplier.
    6. The Supplier shall provide objective, independent, comprehensive medical advice to the Referring Caseworker and the Authority’s Personnel of the actions and/or measures to resolve the referral, following an assessment including at a minimum:
* Any adjustments recommended under the Equality Act 2010;
* A phased return to work;
* Advice on the prospects of the Authority’s Personnel’s return to full capability;
* Advice on underlying medical conditions and identification of any health and safety risks to the Authority’s Personnel; and
* Generic advice on health-related matters including specific conditions or illnesses, responsibility under duty of care, possible preventative measures and opportunities for active intervention including signposting the Authority’s Personnel to further sources of advice.
  + 1. The Supplier shall provide advice if Authority’s Personnel has a progressive or terminal illness, and where appropriate, make recommendations to the Authority on how to support the Authority’s Personnel in the workplace and signpost the Authority’s Personnel to additional sources of information and support.
    2. The Supplier shall assist the Authority’s Personnel with a detailed hand-over to the Employee Assistance Programme services or other relevant support services, which may be provided by the Authority or other external organisations. The Supplier shall ensure that the transition to other support services is documented in the case report.
    3. The Supplier shall determine where the Authority’s Personnel requires urgent psychological support. The Supplier shall have a seamless process in place to refer the Authority’s Personnel to immediate support via the Authority’s Employee Assistance Programme supplier or other appropriate services provided the Authority.
    4. The Supplier shall ensure that the Authority is notified of an Authority’s Personnel failing to attend appointment within one (1) working day of an appointment being missed.
  1. **Attendance Management Case Reports**
     1. The Supplier shall provide Attendance Management case reports to the Authority where a referral relates to the attendance management of the Authority’s Personnel.
     2. The Supplier shall confirm that all relevant patient consents have been requested and granted and where not granted state the impact this may have or likely to have on the case. Where patient consent has not been granted only such information as can otherwise be disclosed shall be included in case reports.
     3. Written reports must provide an objective and professional capability assessment based on information from both the employee, the employer and/or from further medical expert evidence where necessary.
     4. The Supplier shall include the following in case reports:
* Medical terms shall be explained;
* A concise summary of the relevant medical issues, including physical and/or mental health problems;
* Assessment of the Authority’s Personnel’s fitness for work;
* Advice on the prospects of the Authority’s Personnel’s return to full capability (taking the needs of the Authority into account);
* Advice relating to lifestyle issues (for example drugs, alcohol, diet and exercise);
* Expected sickness absence levels of the Authority’s Personnel;
* Identification of any work-related health and safety risks impacting the case (including infections);
* Advice on whether the Authority’s Personnel’s illness or injury is work-related;
* The Authority’s Personnel’s prognosis, rehabilitation plan, advice to support case resolution and to help the Authority to manage any unexpected outcome, with an indication of likely timescale for case resolution;
* A note of the discussion between the Authority’s Personnel and Supplier Personnel on what steps the Authority’s Personnel is taking, if any, to improve their circumstances;
* Confirmation of and clinical justification for a further review of the Authority’s Personnel’s case where relevant;
* A determination if the Equality Act 2010 is likely to apply, how it is relevant and what adjustments should be considered including the reasons why, and the likely duration that the adjustment will be required for;
* Where the Equality Act 2010 does not apply, a recommendation on what workplace adjustments should be considered, the reasons why and the duration for which they may be required;
* A balanced assessment of the Authority’s Personnel perception versus clinical opinion;
* Summary recommendations, supported as required by medical evidence, providing a clear recommendation of any actions that a line manager should take;
* A review of whether ill-health retirement should be considered for the Authority’s Personnel;
* Confirmation that the Authority’s Personnel has been asked that a copy of the case report can be forwarded to their GP and whether this has been consented to;
* The relevant Supplier Personnel’s contact details for further clarification on any aspect of the case report;
* Inclusion of GP and/or specialist reports;
* A recommendation if the Authority’s Personnel should be referred to the Employee Assistance Programme services or other services offered by the Authority;
* A recommendation if a work-related injury or ill-health should be reported to the Health and Safety Executive (HSE) under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR);
* A recommendation if a work-related injury or ill health might be appropriate for referral to the Civil Service Benefits Injury Scheme or other such schemes as may be noted by the Authority;
* A recommendation on the actions needed if the Authority’s Personnel has come into contact with someone suffering from an infectious disease or condition. Where relevant, the Supplier will also specify whether the Health and Safety Executive (HSE) or Local Authority need to be informed; and
* A clear indication of likely timescale for case resolution.
  + 1. The Supplier shall also provide support to the Authority in the preparation of material required for an employment tribunal or court.
    2. The Supplier shall provide the Authority with the content of any case reports if requested, to support employment decisions, including dismissal on ill health grounds or to defend personal injury claims in an employment tribunal or court. If required by the court, the Supplier Personnel responsible for the report shall be available to defend the contents of the report in court.
    3. The Supplier shall provide additional and/or clarify information where requested by the Authority. This shall be considered part of the case report and not additionally charged to the Authority.
    4. The Supplier shall deliver a case report based on information held on file and not based on further assessments of the Authority’s Personnel where requested by the Authority. Examples of such information on file could be previous occupational health assessments and support provided or further medical evidence reports.
    5. The Supplier shall ensure that occupational health advisor telephone consultations are held and reports provided to the Authority within four (4) working days of the Authority’s Personnel referral.
    6. The Supplier shall ensure that occupational health physician telephone consultations are held and reports provided to the Authority within seven (7) working days of the Authority’s Personnel referral.
    7. The Supplier shall ensure that occupational health advisor or occupational health physician face to face consultations are held and reports provided within 10 working days of the Authority’s Personnel referral (including confirmation of appointment to the Authority’s Personnel and Referring Caseworker).
  1. **Case Conferences**
     1. The Supplier shall attend and participate in case conferences as required by the Authority. Case conferences shall take place on an ad-hoc basis for any complex cases, to monitor attendance management cases and shall be conducted for one or more cases as requested by the Authority.
     2. The Supplier shall:
* Ensure case conferences focus on recommendations to resolve long-term sickness absence and cases of repeated short-term absences where a medical condition may be the cause;

* Provide verbal and written case reports including a summary of the case, prognosis, likely length of absence, reasonable adjustments required and recommendations and actions required by either the Supplier, Authority and/or the Authority’s Personnel; and
* Provide the Authority with details of any recommendations made by the Supplier to the Authority’s Personnel and with which the Authority’s Personnel disagrees.
  + 1. The Supplier shall be advised that attendees at case conferences may include line management, HR, relevant Supplier Personnel (such as the OHA), a member of the Authority’s workplace adjustments team, health, safety and wellbeing adviser, a trade union representative and/or legal adviser, where the Authority’s Personnel has given prior agreement.
    2. The Supplier shall be advised that case conferences shall be delivered by telephone, face-to-face, video, on-site and/or off site as required by the Authority.
    3. The Supplier shall ensure that ad hoc case conferences take place within 6 working days of request by HM Treasury or 5 working days of request by HM Treasury Agencies.
    4. The Supplier shall ensure multiple case conference (including collation of referrals) take place within ten (10) working days of request by the Authority.

6.7 **Ill Health Retirement**

6.7.1 The Supplier shall make recommendations to the Authority to support them with Ill-Health Retirement cases when requested.

6.7.2 The Supplier shall assist if the Authority approaches them for medical evidence to support any ill-health retirement applications.

6.7.3 The Supplier shall provide all medical evidence to the Authority within ten (10) working days of request.

6.8 **Pre-Appointment Checks**

6.8.1 The Supplier shall provide pre-appointment checks on behalf of the Authority.

6.8.2 The Supplier shall work with the Authority to determine the type and level of medical assessment for the Authority and/or potential Authority’s Personnel.

6.8.3 The Supplier shall:

* Provide an online assessment Service that will automatically return clearance where the potential Authority’s Personnel responses conclude medical fitness;
* Advise on any workplace adjustment including the provision of specialist equipment, which may be required in order to support the Authority’s Personnel with a pre-existing condition to carry out a role. Such adjustments must be advised prior to the Authority’s Personnel’s start date so the Authority can ensure adjustments are in place for the Authority’s Personnel’s start date;
* Provide automatic escalation of the case where required;
* Highlight if the Authority’s Personnel is likely to be covered by the Equality Act 2010 and provide clear advice and guidance on any reasonable adjustments to the work environment, required under the Equality Act 2010, taking account of the job specification;
* Provide a report to the Authority following online screening within twenty-four (24) hours of screening;
* Provide an occupational health adviser written opinion following online assessment to the Authority within two (2) working days;
* Provide the Authority’s Personnel with a face to face assessment within five (5) working days of request;
* Provide the Authority with a written opinion following telephone and face-to-face assessment within two (2) working days of the assessment.

6.9 **Fitness for Task**

6.9.1 The Supplier shall carry out fitness for task medical assessments to ensure that the Authority’s Personnel can safely do a specific job or task.

6.9.2 The Supplier shall ensure that all fitness for task assessments and reports are completed within ten (10) working days of referral.

6.9.3 The assessments shall:

* Enable the Authority to comply with relevant health and safety legislation and the Authority’s policies and procedures;
* Determine if the Authority’s Personnel is suffering from any medical condition or undergoing medical treatment which could impact on their ability to undertake a task or pose a significant risk to themselves or others.

6.9.4 The Supplier shall provide assessments, which will include but not be limited to:

* Fitness to travel or work overseas assessment;
* Pregnant workers assessments.
  1. **Immunisation, Vaccinations, Inoculations, Medications and Blood Tests**

6.10.1 The Supplier shall provide the Authority’s Personnel with immunisations, vaccinations, inoculations, blood tests and/or medications (together called “Treatments”) if requested to do so particularly relevant to work related overseas travel.

6.10.2 The Supplier shall provide Treatments to the Authority’s Personnel as required in the course of their role and as authorised by the Authority and shall work with the Authority to develop programmes for the delivery of specific Treatments which shall be made available to the Authority’s Personnel.

6.10.3 The Supplier shall:

* Provide UK wide coverage for all Treatments for individual Authority’s Personnel;
* Work with the Authority to fully carry out Treatments and pre-travel checks and assessments;
* Deliver Treatments at the Authority’s premises where this represents the most cost effective and/or efficient means of delivering the Services.

6.10.4 The Supplier shall comply with all relevant UK legislation and guidelines, including:

* Public Health England Standards (PHE);
* Control of substances hazardous to Health Regulations (COSHH);
* Health and Safety at Work Act 1974;
* Health and Safety Executive (HSE) Guidance;
* The Green Book – Immunisation Against Infectious Diseases 2013; and
* National Travel Health Network and Centre (NTHNC) advice and guidance standards.

6.10.5 The Supplier shall, in the delivery of Treatments to the Authority’s Personnel:

* Inform the Authority’s Personnel as to the full scope of the Treatment, including pre and post assessments, the number of Treatments required to complete a course and the frequency of Treatments;
* Provide general healthcare advice to support the Authority’s Personnel throughout the Treatment;
* Provide all consumables to support the delivery of the Treatments (e.g. gloves, needles);
* Remove all medical waste from the Authority’s site and ensure it is disposed of in accordance with applicable law;
* Maintain comprehensive patient records of all Treatments, and deliver recall notifications and make appointments for the Authority’s Personnel where they require a follow up appointment, periodic retesting or booster Treatment;
* Inform the Authority if a member of its Personnel has failed to attend an appointment for Treatment and has not booked a replacement appointment;
* Provide appropriately skilled Supplier Personnel as required for the delivery of any Treatment in line with published guidelines; and
* Provide the Authority’s Personnel with the most up to date public health advice including, at a minimum, travel warnings, restrictions, medical and/or disease risks.

6.10.6 The Supplier shall ensure that the Authority’s Personnel fully understand the impact of all Treatments on existing or underlying health conditions so that any risks can be managed and/or mitigated against.

6.10.7 The Supplier shall gain written consent from the Authority’s Personnel, ensuring that the risks have been explained to them before accepting any course of treatment.

6.10.8 The Supplier shall book an appointment for the Authority’s Personnel upon receipt of a request for treatment from the Authority.

6.10.9 The Supplier shall book appointments for Treatments for the Authority’s Personnel within a reasonable travelling distance of the Authority’s Personnel’s home, but no more than one hour’s travelling distance by public transport, from the Authority’ Personnel’s home office location.

6.10.10 The Supplier shall ensure availability of Services for the Authority’s Personnel’s who have short notice travel requirements for example, essential Authority’s Personnel required overseas urgently.

6.10.11 The Supplier shall administer Treatments for the Authority’s Personnel who have undertaken a fitness for posting overseas assessment and received recommendations of required Treatments from other specialist suppliers engaged by the Authority. The Supplier shall ensure that such treatments are approved in advance by the Authority.

6.10.12 The Supplier shall confirm the process for the delivery of Treatments, where the Authority’s require Treatments for specialist groups (for example, high containment laboratory workers) and shall agree the Charges for these additional Services in advance with the Authority.

**Table 1 - Immunisations, Vaccinations, Inoculations**

6.10.13 The Supplier shall provide the Authority’s Personnel with immunisations, vaccinations and inoculations when requested to do so.

6.10.14 The Supplier shall carry out the immunisations, vaccinations and inoculations listed in Table 1 below for the Authority’s Personnel as required in the course of their duties abroad.

6.10.15 The Supplier shall gain approval from the Authority if other medication or treatment is required before administering such Treatment.

6.10.16 The Supplier shall provide the immunisations, vaccinations and inoculations listed, including but not limited to:

|  |
| --- |
| **Table 1** - **Immunisations, Vaccinations, Inoculations** |
| BCG |
| Cholera oral full course |
| Combined Diphtheria, Tetanus and Polio |
| Combined Hepatitis A + B |
| Combined Hepatitis A + B (paediatric) |
| Combined Hepatitis A + Typhoid |
| Diftavax (Combined Diphtheria and Tetanus) |
| Diphtheria |
| Flu |
| Hepatitis A |
| Hepatitis B |
| Hepatitis C |
| Hepatyrix |
| Japanese Encephalitis |
| Junior Hepatitis B |
| Mantoux test |
| Meningitis ACWY |
| Meningococcal Meningitis |
| Polio |
| Rabies |
| Rubella |
| TB |
| Tetanus |
| Tick Encephalitis |
| Tick Encephalitis (Junior) |
| Typhoid |
| Typhoid (Oral, price for full course) |
| VZV (Chicken pox) |
| Yellow Fever |
| Anthrax |

**Table 2 – Blood Tests**

6.10.20 The Supplier shall provide the Authority’s Personnel with blood tests as requested.

6.10.21 The Supplier shall carry out the blood tests listed in Table 2 below for the Authority’s Personnel as required in the course of their duties, usually related to working overseas but not limited to this.

6.10.22 The Supplier shall ensure that, if, as a result of the blood tests carried out the Supplier identifies that the Authority’s Personnel requires a course of Treatment and/or a vaccination, inoculation or further blood tests then the Supplier shall prescribe the relevant Treatment.

6.10.23 The Supplier shall request approval from the Authority if other medication or Treatment is required before administering such Treatment.

6.10.24 The Supplier shall refer the Authority’s Personnel to their GP and or NHS Primary Care should other conditions be identified which require that the Authority’s Personnel receive additional Treatment.

The Supplier shall provide the blood tests listed, including but not limited to:

|  |
| --- |
| **Table 2 - Blood Group** |
| Blood Tests - Hepatitis A Antibody |
| Blood Tests - Hepatitis B Antibody |
| Blood Tests - Hepatitis C Antibody |
| Diphtheria immunity |
| Hepatitis B Surface Antigen |
| HIV Antibodies |
| Rubella Antibodies |
| Urine Cytology |
| Brucella |
| Q Fever |
| T Spot Test – TB |

**Table 3 – Medications**

6.10.25 The Supplier shall provide the Authority’s Personnel with medications when requested by the Authority.

6.10.26 The Supplier shall prescribe the medications listed in Table 3 below to the Authority’s Personnel as required for the treatment of applicable medical conditions or in the course of their duties both at home and overseas.

6.10.27 The Supplier shall prescribe generic medications unless:

* + - * The Authority requests a specific medication to be used. The Supplier shall check and confirm that such medication can be used for the purposes requested before it is administered;
      * The Authority’s Personnel require a specific named medication for medical reasons;
      * Published health advice recommends that generic products should not be used; and
      * Generic products are not available for the medication required. In such cases the Supplier shall use the published recommended product.

6.10.28 The Supplier shall provide the medications listed, including but not limited to:

|  |
| --- |
| **Table 3 – Medications** |
| Diarrhoea: Diarrhoea Treatment Kit |
| Diarrhoea: Loperamide |
| Insect Repellent: Diethyltoluamide (DEET – Insect repellent) |
| Broad spectrum: Doxycycline Tablets |
| Malaria : Chloroquine tablets |
| Malaria : Malarone tablets |
| Malaria : Malarone Paediatric tablets |
| Malaria : Avloclor tablets |
| Malaria : Mefloquine (Lariam) tablets |
| Malaria : Paludrine tablets |
| Insect Repellent: Mosi Guard 50% Spray |
| Insect Repellent: Mosi Guard Natural. |
| Influenza type A and B: Tamiflu |

* 1. **Health Screening Services**
     1. When requested, the Supplier shall provide a face-to-face health screening programme to Authority’s Personnel, including but not limited to:
* Lifestyle questionnaire;
* Body Mass index;
* Blood Pressure tests;
* Lung function tests (peak expiratory flow rate);
* Liver function (GGT);
* ECG;
* Diabetes testing; and
* Urinalysis and Haemoglobin test (cholesterol and random glucose).
  + 1. The Supplier shall signpost the Authority’s Personnel to the Authority’s Employee Assistance Programme Services, if deemed necessary, based on the assessment of the Authority’s Personnel’s response to questions and/or physical examination.
  1. **Physiotherapy Services** 
     1. The Supplier shall provide physiotherapy Services and shall deliver these Services either:
* face-to-face;
* via telephone;
* via Secure Video conferencing;
* using the online portal; and/or
* paper based.
  + 1. The Supplier shall provide the Authority’s Personnel with exercise and advice programmes that can be self-managed by the Authority’s Personnel.
    2. The Supplier shall provide Supplier Staff who are qualified as physiotherapists or suitably qualified to assess the needs of the Authority’s Personnel and determine if physiotherapy Services are an appropriate form of treatment.
    3. The Supplier shall agree the criteria for face-to-face or video conferencing physiotherapy with the Authority who will approve the number of sessions that can be offered to the Authority’s Personnel on a case-by-case basis.
    4. The Supplier shall provide face-to-face or video conferencing physiotherapy which shall accommodate the Authority’s Personnel’s mobility needs and shall be conducted in a location which meets such needs.
    5. The Supplier shall provide a detailed assessment of the Authority’s Personnel’s musculoskeletal injuries to identify any traumatic and trauma associated conditions.
    6. The Supplier shall provide a report to the Authority’s Referring Manager if appropriate and the Authority’s Personnel, on the nature, extent and prognosis of each individual condition, including appropriate treatment programmes.
    7. The Supplier shall provide fast track physiotherapy Services to the Authority’s Personnel who present with a musculoskeletal disorder resulting from an acute injury, which may or may not be work-related.
    8. The Supplier shall not provide this service to the Authority’s Personnel with long-standing chronic conditions; such Authority’s Personnel shall be signposted by the Supplier to NHS Primary care.
    9. The Supplier shall provide the Authority’s Personnel with a telephone assessment within four (4) working days of request.
    10. The Supplier shall provide the Authority’s Personnel with an appointment and first face-to-face physiotherapy session within seven (7) calendar days of referral.
    11. The Supplier shall provide the Referring Manager and the Authority’s Personnel with a report detailing the outcome of the treatment within two (2) working days of completion of treatment.
  1. **Workplace Assessments and Adjustments**
     1. The Supplier shall provide the Authority with workplace assessments and detail of adjustments required where requested.
     2. The Supplier shall conduct assessments, of the Authority’s Personnel’s workstation, workplace or specialist requirements to determine what, if any, adjustments are required to support the Authority’s Personnel’s ability to attend work or to carry out a particular job. These will normally be carried out face to face but may be over video conference if necessary.
     3. The Supplier shall ensure that role and procedure assessments are included in the overall assessment.
     4. The Supplier shall ensure that assessments are appropriate for the Authority’s Personnel with a diverse range of conditions (for example, dyspraxia or autism).
     5. The Supplier shall ensure the assessments meet the needs of the Authority’s Personnel with neuro-diverse conditions such as Asperger’s / autism, bipolarity, ADHD, schizophrenia, schizoaffective disorder or sociopathy, who may also be presenting with other non-related conditions.
     6. The Supplier shall provide a report to the Authority after an assessment listing recommended adjustments.
     7. The Supplier shall cooperate with the Authority’s contracted Suppliers regarding the assessment and provision of reasonable adjustments.
     8. The Supplier shall assess any existing workplace adjustments to determine if continued use of such provision is acceptable.
     9. The Supplier shall ensure that all workplace assessments including those listed below take a maximum of ten (10) working days from referral to delivery of report to the Authority.
  2. **Assessments Relating to Reasonable Adjustments for Hearing and Visual Impairment**
     1. The Supplier shall provide the Authority with assessments relating to reasonable adjustments for hearing and visual impairment where requested.
     2. The Supplier shall carry specialist hearing or visual needs assessments in the Authority’s Personnel working environment.
     3. The Supplier shall provide a detailed report recommending suitable aids, adaptions, equipment, training and/or specialist support for both the Authority’s Personnel and the Referring Caseworker and make recommendations to the Authority’s Personnel of actions they can take to enable them to do their job more effectively.
  3. **Dyslexia Assessments**
     1. The Supplier shall provide dyslexia assessments by specialist dyslexia assessors (including Educational Psychologists) where requested by the Authority.
     2. The Supplier shall carry out the assessment in the Authority’s Personnel working environment and shall provide a report to the Authority’s Personnel and referring caseworker listing any suggested workplace adjustments to be made, including any learning or coaching required, some of which the Supplier will provide directly or provide signposting to, and shall make recommendations to the Authority’s Personnel of actions they can take to enable them to do their job effectively.
     3. The Supplier shall carry out the assessment where the Authority have requested an urgent dyslexia assessment within five (5) working days.
  4. **Autism Workplace Needs Assessment** 
     1. The Supplier shall provide Autism Workplace Needs Assessments when requested by the Authority.
     2. The Supplier shall carry out the assessment in the Authority’s Personnel working environment and shall provide a report to the Authority’s Personnel and referring caseworker listing any suggested workplace adjustments to be made, including any learning or coaching required, some of which the Supplier will provide directly or provide signposting to, and shall make recommendations to the Authority’s Personnel of actions they can take to enable them to do their job effectively.
  5. **Dyspraxia Workplace Needs Assessment**
     1. The Supplier shall provide Dyspraxia Workplace Needs Assessments when requested by Authority.
     2. The Supplier shall carry out the assessment in the Authority’s Personnel working environment and shall provide a report to the Authority’s Personnel and referring caseworker listing any suggested workplace adjustments to be made, including any learning or coaching required, some of which the Supplier will provide directly or provide signposting to, and shall make recommendations to the Authority’s Personnel of actions they can take to enable them to do their job effectively.
  6. **ADHD Workplace Needs Assessment**
     1. The Supplier shall provide ADHD Workplace Needs Assessments when requested by Authority.
     2. The Supplier shall carry out the assessment in the Authority’s Personnel working environment and shall provide a report to the Authority’s Personnel and referring caseworker listing any suggested workplace adjustments to be made, including any learning or coaching required, some of which the Supplier will provide directly or provide signposting to, and shall make recommendations to the Authority’s Personnel of actions they can take to enable them to do their job effectively.
  7. **Specialist Support Services**
     1. The Supplier shall provide specialist support Services to include the following for Authority’s Personnel experiencing hearing and sight loss or dyslexia:
* Telephone advice line for Referring Caseworkers;
* Training and/or specialist support for both the Authority’s Personnel and line manager to enable implementation of the recommendations listed in an assessment report; and
* Additional reports or further information in relation to the original assessment should further information be required.
  1. **Support Worker Services**
     1. The Supplier shall provide the Authority with support worker Services.
     2. The Supplier shall, on request by the Authority, assess a disabled Personnel’s need for a clinical or non-clinical support worker to assist them at work. For example, support may include personal hygiene, support with eating, dressing and/or supporting a disabled member of the Authority in and around the work place.
     3. The Supplier shall carry out the assessment at the Authority’s Personnel’s place of work and shall book an appointment with the Authority’s Personnel upon receipt of a request from the Authority.
     4. The Supplier shall provide the Authorities with a formal report of the assessment having been carried out and the report shall include advice relating to the tasks a support worker would be required to undertake.
     5. The Supplier shall advise the Authority where to source a support worker to carry out the tasks recommended in the assessment.
  2. **Occupational Therapy Assessment**
     1. The Supplier shall provide an occupational therapy assessment for the Authority’s Personnel when requested for example, where a clinical need has been identified.
     2. The Supplier shall work with the Authority’s other contracted suppliers engaged in the supply and delivery of the service, including specialist equipment suppliers.
     3. The Supplier shall deliver an assessment report to the Authority detailing the Authority’s Personnel issues identified, functional abilities, potential adjustments that should be made in the workplace for the Authority’s Personnel and a graded rehabilitation programme in accordance with the Equality Act 2010.
     4. The Supplier shall carry out a follow-up assessment, to be undertaken by an occupational therapist, on request of the Authority.
     5. The Supplier shall assess whether the recommendations and advice provided in the assessment report have been implemented correctly and assess if further adjustments are required.
     6. The Supplier shall confirm to the Authority if the Authority’s Personnel has sufficient information to manage their condition and shall confirm that equipment provided has been set up and/or modified appropriately.
  3. **Ergonomic and Display Screen Equipment (DSE) Assessments**
     1. The Supplier shall provide Display Screen Equipment (DSE) workstation assessments when requested by the Authority. These will be carried out onsite by an OHA where applicable. Otherwise by video conferencing if required for a home workstation (hybrid working).
     2. This shall include, but not be limited to:
* Providing on-site workstation assessments in-line with the Authority’s policies;
* Providing off-site workstation assessments (or over video conferencing e.g. Microsoft Teams) for the Authority’s Personnel who work remotely at home;
* Assessment of ergonomics such as lighting, noise and temperature;
* Providing written advice on workstation suitability and configuration considering individual needs, health and safety requirements and any physiological conditions; and
* Advising, in report format, the requirement for additional / alternative ergonomic equipment to support an individual whilst at work.
  1. **Mental Health Workplace Assessments**
     1. The Supplier shall provide Mental Health Workplace Assessments to support the Authority’s Personnel who are experiencing mental health problems that are affecting their performance in the workplace.
     2. The Supplier shall carry out the assessment in the Authority’s Personnel’s working environment and shall provide a report to the Personnel and referring caseworker listing any suggested workplace adjustments to be made, including any learning or coaching required, some of which the Supplier will provide directly or provide signposting to, and shall make recommendations to the Authority’s Personnel of actions they can take to enable them to do their job effectively.
  2. **Workplace Needs Assessments**
     1. The Supplier shall provide Workplace Needs Assessments to support Personnel who do not have a diagnosis but are experiencing difficulties in the workplace with issues such as attention, organisation, working memory, time management etc.
     2. The Supplier shall provide an assessment in the workplace and shall provide a report to the Personnel and Referring Caseworker listing any suggested workplace adjustments to be made, including any learning or coaching required, some of which the Supplier will provide directly or signpost to a suggested provider and shall make recommendations to the Personnel of actions they can take to enable them to do their job effectively.
     3. The Supplier shall not undertake diagnostic activity unless requested by the Authority.
  3. **Learning Difficulty Diagnosis**
     1. The Supplier shall provide diagnostic services only where requested by Authority if they have identified that their Personnel are experiencing difficulties in the workplace which may be due to undiagnosed conditions such as:   
          
        - Dyspraxia  
        - Dyslexia  
        - Autism  
        - ADHD  
        - Dyscalculia  
        - Asperger’s
     2. The Supplier shall provide assessments by psychologists or by specialist teachers using a range of appropriate tests. The purpose of the diagnostic is to provide adequate evidence of the Authority’s Personnel functioning ability across the full range of cognitive abilities and skills that are required to complete their work role.
     3. The Supplier shall provide a report to the Authority’s Personnel and Referring Caseworker listing any findings, diagnostics and suggested workplace adjustments to be made, including any learning or coaching required, some of which the Supplier will provide directly or provide signposting to, and shall make recommendations to the Authority’s Personnel of actions they can take to enable them to do their job effectively.
  4. **Coping Strategy Coaching**
     1. The Supplier shall where requested provide Coping Strategy Coaching to the Authority’s Personnel who may be experiencing more severe difficulties in processing and carrying out tasks in the workplace such as:- Organisation  
        - Time Management  
        - Memory Skills  
        - Spelling  
        - Numeracy
     2. The Supplier shall provide this Service through experienced coaches to Personnel in the workplace for up to a maximum of three (3) sessions. Additional sessions would need to be authorised by the Authority.
     3. The Supplier shall provide solutions and coping strategies to the Authority’s Personnel to enable them to do their job effectively and provide a report to the Referring Caseworker listing any suggested workplace adjustments or learning that is required.
  5. **Therapeutic Psychological Services**
     1. The Supplier shall provide therapeutic interventions if deemed necessary following a management referral.
     2. The supplier shall carry out an initial psychological assessment of the Authority’s Personnel within forty-eight (48) hours of referral to provide the most clinically appropriate therapeutic intervention.
     3. The Supplier shall be able to provide the following therapies:
* Cognitive Behavioural Therapy (CBT);
* Trauma Focussed CBT;
* Eye Movement Desensitization and Reprocessing (EMDR); and
* Other approved and appropriate specialist interventions as recommended by a clinician and approved by the Buyer.
  + 1. The Supplier shall:
* Arrange the first counselling session appointment within forty eight (48) hours of agreeing that a therapeutic intervention is an appropriate form of treatment;
* Ensure the first session of the therapeutic intervention takes place within five (5) days of referral;
* Provide a fast-track referral option where circumstances require a therapeutic intervention session in advance of the standard appointment window. A fast track referral appointment shall take place within two (2) days of first referral;
* Ensure that the duration of the initial consultation and subsequent sessions are in line with clinical best practice;
* Ensure that when work-related stress is identified as an underlying issue, that assessment is carried out in conjunction with the Health and Safety Executive Management Standards;
* Provide immediate telephone counselling support and/or forward the Authority’s Personnel immediately to emergency NHS Primary Care/A&E if they are presenting as being at risk i.e. ‘red flag’. Examples of such are, medical emergencies and the risk of self-harm; and
* Provide the first face-to-face therapeutic intervention session for urgent cases within twenty-four (24) hours of first contact.
* Provide digital delivery, such as secure video conferencing, where this method of delivery is clinically appropriate and with the consent of the Authority’s personnel.
  + 1. Where such therapeutic intervention Services are recommended by the Supplier for Authority’s Personnel, the maximum number of sessions shall be agreed and approved between the Supplier and the Authority prior to commencement. The Supplier shall provide the Referring Caseworker with a discharge report at the end of the therapy.
    2. The Supplier shall provide psychological assessment MI to the Authority to demonstrate the effectiveness of therapeutic services.
    3. The Supplier shall ensure that they have access to a comprehensive UK wide network of counsellors available to deliver these Services.
    4. The Supplier shall ensure that premises are appropriate, safe and offer adequate levels of privacy to Personnel, if they provide face-to-face therapeutic intervention away from the Personnel’s normal place of work.
    5. The Supplier shall provide appointments within a reasonable travelling distance of the Personnel’s home, but no more than one hour’s travelling distance by public transport, from the Personnel’s home office location.
    6. The Supplier shall ensure that there are sufficient, adequately equipped premises to provide Services to Users who are disabled, including disabled parking.
    7. The Supplier shall ensure that all face-to-face appointments shall meet the wishes of the Personnel with regards to counsellors of the same gender and if possible, race and religion.
    8. The Supplier shall provide where required, a fully accessible, secure online therapeutic intervention Service. The Supplier shall ensure that Personnel who are posted overseas can also access the Service.
    9. The Supplier shall facilitate a referral to NHS / specialist agencies outside any contracted Services to Personnel requiring prolonged counselling or psychotherapy.  The Authority shall not meet the costs resulting from these referrals. The Supplier’s Staff shall not offer the Authority’s Personnel private counselling or therapy.
    10. The Supplier shall provide overseas based face-to-face therapeutic interventions if required.
    11. The Supplier shall agree overseas-based therapeutic intervention Charges in advance.
  1. **Failure to Attend Appointments Process**
     1. The Supplier shall remind the Authority’s Personnel via telephone, e-mail and/or SMS of booked appointments. The Supplier shall send a reminder to the Authority’s Personnel at least forty-eight (48) and twenty-four (24) hours before any appointment is due.
     2. The Supplier shall inform the Referring Caseworker of all missed appointments, including repeated failures to attend. If the Authority’s Personnel does not attend three appointments the Supplier shall work with the Authority to address why the Authority’s Personnel has been unable to attend an appointment and seek to resolve the issue.
     3. The Supplier shall identify and report on all missed appointments and work with the Authority to propose, implement and track ways of reducing the number of missed appointments.
  2. **Consultancy Services** 
     1. The Supplier shall provide a consultancy Service delivered by Supplier Personnel with specialist knowledge, where requested by the Authority.
     2. The consultancy Services shall include:
* Health and safety industry specialists to deliver health surveillance guidance and training;
* Occupational health advisors to deliver educational and advice Services focused on health in the workplace. Such Services can be delivered in a variety of ways, including presentations, published guidance and/or webinars;
* Occupational health physicians to deliver advice and guidance on health in the workplace. Such Services can be delivered in a variety of ways including presentations, guidance and/or webinars; and
* Occupational therapists to deliver consultancy, education and training on areas pertinent to the provision of the Services.
  + 1. The Supplier shall provide suitably qualified, skilled or experienced Supplier Personnel to attend an employment tribunal to provide support or to act as a witness where requested by the Authority.
  1. **Education and Awareness Programmes**
     1. The Supplier shall deliver a programme of education and support to the Authority’s Personnel in relation to the Services.
     2. The Supplier shall agree the content and delivery of such programmes in advance with the Authority.
     3. The Supplier shall ensure that all health promotion materials reflect that of wider government health policy published by the Department of Health and Public Health England and reflect clinical best practice.
     4. The Supplier shall include relevant material in their programme which is provided by the Authority, such as policy changes. The content of any programme shall be based on material readily available by the Supplier and tailored where required for the Authority.
     5. The Supplier shall ensure that the programme coincide with all national and local health strategies and awareness campaigns.
     6. The Supplier shall deliver the programmes using a variety of communication methods, including posters, leaflets, web-based and shall tailor these to meet the needs of the Authority.
     7. The Supplier shall ensure subject areas cover general health and wellbeing including, but not limited to:
* Mental health;
* Musculoskeletal health;
* Healthy lifestyle;
* Stress management;
* Back care;
* Exercise;
* Sleep;
* Health promotion;
* Smoking awareness;
* Sun safe;
* Blood pressure;
* Diabetes (incorporating obesity and healthy eating);
* Bone density;
* Weight; and
* Diet and nutrition.
  1. **Publicity and Promotion**
     1. The Supplier shall provide the Authority with publicity and promotion materials where requested.
     2. The Supplier shall work with the Authority to agree a series of on-going publicity and general promotional material and initiatives throughout the term of the contract to highlight awareness of the Services.
     3. The Supplier shall use aide memoires as a delivery method.
     4. The Supplier shall ensure that any material provided shall be agreed in advance by the Authority and contain branding specific to the Authority.
     5. The Supplier shall ensure that such promotion and awareness shall include at a minimum:
* The role of the occupational health Service, the purpose of referrals, what to expect and what not to expect;
* Guidance for Referral Caseworkers on completing the referral forms e.g. checklist, examples of best practice.
  1. **Premises and Access to Services**
     1. The Supplier shall ensure when delivering Services on the Authority’s premises that the accommodation is suitable for the Services.
     2. The Supplier should note that the availability of WIFI may be inconsistent across the Authority’s premises.
     3. The Supplier shall ensure that access to premises is requested from the Authority in advance of Services being performed so as to allow for any additional security clearance, which may be required.
     4. The Supplier shall provide mobile units and all necessary equipment and Supplier Personnel where the Services are required to be delivered from such facilities. The Services may also be required for the Authority’s Personnel based in remote locations, travel clinics or where the Authority is unable to provide suitable accommodation.
     5. The Supplier shall ensure that face-to-face Services which are required away from the Authority’s normal place of work, are conducted on premises that are appropriate, safe and offer adequate levels of privacy for the Authority’s Personnel.
     6. The Supplier shall ensure that appointments take place in suitable Supplier premises within a reasonable travelling distance of the Authority’s Personnel’s home, but no more than one hour’s travelling distance by public transport, from the Authority’s Personnel’s office location.
     7. The Supplier shall ensure, if requested by the Authority’s Personnel, Supplier Personnel of the same gender shall carry out the consultation.
     8. The Supplier shall ensure that there are sufficient, adequately equipped premises to provide Services to the Authority’s disabled Personnel, including disabled parking.
  2. **Service Implementation** 
     1. The Supplier shall provide implementation support for the Authority which shall include as a minimum but not limited to:
* A detailed implementation plan, including risks and mitigation, tasks, a timeline, milestones, priorities and dependencies;
* Work with the Authority to set up systems and processes to support the delivery of the Services;
* Work with the Authority to agree all policies and procedures which are relevant to the Services and develop and execute a training plan for relevant Supplier Personnel;
* A communications strategy to ensure the Authority is kept informed at key stages during the transition of Services;
* Work with the incumbent Suppliers to ensure a seamless transfer and continuity of Services, including the transfer of all relevant medical records and Data: and
* The transfer of all relevant historical medical records to any new Supplier on expiry of a Call Off contract.
  + 1. The Supplier shall provide the Authority with a process flow and description of how appropriate Services are managed, from the point of contact through to case management and resolution as part of their implementation plan. These processes shall be approved in advance by the Authority.
    2. The Supplier shall ensure that where the Authority has a separate contracted provision for employee assistance programmes, the Supplier shall work with the Authority’s other contracted Suppliers to deliver a seamless and joined up approach across the Service.
    3. The Supplier shall establish a project team, which is responsible for the implementation of the Services.
    4. The Supplier shall appoint a project manager with relevant experience of implementing a project of similar size and complexity.
    5. The Supplier project manager shall report to the Authority on all aspects of implementation.
  1. **Diversity and Inclusion**
     1. The Supplier shall ensure Services comply with all discrimination legislation, including the Equality Act 2010 and Gender Recognition Act 2004.
     2. The Supplier shall ensure Supplier Personnel are trained in such legislation as necessary for the provision of the Services. The delivery of Services shall be accessible to the Authority’s Personnel users, and shall include as a minimum:
* The Service shall be fully and demonstrably compliant with the Public Sector Bodies Accessibility Regulations to ensure that all staff have equal access to the Services. Further information is available at:

<https://gds.blog.gov.uk/2018/09/24/how-were-helping-public-sector-websites-meet-accessibility-requirements/>

* Provision of written reports in alternative formats where required or upon request of the Authority’s Personnel;
* Telephone services to support the Authority’s Personnel with hearing or speech difficulties;
* Services for the Authority’s Personnel whose first language is not English and who may request or require language support;
* Access to Supplier premises for face-to-face appointments shall be disability friendly, where required to be so. Where this is not possible alternative arrangements shall be made in advance of any appointments; and
* Provision of disabled parking at Supplier premises, where required.

# key milestones and Deliverables

# The following contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Supplier to appoint an Account Manager | Within week 1 of Contract Award |
| 2 | Authority and Supplier meet to discuss requirements going forward | Within week 1 of Contract Award or no later than 2 weeks after contract award. |
| 3 | Agree access to online Portal, names of HR Case Workers and Onboarding Team who will access the online Portal. | Within week 1 of Contract Award or no later than 2 weeks after award. |
| 4 | Transfer clinical data and any existing notes/records relevant to the Authority’s Personnel from existing supplier to incumbent. | Within 1- 8 weeks of Contract Award |
| 5 | Commence the Service provision | By contract start date. |
| 6 | Review quality of service and charges for provision. | Within 3 and 6 months of Contract Award |

* 1. **Service Implementation**
     1. The Supplier shall appoint a suitably skilled and experienced implementation team with a named implementation manager. The Supplier shall provide the name of the implementation manager to the Authority within 5 working days of the award of the Call-Off Contract. The implementation manager shall work with the Authority on a daily basis to agree and deliver an implementation plan.
     2. The Supplier shall provide implementation support for the Authority, which shall include as a minimum, but not be limited to:
     3. A detailed implementation plan, including risks and mitigation, tasks, a timeline, milestones, priorities and dependencies;
     4. Work with the Authority to set up systems and processes to support the delivery of the Services;
     5. Work with the Authority to agree all policies and procedures which are relevant to the Services and develop and execute a training plan for relevant Supplier Staff;
     6. A communications strategy to ensure the Authority is kept informed at key stages during the transition of Services;
     7. Work with the incumbent Suppliers to ensure a seamless transfer and continuity of Services.
     8. The Supplier shall provide the Authority with a process flow and description of how appropriate Services are managed, from the point of contact through to case management and resolution as part of their implementation plan. The Authority shall approve these processes in advance.
     9. The Supplier shall ensure that where the Authority has separate contracted provision for occupational health services, the Supplier shall work with the Authority’s contracted Suppliers to deliver a seamless and joined up approach across the Service.
     10. The Supplier shall establish a project team, which is responsible for the implementation of the Services.

1. **MANAGEMENT INFORMATION/reporting**

**reporting**

8.1 The Supplier shall provide management information to the Authority as detailed below.

* 1. The Authority will require comprehensive and robust management information to verify that Services are being delivered to the required standard, providing quality outcomes and providing value for money.
  2. The Supplier shall ensure the Authority’s Personnel confidentiality in the delivery and content of all management information.
  3. The Supplier shall provide the management information broken down at a minimum as organisation, agency, business unit level and by geographical location.
  4. The Authority may request a reasonable number of ad-hoc management information reports. The Supplier shall provide such management information reports at no additional Charge.
  5. The Authority will, where the Data is available, provide the Supplier with quarterly statistics on causes of sick absence, absence levels and average working days lost (AWDL). The Authority will supply these figures at organisational, departmental and agency level where available. The Authority will also advise the Supplier of any planned programmes of work, which may have an impact on the usage of the services, such as major transformation programmes.

**The Authority’s Monthly Management Information**

* 1. The Supplier shall provide the following monthly management information to each part of the Authority and shall include a demographic (gender, ethnicity, age and disability) breakdown of Service usage.

8.6.1 General

* Monthly and cumulative Contract Year to date Charges for the Services, including any pass through or additionally agreed Charges:
* Consolidated Authority’s Personnel complaints report;
* Performance against agreed Service Level Performance Measures;
* Results of Authority’s Personnel satisfaction surveys; and
* Identification of any risks identified with the delivery of the Services including mitigating actions to manage the risks going forward.

8.6.2 Helpdesks

* Numbers of telephone enquiries received;
* Numbers of email enquiries received; and
* Numbers of calls to helplines, categorised by type e.g. Referring Caseworker, Account Manager.

8.6.3 Pre-employment checks

* Number of online assessments completed; and
* Number of occupational health adviser assessments completed.
* Number of unsatisfactory assessments completed.

8.6.4 Attendance Management

* Total number of the Authority’s Personnel referrals;
* Referral by type – telephone, electronic, face to face, paper based;
* Referral by category of illness / condition / medical category / service. The categories shall be standardised in agreement with the Supplier, but shall include musculoskeletal, mental health, work related stress, surveillance and pre-employment at a minimum;
* Management referral activity by clinical disease codes (ICD10);
* Number of occupational health visits undertaken, categorised by type such as workplace and home;
* A breakdown of referrals categorised by new referrals (including time from referral to first appointment), closed referrals (including how long the referral lasted), in progress referrals categorised by time slots of ten days and type (standard, complex, further medical evidence required etc.) number of referrals not yet processed (including the age of such referrals by the number of days;
* Number of OHA and OHP appointments;
* Number of appointments cancelled by the Supplier;
* Number of the appointments cancelled by the Authority
* Number of the Authority’s Personnel referred with absence less than 21 days;
* Number of the Authority’s Personnel referred with absence of more than 21 days;
* Number of in-work referrals and further information requests;
* Number of cases related to equality legislation;
* Number of re-referrals and further information requests;
* Number of reports returned to the Supplier for revision and amendments including time taken to produce the amended report;
* Type of recommendation and/or outcome for referrals i.e. return to work, reasonable adjustment, medical retirement, medical termination;
* Number of further medical evidence requests and by type; and
* Analysis of the Authority’s Personnel who did not attend appointments.

8.6.5 Case Conferences

* Number of case conferences held between the Supplier and the Authority.

8.6.6 Immunisations, Vaccinations, Inoculations, Medications & Blood Tests

* Numbers and types of each treatment given for inoculations, vaccinations, medications and blood tests.

8.6.7 Assessments for the Authority’s Personnel Covered by the Equality Act 2010

* Number of workstation (DSE) assessments;
* Number of workplace assessments;
* Numbers of assessments relating to hearing loss; and
* Number of assessments relating to sight loss.

8.6.8 Other Services

* Number of dyslexia assessments undertaken;
* Number of referrals to the dyslexia support service;
* Number of health screenings delivered;
* Health screening results by demographic;
* Number of face to face physiotherapy sessions; and
* Number of telephone-based physiotherapy sessions.
  1. **Contracting Authority’s Quarterly Management Information**

8.7.1 The Supplier shall provide the following quarterly management information. The content and scope of reports shall include a demographic (gender, ethnicity, age and disability) breakdown of Service usage:

* An executive summary outlining usage of the Services by the Authority and emerging trends;
* Explanation of how the Data has been collated and derived and any anomalies identified;
* Monthly and year to date performance against SLAs;
* Period by period comparison of the Data presented;
* Presentation in graphical and tabular form along with the base Data, the specific format of which will be agreed on award of the Framework;
* The benefits and added value the Services are providing, specifically stating what benefit the Supplier has brought to the Services both for the Authority’s Personnel and commercially;
* Summary by Call-Off contract of the Authority’s Personnel satisfaction surveys, which shall track the Authority’s Personnel journey from referral to resolution and identify where the Services are not meeting expected standards and plans to address these;
* Summary of the Authority’s Personnel complaints and identification of any trends resulting from these with a proposed service improvement plan to be agreed between the parties;
* Trend analysis of Service usage including suggested actions and service improvements, with proposed times and costs for implementation;
* Identification of risks, reasons and mitigating actions to manage the risks going forward; and
* Market innovations and trends emerging in the wider occupational health market including mental health, musculoskeletal and healthy lifestyle.

1. **volumes**
   1. Volumes of the Authority’s Personnel referred to OH varies and there is no reliable data to establish how many have been referred by each agency but as a guide, these are the current volumes expected annually:

|  |  |
| --- | --- |
| **Category** | **Total Number** |
| Telephone Support service | 30 |
| Access to Publicity and Promotion | 10 |
| OH Referrals | 70-120 |
| Further medical Evidence to support ill health retirement | 10 |
| Ill health retirement assessment and reports | 23 |
| Case Conferences | Less than 40 |
| Pre-appointment online checks | 750 |
| Pre-appointment face to face or telephone assessment | 20 |
| Workstation/DSE Assessments | 30 |
| Workplace Assessment | 6 |
| Vaccinations when travelling abroad | Less than 30 |

1. **continuous improvement**
   1. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
   2. The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.
   3. Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.
2. **Sustainability**
   1. The Supplier shall, when working on the Premises, perform its obligations under the Contract in accordance with the Authority’s environmental policy, which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.
3. **quality**
   1. **Supplier Accreditation**
      1. The Supplier shall be Safe Effective Quality Occupational Health Service (SEQOHS) accredited or be signed up to the SEQOHS accreditation pathway.
      2. The Supplier shall act in compliance with Health and Safety Executive (HSE) guidance in the delivery of the Services.
      3. The Supplier shall ensure that all Service delivery adheres to recognised public health initiatives and best practices including, but not limited to:

* Civil Service Health & Wellbeing Strategy
* NICE Workplace Guidance;
* The NHS Long Term Plan (2019);
* Workplace Health: Applying All Our Health (PHE 2019); and
* HSE Guidance
  + 1. The suppliershall ensure that the delivery of Services remains current with all changes to published public health initiatives and will update the Buyers how any changes will be applied to and/or impact the delivery of the Services.
    2. The supplier shall work with Buyers to support the NHS Long Term Plan (2019). The “LTP” is a 10 Point Plan designed to improve the health and wellbeing of the population.

1. **PRICE**

Prices are to be submitted via the e-Sourcing Suite, excluding VAT and including all other expenses relating to Contract delivery.

# STAFF AND CUSTOMER SERVICE

# Supplier Staff

# The Supplier shall provide a sufficient level of resource throughout the duration of the contract in order to consistently deliver a quality service.

# The Supplier shall ensure that all supplier staff are suitably experienced, skilled and/or qualified to deliver the services for which they are employed.

# PATIENT CONFIDENTIALITY AND ANONYMITY

# The Supplier shall ensure that Supplier Staff are aware of the following:

* Factual, contemporaneous and legible medical records shall be maintained for all users of the Services; and
* Reports produced for the Authority’s Personnel can be disclosed to that Buyers Personnel on request in accordance with the General Data Protection Regulation (GDPR).

### 14.2.2 The Supplier shall ensure Supplier Staff are trained in all applicable law relating to patient confidentiality and the Supplier shall provide evidence of such training on request to the Authority.

# Qualifications

# The Supplier shall ensure that Supplier Personnel delivering the Services shall have the following qualifications:

* Clinical staff shall be registered with the relevant regulatory Authority and shall have annual verification of GMC, NMC, HCPC certification;
* Consultant occupational health physicians shall be a Member or Fellow of the Faculty of Occupational Medicine (MFOM or FFOM), or can demonstrate they are in the process of accreditation;
* Occupational health physicians shall be an Associate of the Faculty of Occupational Medicine (AFOM) and shall hold as a minimum a Diploma in Occupational Medicine (DOccMed). Such Supplier Personnel shall have access to consultant occupational health physicians in order to consult on complex or specialist cases;
* Occupational health advisors shall be a Registered Nurse (RN) with the Nursing Midwifery Council (NMC) and shall hold or can demonstrate they are working towards a degree or post-graduate diploma in Occupational Health with associated registration on Part 3 of the Register as a Specialist Community Public Health Nurse (OH) (SCPHN/OH);
* All Supplier Personnel who provide immunisation or screening Services shall be a Registered Nurse (RN) with the Nursing Midwifery Council (NMC) and shall hold evidence of having undertaken face to face immunisation training in the last 12 months including basic life support and anaphylaxis (NHS Career framework Level 2 (OH Support Worker Level 1));
* Supplier Personnel who deliver health surveillance Services shall be competent in the management of Health and Safety at Work Regulations 1999 Section 7 and shall operate to clinical protocols;
* Occupational therapists shall hold a BSc (Hons) in Occupational Therapy or a Masters Degree or Advanced Postgraduate qualification in Occupational Therapy. They shall also be registered with the Health and Care Professions Council (HCPC) and shall hold membership of the British Association of Occupational Therapists; and
* Physiotherapists shall have a BSc in Physiotherapy and shall hold professional registration with the Health and Care Professions Council (HCPC).

# Supplier shall ensure all Supplier Staff who provide counselling Services shall:

* Have a Diploma in Counselling or equivalent;
* Comply with the BACP Ethical framework for good practice in Counselling and Psychotherapy 2012;
* Have experience of delivering short term counselling;
* Have 450 hours of counselling experience post qualification;
* Undertake regular supervision by a qualified counselling supervisor in line with BACP guidelines;
* Hold membership or accreditation with one or more of the registered bodies listed in section 3.20; and
* Ensure therapists delivering therapeutic Services meet the minimum level of relevant qualifications and experience required for membership of their appropriate professional bodies (The British Association for Behavioural and Cognitive Psychotherapies, EMDR UK & Ireland Association and the British Association for Counselling and Psychotherapy).

# Training

# The Supplier shall ensure that all Supplier Personnel undertake Continuing Professional Development (CPD).

# The Supplier shall provide adequate supervision and support, where newly qualified Supplier Personnel provide the Services, including a designated qualified mentor.

# The Supplier shall ensure all Supplier Personnel who provide Services shall:

* Be trained in diversity and inclusion;
* Be appropriately trained in the Authority’s processes and policies as provided by the Authority;
* Be trained in the Supplier’s processes, procedures and policies, including those which have been agreed between the Supplier and the Authority;
* Be trained in the counselling and advice Services that are offered and/or available and have access to a database of such Services so that Contracting Authorities Personnel who use the Services can be triaged appropriately and signposted to the relevant Services; and

* Undergo, at a minimum, annual training, which shall include training on any changes to the above and refresher training.

# The Supplier shall keep a record of such training and provide evidence of training and/or qualifications on request.

# Supply Chain Management

# This section describes the supply chain mandatory requirements the Supplier shall comply with and the term of the Contract.

# The Supplier shall proactively encourage SME’s to become part of their supply chain.

# The Supplier shall ensure that they exercise due skill and care in the appointment and selection of any Sub Contractors (including associate/partners).

# The Supplier shall ensure that all Sub Contractors appointed have the technical and professional resource and experience to unreservedly deliver in full all the mandatory Service requirements.

# The Supplier shall be responsible for managing and monitoring the on-going performance of any Sub contractors appointed and ensures they have a process in place to deal with any issues with under and non-performance of appointed Sub contractors.

# The Supplier shall formalise relationships with Sub Contractors and manage any Sub Contractors in accordance with Industry Good Practice.

# The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# The Supplier shall be Safe Effective Quality Occupational Health Service (SEQOHS) accredited or be signed up to the SEQOHS accreditation pathway.

# The Supplier shall act in compliance with Health and Safety Executive (HSE) guidance in the delivery of the Services.

# The Supplier shall ensure that all Service delivery adheres to recognised public health initiatives

# The Supplier shall ensure that the delivery of Services remains current with all changes to published public health initiatives and will update the Authority how any changes will be applied to and/or impact the delivery of the Services.

1. **SERVICE LEVELS AND PERFORMANCE**
   1. The Authority will measure the quality of the Supplier’s delivery. Details of Service Levels, Service Credits and Performance Monitoring are at Annex A.
   2. A “Service Level Failure” shall be when any of the following are reported in a Performance Monitoring Report produced in accordance with Part B of this Call Off Schedule 14.

### The Supplier’s performance of any Critical Service Level is reported as failing to meet the Red Service Level Performance Measure in a given Service Period.

### The Supplier’s performance of a single Service Level is reported as failing to meet the Red Service Level Performance Measure for that Service Level twice or more in any three (3) consecutive Service Periods;

### The Supplier’s performance of a single Service Level is reported as failing to meet the Red Service Level Performance Measure for that Service Level four (4) times or more in any twelve (12) consecutive Service Periods; and

### The Supplier’s performance of a single Service Level is reported as failing to meet the Amber Service Level Performance Measure for that Service Level six (6) times or more in any twelve (12) consecutive Service Periods.

* 1. The Authority shall use the Performance Monitoring Reports supplied by the Supplier under Part B (Performance Monitoring) of Call Off Schedule 14 to verify the calculation and accuracy of the Service Credits, if any, applicable to each relevant Service Period.
  2. Where a Service Level Failure occurs, the percentage identified as the “Service Credit Payable” for the relevant Service Level Criterion in Annex 1 of Part A of Call Off Schedule 14 shall be applied to the Contract Charges for the Month in which the Service Level Failure occurs and the resulting amount deducted from such Contract Charges.
  3. Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. The Supplier shall set-off the value of any Service Credits against the invoice for the Month in which the Service Level Failure occurs.

**Nature of Service Credits**

* 1. The Supplier confirms that it has modelled the Service Credits and has taken them into account in setting the level of the Call Off Contract Charges. Both Parties agree that the Service Credits are a reasonable method of price adjustment to reflect poor performance.
  2. The Supplier shall provide a suitably qualified Call Off contract manager within five (5) working days of the Call Off contract Commencement date, provide the Authority with the name and contact details (including the telephone number and email address) of the Call Off contract manager.
  3. The Call Off contract manager shall have a detailed understanding of the Framework and Call Off contract and shall have experience of managing contracts of similar size and complexity.
  4. The Supplier shall communicate any change to the Call Off contract manager to the Authority no less than one (1) month in advance of any planned change.
  5. The Supplier shall participate in face to face meetings at no additional cost to the Authority.
  6. The Supplier shall promote, deliver and communicate transparency of pricing and savings when requested by the Authority.
  7. The Supplier Call Off contract manager shall be the primary contact between the Supplier and the Authority. They shall be responsible for managing the relationship with the Authority, which shall include:
     1. Ensuring continuity of provision and Service delivery;
     2. Service planning, monitoring and continuous improvement;
     3. Agreeing and documenting points of contacts with the Supplier for communication and escalation;
     4. Contract administration;
     5. The provision of Management Information;
     6. Attending contract review meetings at the frequency determined by the Authority;
     7. Providing detailed key performance data;
     8. Issue resolution and Service improvement where issues have been identified; and
     9. Resolution of complaints and queries, which have been escalated.
     10. The Supplier shall provide contact details of Supplier Personnel responsible for managing the Call Off contract if they differ to the Call Off contract manager.
     11. The Supplier Call Off contract manager shall escalate any issues that cannot be resolved between the Authority and the Supplier to the Authority.
         1. The Supplier shall provide the Authority with a quarterly report, listing as a minimum:
         2. External market trends, including analysis of how the Authority could benefit from such trends, including a cost analysis of any such changes; and
         3. Proposed improvements to Services, including but not limited to, technology changes, administrative changes, Charges and new ways of working. Such proposals shall include an impact assessment of such changes.
  8. **Clinical Governance and Performance Monitoring**
     1. The Supplier shall conduct an annual Service review in respect of each Contract Year. The Service review shall be supported by a report that provides details of the methodology, the sampling techniques, any issues identified and remedial action to be taken.
     2. The Supplier shall make the results available to the Authority and Contracting the Authorities.
     3. The Supplier shall include the following in the review:
        1. Supplier Personnel levels are being maintained and monitored to cope with Service demands and that a Supplier Personnel resource planning process is regularly reviewed and maintained;
        2. All clinical policies and procedures are being monitored and followed;
        3. Supplier Personnel are professionally accredited in order to provide the Services;
        4. Supplier Personnel professional qualification accreditation is monitored and maintained at organisational level; and
        5. A complaints process is effectively monitored and maintained by sampling 10% of complaints and reviewing that all processes are followed and appropriate records maintained.
     4. The Supplier shall work with the Authority to track and report on any remedial actions identified and the Parties agree that they shall bear their own respective costs and expenses incurred in respect thereof.
  9. **Measuring Service Impact and Outcomes**
     1. The Supplier shall use published, recognised methodologies, where available and agreed in advance with the Authority, to measure the Services at least twice in each Contract Year. The Supplier shall include, at a minimum, an assessment of the impact of the Services on:
        1. The Authority’s Personnel engagement with the Authority as an employer;
        2. The Authority’s Personnel perception of their own health and wellbeing;
        3. The Authority’s Personnel perception of their own stress and anxiety levels;
        4. The Authority’s Personnel perception of their own levels of resilience; and
        5. The Authority’s Personnel perception of presenteesim (the extent the Authority’s Personnel work when sick or feel obliged to work when sick) and productivity.
     2. The Supplier shall agree the forms of clinical measures to monitor the effectiveness of the Services, in advance with the Authority and they may include but not be limited to:
        1. General Health Questionnaire (GHQ) (versions 12,28,30 & 60) to detect the presence of and/or assess the severity of psychiatric disorders;
        2. Patient Health Questionnaire (PHQ-9) generally used to monitor the severity of depression symptoms; and
        3. General Anxiety Disorder (GAD7) self-administered questionnaire used to determine presence and severity of generalised anxiety disorder.
     3. The Supplier shall undertake satisfaction surveys of the Services and shall aim to get a 50% response from the Authority’s Personnel.
     4. The Supplier shall ensure that surveys contain questions relating to all aspects of the Services, including use of the online portal and where appropriate to incorporate measures that are included in the Authority’s employee surveys, which will be shared with the Supplier.
     5. The Supplier shall design and provide such surveys to the Authority upon request at no additional charge.
     6. The Supplier shall provide the Authority with survey results, including recommendations for Service improvements, identifying changes to Services where the Authority’s Personnel satisfaction has not met the Authority’s agreed targeted results.
     7. The Supplier shall design the content of satisfaction surveys and agree in advance with the Authority, including specified measures to be achieved.
  10. **Strategy, Policy and Guidance**
      1. The Supplier shall provide policy and strategy advice to the Authority. This shall include analysis of internal policies and sharing best practice from across employment sectors.
      2. The Supplier shall work with the Authority to understand any new policy changes, which may impact on Service delivery.
      3. The Supplier shall identify Service trends and shall develop mitigation strategies and/or solutions in conjunction with the Authority, for example when:
         1. Referrals increase due to a specific problem identified;
         2. Service usage patterns indicate the need for further investigation;
         3. Issues of bullying/intimidation or career/job related stress increase in a specific Authority’s location;
         4. There is a lack of referrals / Authority’s Personnel contact from the Authority’s geographical area; and
         5. Patterns/or concerns of presenteeism (the extent to which the Authority’s Personnel work when sick, or feel obliged to work when sick) arise in particular parts of the Authority’s organisation.
      4. The Supplier shall propose changes and/or modifications to the Services in order that the Services address specific trends and/or issues, including a time plan for implementation and shall work with the Authority to implement agreed modifications.
  11. **Complaints Process**
      1. The Supplier shall ensure that any complaints / issues raised by the Authority’s Personnel are dealt with as a matter of priority.
      2. The Supplier shall assist in seeking speedy resolution to resolve the situation, irrespective of where the fault lies. Types of complaints that shall be supported in this way include, but are not limited to:
         1. The Authority’s Personnel complaints relating to delays in booking appointments of Services;
         2. The Authority’s Personnel complaints relating to the availability of receiving the Services;
         3. The Authority’s Personnel complaints relating to any sharing of patient Data;
         4. The Authority’s Personnel complaints in relation to the quality of Services received;
         5. The Authority’s Personnel complaints in relation to Services not meeting the specific needs of individuals e.g. facilities for disabled Authorities Personnel;
         6. The Authority’s complaints relating to failure to meet agreed Service Levels; and
         7. The Authority’s complaints in relation to invoicing and billing.
      3. The Supplier shall acknowledge complaints made by the Authority’s Personnel whether verbal, formal or informal and written within one (1) day of the details of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution of the complaint shall be made by the Supplier to the Authority at intervals of two (2) working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.
      4. The Supplier shall have in place a robust escalation process to support complaints handling and to ensure effective management and resolution of all complaints received from the Authority.
      5. The Supplier shall provide the Authority with one consolidated report (per month) for the duration of this Agreement capturing all customer complaints detailed by the Authority. These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the Services and lessons learnt.
      6. The Supplier shall provide the Authority with a copy of the Suppliers documented complaints process.

# Security and CONFIDENTIALITY requirements

# Potential Providers must be able to demonstrate compliance with the Security Policy Framework and that they have appropriate IT, physical, personnel and procedural security measures in place to prevent any unauthorised access to, or leakage of, data collected as part of this contract, and to prevent it being shared with any unauthorised third parties.

# IT Security

* + 1. Any IT systems used by the Supplier to meet the Authority’s requirement must have a Cyber Essentials Scheme Certificate or equivalent at the commencement date of the contract and maintain that certification throughout the life of the contract. Cyber Essential Scheme requirements can be located at: <https://www.ncsc.gov.uk/files/Cyber-Essentials-Requirements-for-IT-infrastructure-2-2.pdf>
    2. Any IT systems used by the Supplier to meet the Authority’s requirement must be subjected to periodic independent penetration testing and any significant vulnerabilities identified as part of the penetration testing must be remediated within timeframes appropriate for the risk rating of the individual test findings.
    3. The Supplier shall have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means to ensure that any information/data shared/exchanged between the Supplier and the Authority, and/or Authority staff, is securely protected in transit.
    4. Suppliers should have good physical security and access control measures in place in any data centres, or other buildings, which would be used to host any IT systems used store/process Authority or candidate/applicant information/data.
    5. The Supplier shall ensure that any suspected or confirmed security breaches involving Authority or candidate/applicant information/data are reported to Contracting Authorities representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.
    6. The Supplier shall ensure that Contracting Authority’s information and Data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of this Contract, and in full compliance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).
    7. The Supplier shall take all measures reasonably necessary to ensure that all Supplier Personnel involved in the performance of the Contract are aware of all ongoing Data security and confidentiality requirements.
    8. Any pre-employment checks that the Supplier subjects their staff to should be at least equivalent to the Government Baseline Personnel Security Standard (BPSS).
  1. **Physical Security**
     1. Potential Providers are expected to demonstrate they have appropriate physical security measures in place in any data centres, or other buildings, used to host the Authority’s data.
  2. **Personal Security**
     1. Any pre-employment checks that the Supplier subjects their staff to be at least equivalent to the Government Baseline Personnel Security Standard. In addition, where there is a requirement for any supplier staff to work unsupervised on Authority premises, they will be expected to undergo National Security Vetting to Counter Terrorism Check (CTC) level before they can do so.
     2. Potential Providers shall ensure that any suspected or actual security breaches related to Authority data/information are reported to the Authority immediately. Where any actual security breaches have been identified, Potential Providers shall, as soon as reasonably practicable, provide to the Authority a report setting out the details of the security breach, including an impact assessment, a root cause analysis and of the steps taken address the breach.
     3. Full compliance with the Data Protection Act (DPA) 1998 is essential, with the Authority being the Data Controller and the Supplier being the Data Processor. The Authority’s preference is that the Supplier would be able to host the data entirely within the UK, and supported entirely by UK based system admin staff, but would consider hosting with the European Economic Area (EEA) as long as the Potential Providers are able to provide assurances that all other security requirements can be met, and subject to compliance with the Data Protection Act.
  3. **Vetting**
     1. The Supplier shall ensure that Supplier Personnel having access to OFFICIAL-SENSITIVE information have undergone basic recruitment checks. Suppliers shall apply the requirements of HMG Baseline Personnel Security Standard (BPSS) for all Supplier Personnel having access to OFFICIAL-SENSITIVE information. Further details and the full requirements of the BPSS can be found at the Gov.UK website at: <https://www.gov.uk/government/publications/security-policy-framework.>
     2. The Supplier shall ensure that all Supplier Personnel, have been security vetted and approved to Disclosure and Barring Service (DBS) relevant standards and/or Disclosure Scotland relevant standards where appropriate. The Supplier shall ensure this is completed prior to the involvement of Supplier Personnel in the delivery of the Services.
     3. The Supplier shall ensure that all Supplier Personnel have appropriate security clearance and comply with security requirements specified.
     4. The Supplier shall provide details of its Supplier Personnel security procedures to Contracting Authorities.
     5. Potential Suppliers must be able to demonstrate compliance with the [Security Policy Framework](https://www.gov.uk/government/publications/security-policy-framework) and that they have appropriate IT, physical, personnel and procedural security measures in place to prevent any unauthorised access to, or leakage of, data collected as part of this contract, and to prevent it being shared with any unauthorised third parties.
     6. The Supplier shall deliver the service in accordance with the HMG Security Policy Framework.

<https://www.gov.uk/government/publications/security-policy-framework>

* 1. **Standards**
     1. The Supplier shall provide secure solutions that comply with any restrictions or requirements arising out of Buyers’’ security policies. This shall include, but not be limited to:
* Cyber Essentials Scheme Basic Certificate;
* ISO 9001 or agreed;
* ISO 27001 Information Security Management or agreed; and
* HMG Baseline Personnel Security Standard.
  + 1. Buyers may require the Supplier to undertake Check Assurance with a National Cyber Security Centre (NCSC) approved provider, this will be specified by Buyers at call off stage.  Further information on NCSC penetration testing can be found at:

<https://www.ncsc.gov.uk/information/using-check-provider>

<https://www.ncsc.gov.uk/guidance/penetration-testing>

* + 1. The Supplier shall not charge a premium the Authority for any additional standards and/or security compliance applicable, unless otherwise agreed in advance by the Authority.

1. **payment AND INVOICING** 
   1. Invoicing will be on a monthly basis.
   2. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
   3. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
   4. Each part of the Authority will be responsible for paying for their own use of the Service. Therefore, invoicing should be sent monthly to the following Authority contacts (Note: only send invoice backing sheets to the named officer at their email address provided):

**HM Treasury including OBR and NIC**: REDACTED under FOIA, Section 40 Personal Information

**Government Internal Audit Agency**: REDACTED under FOIA, Section 40 Personal Information

**UK Debt Management Office**: REDACTED under FOIA, Section 40 Personal Information

**UK Government Investments**: REDACTED under FOIA, Section 40 Personal Information

1. **CONTRACT MANAGEMENT** 
   1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
   2. The Supplier’s staff assigned to the Contract shall have the relevant qualifications (see para 14.2) and experience to deliver the Contract to the required standard.
   3. The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
   4. Attendance at Contract Review meetings shall be at the Supplier’s own expense.
2. **Location** 
   1. The majority of staff (HM Treasury, NIC and OBR) work in the Authority’s Central London headquarters at:
      1. REDACTED under FOIA, Section 40 Personal Information
   2. with a small number based at:
      1. REDACTED under FOIA, Section 40 Personal Information
   3. HM Treasury also have approximately 100 employees based in REDACTED under FOIA, Section 40 Personal Information (this is a temporary office whilst a permanent address is found in that location) rising to 300-400 by 2023.
   4. Agencies are also based at other sites within Central London:
      1. GIAA – REDACTED under FOIA, Section 40 Personal Information
      2. UKGI - REDACTED under FOIA, Section 40 Personal Information
      3. DMO - REDACTED under FOIA, Section 40 Personal Information
   5. GIAA also have small numbers of staff at numerous locations across the UK.
   6. The service will be available to all of the Authority’s Personnel who may be split into different Groups or teams within their home department.

**ANNEX A**

**SERVICE LEVELS FOR OCCUPATIONAL HEALTH SERVICES: N/A**