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



**Attachment 3 – Statement of Requirements**

Contract Reference: CCSH21A10 - Provision of Employee Assistance Programme for HM Treasury Group

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# PURPOSE

## The purpose of this requirement is to provide HM Treasury Group (hereinafter referred to as the “Authority”) with an Employee Assistance Programme (EAP). The Supplier shall provide support to the Authority’s Personnel over the full range of work related or personal matters that may impact on workplace performance that may also result in sickness absence and seek to resolve those issues where possible.

# BACKGROUND TO THE CONTRACTING AUTHORITY

## 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 3118 people (forecasted to increase to 3396 by the year 2022-23) which includes core Treasury and other Agencies and arms-length bodies. The Agencies are the Office of Budget Responsibility (OBR), National Infrastructure Commission (NIC), Government Internal Audit Agency (GIAA), UK Government Investments (UKGI) and UK Debt Management Office (DMO).

## Please see the Volumes and Location Section for specific breakdowns per site.

# Background to requirement/OVERVIEW of requirement

## The Authority requires the service of Employee Assistance Programme providing welfare and counselling support to employees. This service is necessary to help ensure that the Authority meets its legislative requirements under the Health & Safety at Work Act 1974, H&S Regulations and to help maintain the physical and mental health of the workforce by:

### Providing confidential help, advice and/or counselling regarding emotional issues (both work related and/or personal matters) 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 EAP provision will include use of trained personnel including counsellors.
  2. Intervention by the EAP is critical to help provide support and/or counselling as well as advising on remedial actions to take which can prevent emotional work related and personal problems from becoming worse. This in turn can have a positive effect to prevent sickness absence from being taken and also aid the return to work of those on long term sickness absence. The service is particularly relevant for mental health conditions for instance, anxiety and work related stress. This service is therefore critical to the business and would result in a high risk to staff and managers if it were unavailable for any period of time.

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| Authority | means HM Treasury Group |
| BABCP | means British Association for Behavioural and CognitiveTherapies |
| COSCA | means Counselling & Psychotherapy in Scotland |
| EAP | means Employee Assistance Programme |
| OBR | means Office of Budget Responsibility |
| NIC | means National Infrastructure Commission |
| NICE | means National Institute for Health and Clinical Excellence |
| NMC | means Nursing and Midwifery Council |
| GIAA | means Government Internal Audit Agency |
| GMC | means General Medical Council |
| HCPC | means Health and Care Professionals Council |
| UKCP | means UK Council for Psychotherapy |
| UKGI | means UK Government Investments |
| DMO | means UK Debt Management Office |
| GHQ | means General Health Questionnaire (versions 12,28,30 & 60) |
| PHQ-9 | means Patient Health Questionnaire |
| IAPT | means Improving Access to Psychological Therapies |
| GAD 7 | means General Anxiety Disorder Questionnaire |

# scope of requirement

## **Core Requirements**

### The Supplier shall provide support to Users over the full range of work related or personal matters that may impact on workplace performance or mental health and wellbeing and seek to resolve, manage and prevent those issues where possible.

### The Supplier shall provide the core requirements which shall include, but not be limited to:

#### Online Portal.

#### Digital Services including Live Chat and a mobile phone application downloadable to personal devices.

#### Telephone, face to face and virtual Triage and Support Services which shall include, but not be limited to:

##### Advice and support;

##### Management support Services;

##### Counselling Services;

##### Case Management;

##### Trauma and critical incident support;

##### Consultancy, and clinical supervision;

##### Education, Support and Training;

##### Promotion of the Employee Assistance Programme;

##### Therapeutic Interventions;

##### Bullying and harassment support;

##### Whistleblowing Services;

##### Mediation;

##### Coaching Services

##### Structured Professional Support; and

##### Interactive health kiosks.

## **Delivery Principles**

### The Supplier shall deliver all the Services in accordance with the following principles:

#### The Services shall be available to all Users including those working remotely, both in the UK and in postings overseas and/ or travelling overseas; All Authority’s Personnel are eligible to access the Service.

#### The Service shall provide sufficient flexibility of approach to accommodate different organisational structures, operating styles, cultures and job roles;

#### Confidentiality is crucial to the integrity of the Service;

#### The Supplier shall provide access to a range of experts and qualified mental health professionals;

#### The Service requires counselling, therapeutic interventions and other forms of assistance to meet recognised clinical standards;

#### The Supplier shall not make changes to the contracted, agreed delivery model for counselling or therapeutic interventions without prior discussion and agreement from the Authority; and

#### The Supplier shall underpin the Services with robust clinical governance.

#### The Supplier shall provide Services which support a strategy of continuous improvement and innovation which reflect the evolving nature of health and wellbeing.

#### The Supplier shall ensure that the Authority’s Staff are aware of the scope and limitations of patient and client confidentiality, in particular where there is a responsibility to breach patient confidentiality where there are issues of child protection, a threat to health and safety, a risk of harm to self or others, or prevention of a crime or terrorist act.

## **Service Availability**

### The Supplier shall ensure that the Services, including the necessary Supplier Staff, are available to all Users twenty four (24) hours a day, seven (7) days a week and three hundred and sixty five (365) days a year/ three hundred and sixty six (366) days a year for the 2024 ‘leap year’, unless agreed otherwise in advance by Buyers.

### The Supplier shall make the Services available to the following groups:

#### Volunteers as defined and identified by the Authority as being eligible;

#### Agency Workers;

#### Past Personnel with more than two (2) years’ service, who have retired through severance, age related, medical or early retirement have authorised access to the Service for three months following their last day of service;

#### The Authority’s Personnel family members impacted by the employee’s work related issues, dependencies or abuse (e.g. gambling, alcohol, drugs and debt) as long as the employee is present when the counselling takes place; and

#### The Authority’s Personnel next of kin / partner in cases of bereavement with prior agreement of the Authority.

#### Trainees and/or Students working in the Authority’s organisation but may or may not be directly employed.

### For all Services described in this requirement, the Supplier shall provide the Authority with access to obtain advice and support for, including but not limited to the following:

#### Addiction / dependency / substance abuse;

#### Alcoholism;

#### Anxiety;

#### Bereavement;

#### Bullying / harassment / intimidation / discrimination;

#### Career / job related stress;

#### Care problems related to childcare / eldercare / disability care;

#### Debt advice, this must not include signposting or referrals to financial organisations who provide fee paid services;

#### Depression;

#### Domestic violence;

#### Eating disorders;

#### Family / relationship problems;

#### Financial wellbeing

#### Gambling;

#### Gaming;

#### Gender reassignment;

#### Health problems, including terminal illness;

#### Illness of a family member;

#### Legal information;

#### Lesbian, Gay, Bisexual and Transgender (LGBT) issues;

#### Mental health related issues;

#### Matrimonial / domestic settlement problems;

#### Performance related problems;

#### Post-traumatic stress problems including those arising from an accident at work or work-related incident;

#### Redeployment / relocation / redundancy;

#### Sexual assault and abuse;

#### Stress;

#### Support for all parties involved in a formal work-related investigation both during and following the investigation;

#### Whistleblowing;

#### Workplace restructuring / transformation programmes / departmental change; and

#### Workplace trauma.

## **Exclusions**

### The Supplier shall not provide the Authority’s Personnel with access to:

#### tax advice;

#### legal advice other than that which is provided to Users within the context of welfare counselling provided this is restricted to a signposting Service;

#### financial advice on any matter other than debt problems;

#### advice relating to leisure or recreation; and

#### direct provision of medical treatment – Suppliers will instead advise or directly refer (in the case of emergency) to NHS Primary Care.

# The requirement

## **Online Portal**

### The Supplier shall provide and maintain an online portal to support the Services, available to all Users twenty four (24) hours a day, seven (7) days a week and three hundred and sixty five (365) days a year/ three hundred and sixty six (366) days a year for the 2024 ‘leap year’, unless agreed otherwise in advance by the Authority.

### The Supplier shall brand the online portal as required by Authority. Access to the portal shall be through all Internet browsers.

### The Supplier shall provide a portal, which supports User led registration. The Authority will not provide employee data to the Supplier in advance or after the portal going live. The Supplier’s ability to deliver the Service shall not be dependent upon receiving the Authority’s data.

### The Supplier shall ensure the portal is a secure system and include a process to ensure that employees registering as Users of the system are employees of the Authority. The Supplier shall ensure that the Portal and its content is appropriate for a wide range of Users, within the Authority’s organisation.

### The online portal shall be a web-based resource that supports Users health and wellbeing and shall contain, as a minimum:

#### Details of how to access the Services, including brief descriptions of such Services;

#### Details of Services which are freely available to Users and which would be signposted by the Supplier in any case, for example, whistleblowing, Charity for Civil Servants, Citizens Advice Bureau; MIND and Samaritans;

#### Information relating to any planned training or seminars to be delivered by the Supplier on behalf of the Authority;

#### Self-help podcasts, videos, webinars, guides, fact sheets and leaflets in fully downloadable format on subjects such as at a minimum:

##### Stress and pressure;

##### Personal resilience;

##### Work/life balance;

##### Suicide and self-harm;

##### Bereavement;

##### Physical activity;

##### Nutrition;

##### Smoking;

##### Alcohol; and

##### Sleep.

#### Advice and guidance on musculoskeletal, mental health and healthy lifestyles;

#### Computerised CBT;

#### Live Chat function;

#### Health-check questionnaires, which Users will be able to complete online. On submission of the questionnaire, Users shall be provided with immediate results, feedback and guidance as to lifestyle options and/or sources of further support and guidance, including a lifestyle behaviour change programme. Users shall also receive an online and/or e-mail version of the completed report and recommendations;

#### An online newsletter, which reflects current topics including publicity on national and local campaigns. The Supplier shall include in such newsletters specific messages that the Authority wish to make available to its personnel;

#### Access to all training material which has been developed for the Buyer; and

#### Access to all Supplier standard training materials, which they include as part of their standard Service offering.

### The Supplier shall ensure that all Users who access the online portal shall be requested to complete a confidential questionnaire which targets feedback on the online portal in relation to its effectiveness, accessibility and relevance. Such results will be anonymised and provided to the Authority as part of the monthly management information.

### The Supplier shall ensure that their online portal is fully accessible to the Authority’s personnel located overseas.

### The Supplier shall update the online portal at regular intervals with all relevant material to support the Services and health and wellbeing of Users.

## **Maintenance and Upgrades**

### The Supplier shall ensure that notification of scheduled maintenance and/or system upgrades is provided to the Authority. A message shall be placed on the online portal at least 2 (two) weeks in advance of the action taking place, which will remain visible on the portal throughout the 2 (two) week period to Users.

## **Digital services, including Live Chat and Mobile Applications**

### The Supplier shall provide alternative delivery of the online portal Services in the form of a mobile IOS and Android application downloadable at least to mobile phones. The Supplier shall ensure that the application is available 24/7, 365 days per year (366 days in the 2024 leap year).

### The mobile application should serve as a mobile version of the online portal therefore all materials that are accessible by users of the portal should equally be accessible by users of the mobile application. The Supplier is not expected to provide additional services via the mobile application to those which are available via the online portal.

### The Authority will not provide employee data to the Supplier in advance of the Application going live or thereafter.

### The Supplier shall allow User registration which may include:

#### User name;

#### User email address;

#### User’s employing department name; and

#### User’s business unit.

### The Authority requests the mobile application to be available for its Users on work devices.

### The Supplier shall provide a Live Chat function on their online portal, which shall be available 08:00 to 18:00 with the facility to email the Supplier outside of these hours.

## **Telephone Services, Triage and Support Services**

### The Supplier shall provide the Authority with a Freephone number. The Supplier’s telephone service shall provide a dedicated non premium rate and/or a 01, 02, 03 prefix telephone number which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code and be able to accept calls from outside the UK.

### The Supplier’s Freephone telephone advice line(s) shall be available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year/ three hundred and sixty six (366) days a year for the 2024 ‘leap year’.

### The Supplier shall provide a telephone support Service for Users staffed by either:

#### Supplier Staff who are qualified professionals in a range of counselling services; or

#### Supplier Staff who are not qualified professionals in counselling Services, but who are appropriately trained in the Services.

### The Supplier shall route Users who are identified as being at risk (‘red flag’) to a counsellor for immediate support (e.g. at risk of taking their own life, self-harm or medical emergencies) and/or forward Users immediately to emergency NHS Primary Care/A&E.

### The Supplier shall provide the following triage services including, but not be limited to:

#### Recording Users details and open a case file where all details of the advice, guidance and any further Services provided shall be maintained;

#### Recording details of the Users request and provide advice and guidance pertinent to the request made;

#### A clinical assessment process using clinical qualitative questioning and structured clinical measurement tools to inform the assessment, determine the most appropriate interventions, support and measure improvements. These may include but not be limited to:

##### Patient Health Questionnaire (PHQ – 9)

##### General Anxiety Order 7 (GAD 7)

##### Work and Social Adjustment scale (WSAS)

#### Routing Users as appropriate to short-term, focussed counselling Services where a clinical need is identified as further described in this Schedule;

#### Signposting Users as appropriate to specialised agencies such as Relate, Alcoholics Anonymous, Citizens Advice Bureaux and Cruise;

#### Signposting and referring Users to organisations and networks linked to the Buyer, such as Mental Health First Aiders / Mental Health Advocates, Wellbeing Advocates, Fair treatment Ambassadors, the Charity for Civil Servants, Civil Service Sports Council, the Civil Service Retirement Fellowship and other such organisations and networks;

#### Routing Users to specialised support as appropriate, Cognitive Behaviour Therapy or other therapeutic interventions, where a clinical need is identified and as further described in this Schedule;

#### Providing a facilitated referral into the NHS with the Users consent (either to the Users GP with a letter outlining the assessment and recommendations), or fast tracked without the need to visit a GP to local IAPT (Improving Access to Psychological Therapies) services. The Buyer shall not meet the costs resulting from these referrals.

#### Providing structured ‘bridging wellbeing support’ to Users who are not clinically suitable for short-term focused counselling, e.g scheduled telephone calls to the User, whilst the User awaits treatment through the NHS/IAPT;

#### Providing advocacy support where a User is too distressed or is unable to effectively manage the interface with the Buyer and/or external organisations; and

#### Providing advice and support Services specifically for managers as further described in this Schedule.

### The Supplier shall have arrangements in place for the telephone support Services to enable Users with neuro-diverse conditions, hearing or speech difficulties and/or Users whose first language is not English and who request or require language support to effectively use the Services.

### The Supplier shall brand the Services in accordance with Authority’s requirements so that Users using the Services shall reach a helpline that can be identified by the Authority’s name and/or specific Services.

### The Supplier shall allow Users to self-refer to use the Services and the Supplier shall also allow referrals from managers, HR, and suppliers of Occupational Health Services provided to the Authority or any other network/support service as authorised by the Authority where the User grants prior consent.

### The Supplier shall provide information to Users about the Charity for Civil Servants and shall assist Users with the completion of application forms to the fund.

### The Supplier shall support as required any Users who require assistance in preparing a case or a supporting statement to the Charity for Civil Servants or other such organisation. The Buyer shall provide the Supplier with relevant information and policy guidance.

### The Supplier shall ensure that all Users requiring a telephone call back following triage shall receive one within two (2) hours of triage taking place.

### The Supplier shall ensure that all Users queries, which do not require counselling Services are completed within twenty four (24) hours.

## **Management Support Services**

### The Supplier shall provide a specified Freephone telephone helpline for advice and guidance to managers.

### The Supplier shall provide advice and guidance to managers to improve knowledge for subject matters including, but not limited to:

#### Workplace attendance, including advice for supporting staff from Day 1 of absence in respect of Mental Health issues;

#### Workplace bullying;

#### Discrimination;

#### Gender reassignment;

#### Wellbeing confident conversations

#### Financial wellbeing

#### Social Connectivity

#### Work related stress;

#### Work related trauma

#### Workplace conflict;

#### Leading personnel through change;

#### Alcohol and drugs;

#### Work/life balance;

#### Mental health issues;

#### Terminal illness; and

#### Bereavement.

### The Supplier shall ensure that Supplier Staff are conversant in the Authority’s internal policies as provided by the Authority.

### The Supplier shall:

#### Provide advice and support to managers regarding recognition of problems which may impact on their own or their Personnel’s ability to work effectively;

#### Support managers in undertaking their duty of care to Users including having difficult conversations, managing and implementing change, identifying causes of stress, pressure points and encouraging resilience;

#### Support managers in recognising issues of mental health among Users and provide advice on practical measures on how to support the Authority’s Personnel;

#### Enhance managers’ confidence and capability in all areas of health and wellbeing; and

#### Provide information about and signpost Users to specialist sources of help for any of the problems raised by managers.

## **Counselling Services**

### The Supplier shall provide telephone, online and face-to-face, short term, focused counselling Services. The Supplier shall offer counselling Services based on clinical need using a modern, flexible approach that embraces digital solutions and encourages greater use of telephonic and secure video / Microsoft Teams counselling.

### The Supplier shall assess the Users presenting issues, using recognised clinical measures, and determine the most appropriate form of intervention with the Users agreement.

### The Supplier shall:

#### Ensure the User understands all methods of counselling available to them, the expectations and limitations of each, and work together to choose the most clinically effective method;

#### Ensure counselling Services are available twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year.

#### Arrange the first counselling session appointment within forty eight (48) hours of agreeing that counselling is an appropriate form of treatment;

#### Ensure the first session of counselling takes place within five (5) days of referral;

#### Provide a fast-track referral option where circumstances require a counselling 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 Users immediately to emergency NHS Primary Care/A&E where a User is presenting at risk i.e. ‘red flag’. Examples of such are, medical emergencies and the risk of self-harm;

#### Provide the first face-to-face counselling session for urgent cases within twenty-four (24) hours of first contact, regardless of postcode or location; and

#### Provide a reminder service to Users via telephone, email and/or SMS of booked appointments

### The Supplier shall deliver a maximum of six (6) counselling sessions to Users per issue, during a Contract Year. The Supplier shall agree any additional counselling sessions in advance, with the Authority’s contract manager.

### The number of sessions within this maximum of six (6) shall be subject to the clinical judgement of the Supplier. In exceptional circumstances the Authority may authorise additional counselling Services where there is a proven clinical need to do so. The Supplier shall obtain such authorisation in advance of any additional counselling being carried out.

### The Supplier shall provide continuity of counsellors during a referral unless exceptional circumstances dictate otherwise. Where continuity of counsellor cannot be maintained the Supplier shall notify the User immediately or at least twenty-four (24) hours before an appointment. If the counsellor is unwell, the User shall be given the opportunity to rebook an appointment within forty-eight (48) hours of the original appointment.

### The Supplier shall make alternative arrangements to meet the User’s needs should a User express reasonable objections that they are not content with the counsellor assigned to them.

### The Supplier shall ensure that premises are appropriate, safe and offer adequate levels of privacy to the User, if they provide face-to-face counselling away from the User’s normal place of work.

### The Supplier shall provide appointments within a reasonable travelling distance of the User’s home, but no more than one hour’s travelling distance by public transport, from the User’s home office location.

### The Supplier shall ensure that there are sufficient, adequately equipped premises to provide Services to Users who are disabled, including disabled parking.

### The Supplier shall ensure that all face-to-face counselling appointments shall meet the User’s wishes with regards to counsellors of the same gender and if possible race and religion.

### The Supplier shall provide where required, a fully accessible, secure online counselling service. The Supplier shall ensure that Users who are posted overseas can also access the Service. This shall be agreed at Call Off stage.

### The Supplier shall assess Users requirement for prolonged counselling or psychotherapy before the final session of counselling has been completed and make a facilitated referral to NHS/specialist agencies. The Buyers shall not meet the costs resulting from these referrals.

### The Supplier shall also provide overseas based counselling, face to face if possible but otherwise over video via Microsoft Teams or similar.

### The Supplier shall agree overseas-based face-to face counselling Charges in advance with the Authority.

## **Case Management**

### The Supplier shall have a documented case management process in place for counselling and therapeutic intervention Services. If Users receive Services following an initial triage the Supplier shall create a case record to track that all Services provided to Users are appropriately delivered and managed in accordance with the case management process.

### The case management process shall include as a minimum:

#### How cases are recorded;

#### What treatment has been recommended and provided;

#### How cases are monitored;

#### How cases are followed up;

#### Processes to ensure any Users with workplace adjustments are effectively supported;

#### How cases are managed and handed off between the different Services provided by the Supplier;

#### How cases are closed, including the approval process for closure; and

#### How the outcome of a case is measured, specifically in terms of clinical measures, benefits, success and failure.

### The Supplier shall provide case notes and reports to Users, in alternative formats where required, or upon request of the User, at no additional cost.

## **Trauma and Critical Incident Support**

### The Supplier shall provide telephone and face-to-face trauma and critical incident support Services for Users, who may have been subject to an incident in or outside the workplace.

### The Supplier shall agree with Authority the circumstances when such Services are appropriate and have clear processes for triggering and managing such Services. The Supplier shall report all requests for such Services in writing to the Authority.

### The Supplier shall ensure that appropriately skilled or qualified Supplier Staff are available twenty four (24) hours, seven (7) days a week, and three hundred and sixty five (365) days a year/three hundred and sixty six (366) days a year for the 2024 ‘leap year’ to provide trauma or critical incident Services.

### The Supplier shall provide the Services in line with the National Institute for Health and Clinical Excellence (NICE) Guidelines for Post-Traumatic Stress Disorder (2018).

### The Supplier shall provide Users with access to designated telephone support within two (2) hours of the Services being invoked.

### The Supplier shall make available, when requested by the Aurthority, relevant Supplier Staff on site at the Authority’s premises or other specified location within forty-eight (48) hours (or as defined by the Authority) on notification of the request for trauma and critical incident Services to provide Users with debriefing and/or counselling Services.

### Suppliers shall provide UK wide coverage, including remote locations and to those of the Authority’s Personnel who are working overseas.

### The Supplier shall provide a Service which includes, but is not limited to, support for:

#### Users involved in or witnessing serious and untoward incidents at work; this may include, for example violence, witnessing extreme self-harm, deaths in custody by suicide, verbal abuse and threatening behaviour or being subject to an official investigation following a complaint or critical incident;

#### Users who have been exposed to a traumatic incident of national interest;

#### Users who have been carrying out or supporting the emergency services in trauma and/or critical incidents;

#### Users who have chronic exposure to distressing material - child exploitation, people trafficking, modern slavery, domestic abuse and dealing with vulnerable people in challenging environments;

#### Groups of or individual Users when more than one User has been involved in or witnessed a violent incident, fire or major accident or fatality; and

#### Users within a team or location where a team member has taken their own life.

### The Supplier shall provide trauma and critical incident support which shall include, but not be limited to the following:

#### Individual counselling for Users;

#### Group support for Users;

#### Counselling assessment and recommendation reports for further Services;

#### Assistance in accessing local resource networks for support and advice and/or updates of the situation;

#### Managing follow up support for Users;

#### Appropriate information and guidance for managers supporting affected Users;

#### Running trauma and/or critical incident debriefing sessions for groups of Users affected by such incidents; and

#### Providing therapeutic interventions for example, EMDR, where appropriate and agreed to by the Authority.

### The Supplier shall provide a post-critical incident report to the Authority detailing the support delivered, outcomes, details of any follow up action, including facilitated referrals to NHS or other sources of support.

## **Consultancy and clinical supervision**

### The Supplier shall provide a consultancy and clinical supervision Service delivered by Supplier Staff with specialist knowledge, where requested by the Authority in order to build a preventative, proactive approach to health and wellbeing. This should align to current agreed clinical best practice. This will include but not be limited to:

#### Advice to Mental Health First Aiders/Advocates, Mental Health Networks, employee led networks or support groups;

#### Provision of project managers to support specific projects and co-ordinate defined research activities;

#### Quality assurance of the Authority’s HR policies, processes, products and materials;

#### A programme of regular clinical supervision for Users, as defined by the Authority’s at Call-Off, who are in specific “at risk roles”; and

#### The provision of suitably qualified, skilled or experienced Supplier Staff to attend an employment tribunal to provide support or to act as a witness where requested by the Authority.

## **Education, Support and Training**

### The Supplier shall provide a programme of up to date and innovative education, support and training to the Authority, which reflects and/or includes health and wellbeing, mental health, musculoskeletal, healthy lifestyle and organisational priorities.

### The programme shall be aimed at the prevention of mental/physical ill health and be highly proactive to positively encourage behaviour change.

### The programme shall coincide with national and local health and wellbeing campaigns and shall be aimed at the prevention of mental / physical ill health and encourage employee behaviour change.

### The Supplier shall ensure policy changes and such material, provided by the Authority, shall be included in the relevant programme.

### The Supplier shall ensure that education, support and training is also available and suitable for the audience.

### The Supplier shall embed and update programme materials regularly within their Employee Assistance Programme online portal and mobile applications.

### The Supplier shall seek feedback on the quality of training and education content delivery to ensure continuous improvement of materials and delivery. The Supplier shall share evaluation feedback with the Authority.

## **Publicity and Promotion of the Service**

### 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 Call Off contract to highlight awareness of the Services and encourage uptake and use of the Services by the Authority’s Personnel.

### For general promotion of the Services, which does not require on-site seminars or conference style delivery, the Authority shall not be charged for such Services. Any material shall be agreed in advance by the Authority, and contain branding specific to the Authority if required e.g the Authority’s logo.

### The Supplier shall be required to market and promote the programme and provide unlimited promotional material, at no additional cost, to the Authority throughout the life of the contract. The Authority shall agree any material in advance.

### The Supplier shall provide a range of marketing tools designed to appeal to all groups of employees. This shall include information for new employees, guidance on how to use the Employee Assistance Programme Portal, the features that are available and how to access the Service, including the App if available to Users.

### The Supplier shall conduct site visits to Authority’s office locations in order to promote the services in accordance with industry practice. The Supplier may also be required to attend promotional events and road shows at the Authority’s request.

## **Bullying and Harassment Support**

### The Supplier shall provide support and advice to Users experiencing bullying and harassment in the workplace, including those involved in formal action. Specific materials such as leaflets and posters, which the Authority shall distribute accordingly, shall support the Services.

### The Supplier shall provide a listening Service for Users and the Supplier shall signpost Users to the Authority’s internal support mechanisms, personnel and policy/procedural for further advice and guidance. The Supplier shall not give advice on the Authority’s policies and procedures.

### The Supplier shall provide the Authority with a written recommendation for additional counselling Services where the Users requires additional counselling but they have already received the maximum number of counselling sessions for an unrelated reason.

### The Supplier shall provide no additional counselling Services unless approved in writing by the Authority.

### The Supplier shall not act as an advocate for any User in grievance cases connected with harassment and bullying.

## **Whistleblowing Service**

### The Supplier shall ensure that they obtain copies and comply with the Authority’s whistleblowing policies and procedures and contact details of appointed teams.

### The Supplier Staff shall take all relevant details of whistleblowing incidents reported to assist the Authority’s appointed teams with further investigation of the incident by;

#### Recording full details of each whistleblowing incident in accordance with the Authority’s whistleblowing policies to assist the Authority’s appointed teams with further investigation of the incident;

#### Report the call to the Authority within one (1) working day of the incident being reported; and

#### Direct Users to the Authority’s internal designated team for further advice and guidance where appropriate.

## **Mediation**

### The Supplier shall provide independent mediation Services upon request of the Authority. Where the Authority has an in-house mediation service, the Supplier shall first direct Users to these services.

### The Supplier shall agree with the Authority the number of mediation sessions to be offered for each mediation case and the premises where the mediation Services will take place.

### Any agreement reached in mediation shall be documented by the Supplier and agreed by all Parties.

### The Supplier shall provide mediation Services Monday – Friday between 08:00 and 18:00, unless otherwise agreed in advance with the Authority.

## **Coaching Services**

### The Supplier shall provide individual and group Coaching Services to the Authority on specific areas of concern or organisational issues.

### The Supplier shall provide telephone, online and face-to-face, short term, focused coaching sessions.

## **Therapeutic Interventions**

### The Supplier shall provide therapeutic interventions, which shall be required due to the high risk and traumatic nature of some job roles.

### The supplier shall carry out an initial psychological assessment of the User within forty eight (48) hours of referral to provide the most clinically appropriate therapeutic intervention.

### 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.

### 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 where a User is presenting 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.

### Where such therapeutic intervention Services are recommended by the Supplier for a User the maximum number of sessions shall be agreed and approved between the Supplier and the Authority prior to commencement.

### The Supplier shall ensure that they have access to a comprehensive UK wide network of counsellors available to deliver these Services.

### The Supplier shall ensure that premises are appropriate, safe and offer adequate levels of privacy to Users, if they provide face-to-face therapeutic intervention away from the Users normal place of work.

### The Supplier shall provide appointments within a reasonable travelling distance of the User’s home, but no more than one hour’s travelling distance by public transport, from the User’s home office location.

### The Supplier shall ensure that there are sufficient, adequately equipped premises to provide Services to Users who are disabled, including disabled parking.

### The Supplier shall ensure that all face-to-face appointments shall meet the User’s wishes with regards to counsellors of the same gender and if possible race and religion.

### The Supplier shall provide where required, a fully accessible, secure online therapeutic intervention Service. The Supplier shall ensure that Users who are posted overseas can also access the Service.

### The Supplier shall facilitate a referral to NHS / specialist agencies outside any contracted Services to Users 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.

### The Supplier shall provide overseas based face-to-face therapeutic interventions or these might be via video.

### The Supplier shall agree overseas-based therapeutic intervention with the Authority.

## **Structured Professional Support**

### The Supplier shall provide Structured Professional Support to the Authority where required. This support will take the form of individual and group sessions.

### The Supplier shall focus the sessions on enabling the development of healthy coping strategies for the Authority’s Personnel to manage stress and mitigate the professional impact of the working environment.

### The Authority shall work closely with the Supplier at Call Off Contract stage to agree the aims and objectives of the sessions and the authorisation process for booking sessions, the numbers of sessions to be delivered and the timeline of support for Users.

### The One-to-One sessions shall:

#### last up to 1 hour at a time and be delivered at the Users place of work;

#### be delivered by a qualified professional who will understand the User’s role and their organisation;

#### be confidential and focus on work related issues and the emotional effect on the User and cover areas of impact, for example, wellness, fatigue and burn out and the pressures of working in a stressful or traumatic environment;

#### provide feedback on coping and resilience strategies for the User;

#### not cover personal issues, however should they be raised by the User signposting will be provided to other services; and

#### be evaluated by the User and the anonymised feedback will be provided to the Authority.

### The Group sessions shall:

#### be with a group of Users in their workplace;

#### last up to at least 2 hours for smaller groups or up to at least 3 hours for larger groups. Timings will be agreed at Call Off Contract stage;

#### be delivered by a qualified professional who will understand the Users roles and their organisation;

#### be confidential and may be based on a theme provided by the Users line manager(s), organisation or Users; and/or based on an anonymised case/scenario ;

#### cover areas of impact on the Users work such as: wellness, fatigue and burn out; pressures of working in a stressful or traumatic environment;

#### provide feedback to the group on coping and resilience strategies for Users;

#### not cover personal issues, however should they be raised by Users they will be signposted to other services;

#### be evaluated by the User and the anonymised feedback will be provided to the Authority.

### The Supplier shall agree outcome measures with the Authority but may include, and shall not be limited to,

#### Users will recognise and validate the impact of their work on them;

#### Users will understand the triggers that evoke difficult emotional responses;

#### Users will be able to identify strategies to manage these triggers;

#### Users will understand and identify factors in their work which have the potential to deplete their resilience;

#### Users will be able to recognise the importance of building resilience to work effectively; and

#### Users will be able to effectively implement strategies to build resilience.

### The Supplier shall agree with the Authority the format of Management Information for this Service.

## **Interactive Health Kiosks**

### The Supplier shall deliver, install and maintain interactive health kiosks on the Authority’s premises, where requested to do so.

### The interactive health kiosks shall enable Users to take an immediate and confidential snapshot of their health and provide a mechanism to track and monitor changes between tests.

### The Supplier shall provide interactive health kiosks with 3G/4G connectivity, where available and where requested by the Authority.

### The interactive health kiosks shall also signpost Users to further sources of support and inform Users if they should contact a health professional. The interactive health kiosks shall enable users to test, at a minimum, blood pressure, body mass index (BMI), weight and heart rate.

### The Supplier shall provide the Buyer with anonymised monthly management information from the interactive health kiosks about the numbers of Users who have used the interactive health kiosks, the specific Services used by Users and trends of results that the Buyer can use to inform health and wellbeing promotion planning.

### The Supplier shall be responsible for the delivery, installation, training, relocation, maintenance and repair cover of the interactive health kiosks.

# 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. Authority and Account Manager to meet to discuss the way forward. | Within week 1 of Contract Award |
| 2 | Agree access to Portal, contact telephone numbers, advertising communications agreed. Transfer of clinical data and any existing notes relevant to the Authority’s Personnel from existing supplier. | Within week 2 of Contract Award |
| 3 | Leaflets/pocket cards provided to the Authority which will be allocated to the Authority’s Personnel. | Within week 1 -12 of Contract Award |
| 4 | Commence the Service provision. | Within week 4 of Contract Award |
| 5 | Review quality of Service and charges for provision. | Within 4 months of Contract Award |
| 6 | Transfer of clinical data and any existing notes relevant to the Authority’s Personnel from existing supplier to incumbent. | Within 2 weeks of contract expiry |

## **Service Implementation**

### 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.

### The Supplier shall provide implementation support for the Authority, which shall include as a minimum, but not be 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 Staff;

### 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.

### 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.

### 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.

### The Supplier shall establish a project team, which is responsible for the implementation of the Services.

# volumes and Location

* 1. The EAP Service must be available to the Authority that is HM Treasury who include Office of Budget Responsibility (OBR) and National Infrastructure Commission (NIC), and their agencies - Government Internal Audit Agency (GIAA), UK Government Investments (UKGI) and 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 majority of staff (HM Treasury, NIC and OBR) work in the Authority’s Central London headquarters at:

### 1 Horse Guard’s Road, London SW1A 2HQ,

## with a small number based at:

### Rosebery Court, St Andrew’s Business Park, Norwich, NR7 0HS.

## HM Treasury also have approximately 100 employees based in Bishopsgate House, Darlington (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:

### GIAA – main office 7th Floor, 10 Victoria Street, London, SW1H 0NN

### UKGI - 1 Victoria Street SW1H 0ET

### DMO - The Minster Building, 21 Mincing Lane, London EC3R 7AG

## GIAA also have small numbers of staff at numerous locations across the UK.

## 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.

## The table below displays the approximate service usage per annum based on previous data is as follows:

|  |  |
| --- | --- |
| **Volumes** | **Category** |
| 120 | Calls to the EAP helpline from the Authority’s Personnel |
| 50 | Cases needing a series of face-to-face counselling. |
| 60 | Cases of telephone counselling |
| 72 | Calls requesting management support |
| 5 | Calls to trauma and critical incident helpline |
| 3 | Onsite visits following a critical incident |
| 7 | Additional one-off counselling days via video or onsite |
| 6 | Requests for training/workshop services |

## 

## **Premises and access to services**

### The Supplier shall ensure when delivering Services on the Buyers premises that the accommodation is suitable for the Services.

#### The Supplier shall agree with the Authority any equipment required for the delivery of on-site Services.

#### Where the Supplier shall be responsible for the provision of such equipment the Supplier shall provide the Buyer with all requirements of the premises in order that the equipment can be correctly installed and maintained.

#### The Supplier should note that the WIFI may be inconsistent across Authority’s premises.

#### 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.

#### The Supplier shall provide mobile units and all necessary equipment and Supplier Staff 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, or where the Authority is unable to provide suitable accommodation.

#### The Supplier shall ensure that face-to-face Services, which are required away from the User’s normal place of work, are conducted on premises that are appropriate, safe and offer adequate levels of privacy for Users.

#### The Supplier shall ensure that appointments take place in suitable Supplier premises within a reasonable travelling distance of the User’s home, but no more than one hour’s travelling distance by public transport, from the User’s office location.

#### The Supplier shall ensure, if requested by the User that Supplier Staff of the same gender shall carry out the Services.

#### The Supplier shall ensure that there are sufficient, adequately equipped premises to provide Services to disabled Users, including disabled parking.

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

## 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.

# Sustainability

## 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.

# quality

## The Supplier shall be accredited by the British Association for Counselling and Psychotherapy (BACP).

## In addition to BACP accreditation, Supplier organisations and Supplier Personnel shall hold accreditation from one or more of the following recognised bodies:

#### British Psychological Society;

#### British Confederation of Psychotherapists;

#### British Association for Behavioural and Cognitive Therapies (BABCP);

#### UK Council for Psychotherapy (UKCP);

#### Health and Care Professionals Council (HCPC);

#### Nursing and Midwifery Council (NMC);

#### General Medical Council (GMC); and

#### COSCA (Counselling & Psychotherapy in Scotland).

## The Supplier shall provide secure solutions that comply with any restrictions or requirements arising out of Contracting Authorities’ security policies. This shall include, but not be limited to:

#### Cyber Essentials Scheme Basic Certificate;

#### CESG Check Accreditation;

#### BS EN ISO 9001 or agreed equivalent; and

#### ISO 27001 Information Security Management or agreed equivalent.

#### HMG Baseline Personnel Security Standard.

## All Services must comply with Her Majesty’s Revenue and Customs Employment Income Manual EIM21845 and EIM 20504.

# PRICE

## Pricing should be detailed on a fully inclusive service per head basis and also per component part for services. Pricing should be provided EX-VAT.

# SERVICE LEVELS AND PERFORMANCE

## The Authority will measure the quality of the Supplier’s delivery. Details of Service Levels, Service Credits and Performance Monitoring see Annex A.

## 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.

## The Authority shall use the Performance Monitoring Reports supplied by the Supplier under Part B (Performance Monitoring) of this Call Off Schedule 14 to verify the calculation and accuracy of the Service Credits, if any, applicable to each relevant Service Period.

## 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 this 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.

## 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**

### 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.

### 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.

### 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.

### 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.

### The Supplier shall participate in face to face meetings at no additional cost to the Authority.

### The Supplier shall promote, deliver and communicate transparency of pricing and savings when requested by the Authority.

### 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:

#### Ensuring continuity of provision and Service delivery;

#### Service planning, monitoring and continuous improvement;

#### Agreeing and documenting points of contacts with the Supplier for communication and escalation;

#### Contract administration;

#### The provision of Management Information;

#### Attending contract review meetings at the frequency determined by the Authority;

#### Providing detailed key performance data;

#### Issue resolution and Service improvement where issues have been identified; and

#### Resolution of complaints and queries, which have been escalated.

### 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.

### The Supplier Call Off contract manager shall escalate any issues that cannot be resolved between the Authority and the Supplier to the Authority.

#### The Supplier shall provide the Authority with a quarterly report, listing as a minimum:

#### External market trends, including analysis of how the Authority could benefit from such trends, including a cost analysis of any such changes; and

#### 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.

## **Clinical Governance and Performance Monitoring**

### 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.

### The Supplier shall make the results available to the Authority and Contracting the Authorities.

### The Supplier shall include the following in the review:

#### 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;

#### All clinical policies and procedures are being monitored and followed;

#### Supplier Personnel are professionally accredited in order to provide the Services;

#### Supplier Personnel professional qualification accreditation is monitored and maintained at organisational level; and

#### A complaints process is effectively monitored and maintained by sampling 10% of complaints and reviewing that all processes are followed and appropriate records maintained.

### 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.

## **Measuring Service Impact and Outcomes**

### 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:

#### The Authority’s Personnel engagement with the Authority as an employer;

#### The Authority’s Personnel perception of their own health and wellbeing;

#### The Authority’s Personnel perception of their own stress and anxiety levels;

#### The Authority’s Personnel perception of their own levels of resilience; and

#### 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.

### 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:

#### General Health Questionnaire (GHQ) (versions 12,28,30 & 60) to detect the presence of and/or assess the severity of psychiatric disorders;

#### Patient Health Questionnaire (PHQ-9) generally used to monitor the severity of depression symptoms; and

#### General Anxiety Disorder (GAD7) self-administered questionnaire used to determine presence and severity of generalised anxiety disorder.

### The Supplier shall undertake satisfaction surveys of the Services and shall aim to get a 50% response from the Authority’s Personnel.

### 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.

### The Supplier shall design and provide such surveys to the Authority upon request at no additional charge.

### 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.

### The Supplier shall design the content of satisfaction surveys and agree in advance with the Authority, including specified measures to be achieved.

## **Strategy, Policy and Guidance**

### 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.

### The Supplier shall work with the Authority to understand any new policy changes, which may impact on Service delivery.

### The Supplier shall identify Service trends and shall develop mitigation strategies and/or solutions in conjunction with the Authority, for example when:

#### Referrals increase due to a specific problem identified;

#### Service usage patterns indicate the need for further investigation;

#### Issues of bullying/intimidation or career/job related stress increase in a specific Authority’s location;

#### There is a lack of referrals / Authority’s Personnel contact from the Authority’s geographical area; and

#### 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.

### 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.

## **Complaints Process**

### The Supplier shall ensure that any complaints / issues raised by the Authority’s Personnel are dealt with as a matter of priority.

### 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:

#### The Authority’s Personnel complaints relating to delays in booking appointments of Services;

#### The Authority’s Personnel complaints relating to the availability of receiving the Services;

#### The Authority’s Personnel complaints relating to any sharing of patient Data;

#### The Authority’s Personnel complaints in relation to the quality of Services received;

#### The Authority’s Personnel complaints in relation to Services not meeting the specific needs of individuals e.g. facilities for disabled Authorities Personnel;

#### The Authority’s complaints relating to failure to meet agreed Service Levels; and

#### The Authority’s complaints in relation to invoicing and billing.

### 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.

### 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.

### 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.

### 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**

### 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>

### 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.

### 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.

### 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.

### 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.

### 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).

### 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.

### Any pre-employment checks that the Supplier subjects their staff to should be at least equivalent to the Government Baseline Personnel Security Standard (BPSS).

## **Physical Security**

### 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.

## **Personal Security**

### 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.

### 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.

### 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.

## **Vetting**

### 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.>

### 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.

### The Supplier shall ensure that all Supplier Personnel have appropriate security clearance and comply with security requirements specified.

### The Supplier shall provide details of its Supplier Personnel security procedures to Contracting Authorities.

# payment AND INVOICING

## Each part of the Authority will be responsible for paying for their own use of the Service. Therefore, invoicing should be submitted monthly to the following Authority contacts:

HM Treasury including OBR and NIC: **[Redacted]**

UK Debt Management Office: **[Redacted]**

UK Government Investments: **[Redacted]**

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## All invoices must include the relevant PO number provided by each of the Authority’s contract leads (as detailed above).

# CONTRACT MANAGEMENT

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

* 1. **Supplier staff**

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

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## 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.

* 1. **Supplier Staff**

## **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 using the Services; and

#### Reports produced on Users can be disclosed to that Buyer Personnel on request in accordance with the General Data Protection Regulation 2018.

### 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 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 the Quality section of this document; 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).

### The Supplier shall ensure that Supplier Staff who provide mediation Services comply with the standards and ethics of the Civil Mediation Council (CMC) and shall have an accredited mediation qualification.

## **Training**

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

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

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

#### 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 Authority’s 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 to buyers

## **Personnel Security and Vetting**

### Supplier Staff shall be subject to pre-employment checks in accordance with HMG Baseline Personnel Security Standard (BPSS) Further details and the full requirements of the BPSS can be found at the Gov.UK website at:

<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

### The Supplier shall ensure that all Supplier Staff, have been security vetted and approved to Disclosure and Barring Service (DBS) relevant standards and/or Disclosure Scotland relevant standards where appropriate.

## **Diversity and Inclusion**

### The Supplier shall ensure Services comply with all discrimination legislation, including the Equality Act 2010.

### The Supplier shall ensure Supplier Staff are trained in such legislation as required in the provision of the Services. The delivery of Services shall be accessible to Users, and shall include as a minimum:

#### Provision of written reports in alternative formats, at no additional cost, where required or upon request of the User or line manager;

#### Provision of telephone services to support Users with hearing or speech difficulties, at no additional cost;

#### Services for Users whose first language is not English and who may request or require language support, at no additional cost;

#### 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.

### 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/>

<https://www.legislation.gov.uk/uksi/2018/952/introduction/made>

# COntract MANAGEMENT, INFORMATION and reporting

## **Call Off Contract Management**

### The Supplier shall appoint an Account Manager within 5 days of the Call Off Contract commencement date, providing name and contact details, to ensure that the requirements of the Call-Off Contract are met. The Account Manager shall have relevant industry experience. The Account Manager shall have a detailed understanding of the framework and Call off Contract, sufficient capacity and have experience of managing contracts of a similar size and complexity.

### The Account Manager and their team will need to develop an understanding of the Authority’s business, culture and ways of working.

### The Supplier shall have measures in place to ensure any periods of annual leave or any unplanned absence are covered.

### The amount of account management provided by the Supplier shall be proportionate to the size and requirements of the Authority. This shall be agreed at the Call-Off Contract and/or implementation Stage.

### The Account Manager shall hold quarterly operational service management review meetings with the Authority as agreed at the Call-Off Contract and/or implementation Stage. The content of these meetings shall include:

#### performance Monitoring reporting in accordance with Call-Off Schedule 14 (including reasons for any non-performance and any remedial action);

#### portal maintenance, up-grades, up-dates and downtime;

#### details of all complaints including nature of complaint, action taken and timescale;

#### promotion activities undertaken and planned;

#### external market trends, including analysis of how the Authority could benefit from such trends, including a cost analysis of any such changes; and

#### proposed improvements to Services, including but not limited to, technology changes, reducing DNAs, administrative changes, Charges and new ways of working. Such proposals shall include an impact assessment of such changes.

### The Supplier shall provide the Authority with a communication plan and relevant communication materials, at no cost to the Authority.

## **Service Levels and Service Credits**

### The Supplier and the Authority shall agree Service Levels, Service Credits and Performance Monitoring at the Call Off stage.

## **Clinical Governance and Performance Monitoring**

### 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.

### The Supplier shall make the results available to the Authority.

### The Supplier shall include the following in the review:

#### Supplier Staff levels are being maintained and monitored to cope with Service demands and that a Supplier Staff resource planning process is regularly reviewed and maintained;

#### All clinical policies and procedures are being monitored and followed;

#### Supplier Staff are professionally accredited in order to provide the Services;

#### Supplier Staff professional qualification accreditation is monitored and maintained at organisational level; and

#### A complaints process is effectively monitored and maintained by sampling 10% of complaints and reviewing that all processes are followed and appropriate records maintained.

### 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.

## **Measuring Service Impact and Outcomes**

### The Supplier shall use published, recognised methodologies, where available and agreed in advance with Buyers, 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:

#### Users Personnel perception of their own health and wellbeing;

#### Users Personnel perception of their own stress and anxiety levels;

#### Users Personnel perception of their own levels of resilience; and

#### Users Personnel perception of presenteesim (the extent Buyers’ Personnel work when sick or feel obliged to work when sick) and productivity.

### The Supplier shall agree the forms of clinical measures to monitor the effectiveness of the Services, in advance with Buyers and they may include, but not be limited to:

#### General Health Questionnaire (GHQ) (versions 12,28,30 & 60) to detect the presence of and/or assess the severity of psychiatric disorders;

#### Patient Health Questionnaire (PHQ-9) generally used to monitor the severity of depression symptoms;

#### General Anxiety Disorder (GAD7) self-administered questionnaire used to determine presence and severity of generalised anxiety disorder; and

#### Work and Social Adjustment Scale (WSAS)

### The Supplier shall undertake satisfaction surveys of the Services and shall aim to get a 50% response from Users.

### The Supplier shall design the content of satisfaction surveys and agree in advance with the Authority, including specified measures to be achieved.

### 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 Authority’s employee surveys, which will be shared with the Supplier.

### The Supplier shall design and provide such surveys to Buyers upon request at no additional charge.

### The Supplier shall provide Buyers with survey results, including recommendations for Service improvements, identifying changes to Services where User’s satisfaction has not met the Authority’s agreed targeted results.

## **Strategy, Policy and Guidance**

### 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.

### The Supplier shall work with the Authority to understand any new policy changes, which may impact on Service delivery.

### The Supplier shall identify Service trends and shall develop mitigation strategies and/or solutions in conjunction with the Authority and the information be provided in a format to be agreed by the Authority Examples of areas which could be included are:

#### Referrals increase due to a specific problem identified;

#### Service usage patterns indicate the need for further investigation;

#### Issues of bullying/intimidation or career/job related stress increase in a specific Authority location;

#### There is a lack of referrals / Authority Personnel contact from the Authority’s geographical area or business unit; and

#### Patterns/or concerns of presenteeism (the extent to which Users work when sick, or feel obliged to work when sick) arise in particular parts of the Authority’s organisation.

#### 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.

## **Complaints Process**

### The Supplier shall be responsible for ensuring the Authority’s satisfaction is maintained for the duration of the Call Off Contract and work collaboratively with the Authority to resolve issues, which may affect satisfaction.

### The Supplier shall have in place robust and auditable procedures for logging, investigating, managing, escalating and resolving complaints or problems initiated by the Authority and their employees. The procedure shall allow for the identification and tracking of individual complaints from initiation to resolution. Types of complaints that shall be supported in this way include, but are not limited to:

#### Users complaints relating to delays in booking appointments of Services;

#### Users complaints relating to the availability of receiving the Services;

#### Users complaints relating to any sharing of patient Data;

#### Users complaints in relation to the quality of Services received;

#### Users complaints in relation to Services not meeting the specific needs of individuals e.g. facilities for disabled Users;

#### Authority’s complaints relating to failure to meet agreed Service Levels; and

#### Authority’s complaints in relation to invoicing and billing.

### The Supplier shall acknowledge complaints made by Users 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 five (5) working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.

### The Supplier shall provide Buyers 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.

### The Supplier shall provide the Authority with a copy of the Suppliers documented complaints process.

## **Authority’s Management Information (MI)**

### The Supplier shall provide the following management information, as a minimum, to the Authority. The Supplier shall provide the management information in an Excel format as well as a PDF. Management Information should evolve to meet the Authority’s requirements and to reflect any changes during the lifetime of the contract.

### 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.

### The Supplier shall ensure User’s anonymity and confidentiality in the delivery and content of all management information.

### The Supplier shall provide management information broken down at a minimum at organisation, agency and business unit level and by geographical location.

### 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. These reports may be on a quarterly and annual basis to assist with internal reporting of the Service.

### The Authority will 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.

## **Monthly Management Information**

### The Supplier shall provide the following monthly management information to the Authority and shall include a demographic (gender, ethnicity, age and disability) breakdown of Service usage:

#### General:

##### Monthly and cumulative Contract Year to date Charges for the Services, including any pass through or additionally agreed Charges:

##### Consolidated customer complaints report;

##### Performance against agreed SLA’s;

##### Results of customer satisfaction surveys;

##### Continuous improvement report; and

##### Identification of any risks identified with the delivery of the Services including mitigating actions to manage the risks going forward.

#### Online Portal and Telephone Services:

##### Analysis of hits to online portal, including sub-site breakdown information;

##### Number of calls received to the telephone advice Service desks;

##### Number of telephone calls requiring call-back;

##### Number of telephone calls abandoned;

##### Number of immediate high risk or red flag cases;

##### Number of cases assessed as medium to high risk;

##### Number of low risk cases;

##### Analysis of problem source by work, home and/or both;

##### Number of Users signposted to external organisations;

#### Digital, Live Chat, Apps usage

##### Number of hits on the App;

##### The number of Users that received or are progressing through Live Chat counselling;

##### Analysis of problem source by work, home and/or both

#### Counselling and Other Services:

##### The number of Users that received or are progressing through telephone based counselling;

##### The number of Users that received or are progressing through face to face counselling;

##### The number of Users that received or are progressing through therapeutic support;

##### The number of telephone counselling sessions delivered

##### The number of face to face counselling sessions delivered

##### The number of therapeutic support sessions delivered

##### The average number of counselling sessions delivered per User

##### Analysis of problem source by work, home and/or both;

##### Analysis of Users who failed to attend booked counselling sessions;

##### Average number of counselling sessions per Service received and resultant trends;

##### Number of additional counselling sessions delivered;

##### The number of Users outlining work related stress as a primary reason for contact;

##### A breakdown of cases using the HSE Management Standards (sources of stress at work) – demands; control; relationships; role; and change;

##### The number of mediation cases undertaken and in progress, including outcomes;

##### The number of Health Kiosk Users by location of kiosk;

##### Anonymised health Kiosk trend results that the Authority can use to inform health and wellbeing promotion planning;

##### The number of Users who have used telephone support through the trauma and critical incident Service; and

##### Number of planned and executed Employee Assistance Programme workshops/training programmes/seminars, listed by organisation.

##### The total number of Users who had received a series of counselling in any one year.

### The Supplier will need to work with the Authority to understand how the Management Information may need to evolve and change during the length of the contract.

## **Authority Annual Management Information**

### This section describes the additional mandatory Management Information, monitoring and data reporting requirements that the Supplier must fulfil as part of the delivery.

### The Authority may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs). The Supplier shall within one working day of request by the Authority provide the required data or information.

### The Supplier shall provide the Authority with data in relation to the number of complaints received on a quarterly basis. This data must inform the Authority about the total volume of complaints, the volume upheld, the volume which were considered founded, the volume by service delivery and volume by Band.

### The Supplier shall provide the Authority with analysis of market intelligence not limited to Employee Assistance usage, emerging and future patterns of demand, geographical spread, trends and potential gaps on an annual basis.

### The Supplier shall provide an annual management information report to the Authority which shall include:

##### 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 benefits and added value the Service is providing, specifically stating what benefit the Supplier has brought to the Services both for the Authority and commercially;

##### Summary by Contract of satisfaction surveys, which shall track the Authority’s Personnel’s journey from engagement 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;

##### The Authority’s Service hotspots defining where these specifically occur along with service improvement plans to address such issues;

##### Identification of risks, reasons and mitigating actions to manage the risks going forward;

##### Market innovations and trends emerging in the wider employee assistance programme market including mental health, musculoskeletal and healthy lifestyle

##### The Authority’s Service hotspots defining where these specifically occur along with service improvement plans to address such issues;

##### Identification of risks, reasons and mitigating actions to manage the risks going forward; and

##### Market innovations and trends emerging in the wider employee assistance programme market including mental health, musculoskeletal and healthy lifestyle.

## **Buyer’s Monthly Utilisation Data**

### The Supplier shall provide the following utilisation data as a minimum, to the Authority, on a monthly basis expressed as a % (percentage).

### Total Activity Use Rate – this should include all of the contact events and services provided by the Supplier, including for example all calls, website hits, counselling sessions, attendees at workshops and legal/financial advice. The Authority will require this information to understand the total EAP activity and awareness levels within their organisation.

### Clinical Case Use Rate - this should include the number of Users who received a clinical assessment and have one or more counselling sessions from the Supplier during the reporting period. The Authority will require this information to understand the level of usage within their organisation of this Service.

### The Authority shall provide accurate headcount data to the Supplier on a quarterly basis.

**ANNEX A**

**SERVICE LEVELS**

|  |  | Service Level Performance Measure | | | |  |
| --- | --- | --- | --- | --- | --- | --- |
| Service Level Performance Criterion | Description | Service Level– Fail  RED | Service Level – Warning  AMBER | Service Level – Pass  GREEN | Service Credit Payable (%) |  |
| **Telephone Support Services** | All telephone support line Services to be available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year | < 98% | >= 98% and < 100% | 100% | 10% | Critical Service Level |
|  | Urgent or ‘red flag' cases will be matched immediately for telephone support | <100% |  | 100% | 10% | Critical Service Level |
|  | All calls to be answered within five (5) rings | < 97% | >= 97% and < 98% | >= 98% | 7% |  |
|  | Call abandonment rate to be less than two (2)% | <97% | >= 98% and < 100% | >= 99% | 8% |  |
|  | Initial call back to Contracting Authorities Personnel following triage to take place within two (2) hours | <98% | >= 98% and < 100% | 100% | 10% |  |
|  | All queries not requiring counselling Services to be completed within twenty four (24) hours. | <97% | >= 97% and < 98% | >= 98% | 7% |  |
| **Online Portal** | Online Portal to be available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year a day except for agreed downtime and maintenance which will be agreed with the Contracting Authorities at least seventy two (72) hours in advance of such work being carried out. | <97% | >= 98% and < 99% | >= 99% | 8% |  |
| **Counselling Services** | Counselling Services to be available twenty four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days a year | <100% |  | 100% | 10% | Critical Service Level |
|  | Urgent or red flag cases will have first face to face counselling session offered within twenty four hours of first contact (if need determined) | <100% |  | 100% | 10% | Critical Service Level |
|  | All counselling appointments (telephone, e-counselling or face to face) to be arranged within 48 hours of first contact | < 98% | >= 98% and < 100% | 100% | 10% |  |
|  | Initial counselling session to take place within 5 days of first contact | <97% | >= 98% and < 99% | >= 99% | 8% |  |
|  | Where the need for a fast track referral to counselling has been identified by the Supplier, the appointment shall be booked within two (2) days of referral | < 98% | >= 98% and < 100% | 100% | 10% |  |
|  | Face-to-face counselling appointments to be offered within 1 hour’s travelling distance by public transport of Contracting Authorities Personnel home office location | <97% | >= 98% and < 99% | >= 99% | 8% |  |
| **Trauma and Critical Incident Support** | Where critical incident procedures have been invoked, all employees (including those overseas) must have access to designated telephone support within two (2) hours of notification | < 100% |  | 100% | 10% | Critical Service Level |
|  | A workplace site presence with the appropriate number of skilled Supplier Personnel available within forty eight (48) hours | < 100% |  | 100% | 10% |  |
| **Complaints** | All complaints to be acknowledged within one (1) Working Day of receipt | < 97% | > = 97% and < 99% | > = 99% | 8% |  |
|  | All Complaints to be updated at an interval of every two (2) Working Days | < 97% | > = 97% and < 99% | > = 99% | 8% |  |
| **Customer Satisfaction** | All customer satisfaction surveys to meet agreed target measures | < 90% | > = 90% and < 95% | > = 95% | 5% |  |
| **Contract Management** | All invoices right first time, provided with supporting data and received at the agreed times | < 97% | > = 97% and < 99% | > = 99% | 8% |  |
|  | Account management support available Monday to Friday 8am -6pm with responses to queries from the Contracting Authorities within one (1) Working Day | < 97% | > = 97% and < 99% | > = 99% | 8% |  |
| **Management Information** | Management Information delivered at agreed periods with Contracting Authorities (defined at Call Off stage) | <100% |  | 100% | 10% |  |
|  | All ad hoc and urgent MI in relation to Freedom of Information requests, Minister’s questions and Parliamentary Questions will be provided within the timelines outlined for each request by the Contracting Authorities | <100% |  | 100% | 10% |  |