

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: CCSO19B35 – Provision of a Digital Wellness Platform to Cabinet Office

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# PURPOSE

## The Cabinet Office is looking to partner with the provider of a Digital Wellness Platform that can offer support packages to its staff spanning across a whole range of wellbeing aspects, including physical, mental and social wellbeing.

## The digital platform should enable members of staff to set and achieve their wellbeing goals in areas such as stress, anxiety, focus and sleep, whilst also signposting to the support services available within the Cabinet Office.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## The Cabinet Office supports the Prime Minister and ensures the effective running of government. It is also the corporate headquarters for government, in partnership with HM Treasury, and takes the lead in certain critical policy areas.

## Our priorities are to:

### Support the Prime Minister and Cabinet to deliver the government’s programme.

### Drive efficiencies and reforms that will make government work better.

### Create a more united democracy.

### Strengthen and secure the United Kingdom at home and abroad.

# Background to requirement/OVERVIEW of requirement

## The Cabinet Office (which may be referred to as ‘the Authority’ hereafter) is committed to fostering a culture that promotes physical and mental health and the social and financial wellbeing of its workforce.

## The late Lord Jeremy Heywood, former Cabinet Secretary and Head of the Civil Service, established a staff network dedicated to employee wellbeing in 2012. The Workwell Network was run by a group of volunteers who met regularly to raise awareness of staff wellbeing and resilience. Over a six year period, the group built momentum around topics, such as the working environment, relationship-building, productivity and job satisfaction. The Network established an annual staff health and wellbeing survey and initiated a number of support services, including a listening service run by trained volunteers. In October 2014, the Authority signed the “Time to Change” pledge to demonstrate its commitment to change how it thinks and acts about mental health in the workplace and ensures that its staff feel supported if they have mental ill health.

## The Network’s achievements were recognised in 2018, when the Authority integrated staff health and wellbeing into its HR function and created a dedicated full-time post to implement and support the Network’s recommendations. In November 2018, the Authority launched its “Approach to Wellbeing” strategy. This included mental health, physical activity, social and financial wellbeing. Based on data about the Authority’s staff, the strategy outlined three key priorities. These are:

### **Ways of Working** - equipping our people with a great working environment, the right tools, resources and flexible support to build a happy and healthy workforce.

### **Healthy You** - ensuring our people take responsibility for their own health and wellbeing. We see our people holistically, as whole individuals, and we understand that they will face a variety of challenges throughout their time at work.

### **Visible Leaders and Capable Managers** - prioritising the health and wellbeing agenda at a senior leadership level and visibly demonstrating through their actions that it is a Cabinet Office priority. Leaders and managers will be held accountable for the wellbeing of their teams through revised performance management steps.

## In addition to the holistic strategy, the Cabinet Office also launched a specific mental health action plan in January 2019. This was a positive way to respond to the 3800 working days lost due to mental ill health in 2018, which is the equivalent of 11% of all recorded sickness absence.

## To support the action plan and wider strategy, the Cabinet Office is looking to introduce a digital wellness platform that enables staff to track and improve their own mental and physical wellbeing in areas such as stress, anxiety, focus and sleep. The platform should allow staff access to a library of mindfulness and meditation sessions and relaxation and breathing exercises, as well as a personal journal or diary to allow individuals to record levels of wellbeing and set goals. In addition, it should provide learning and development programmes to support physical and mental wellbeing, such as stress management and sleeping.

## The platform should also signpost staff to bespoke content such as the support services available to them in the Cabinet Office (for example, the Employee Assistance Programme and Mental Health First Aiders).

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| the Authority | means Cabinet Office |

# scope of requirement

## The Digital Wellness Platform should contain the following features:

### Mindfulness and meditation sessions; relaxation and breathing exercises; customised learning and development programmes for supporting aspects of physical and mental wellbeing such as stress management and sleep; a personal journal or diary to allow individuals to track their own thoughts and feelings in relation to wellbeing; signposting to bespoke content including the support services on offer in Cabinet Office.

### The platform’s content should be updated on a quarterly basis to ensure it’s aligned with the Cabinet Office’s key health and wellbeing campaigns and support services available for staff.

### The platform should be available on mobile devices to ensure it can be accessed anytime, anywhere.

### The platform should include audio, visual and interactive elements to ensure it is user-friendly and engaging.

## It is not expected that every member of staff signed up to the platform will be an active user.

## Any contract awarded via this exercise will operate for an initial period of one year. The Authority retains options to extend for up to two further years in twelve-monthly increments (1 + 1 + 1). This is subject at all times to the contract value not exceeding the EU Contract threshold.

# The requirement

## Prior to launch, the appointed Supplier should work with the Authority’s security and IT teams to ensure the platform is fully functional and accessible on all of its systems. This includes setting up the relevant domain names to enable access to the platform.

## To support the introduction and rollout of the platform, the Supplier should also provide communications around launch and rollout, regular reporting, ongoing promotional materials and ad-hoc support to both users and Cabinet Office HR in relation to platform management.

## The Supplier must support and maintain the platform for the duration of the contract.

## The platform’s bespoke and standard content (such as the learning and development programmes) should be updated by the Supplier on a quarterly basis, and users should be prompted to use this content via app alerts.

## Specified individuals within Cabinet Office HR should be provided with access to anonymised data from the platform to better understand the overall wellbeing of staff. The insights drawn from this data should inform future content on the platform and individuals should be targeted based on this insight (e.g. sleep programmes should be recommended to those having difficulty sleeping).

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
|  **Milestone/Deliverable** |  **Description**  |  **Timeframe or Delivery Date** |
| 1 | Work with Cabinet Office IT and security teams to test the platform and ensure it is accessible on all Authority systems.  | To conclude within 4 weeks of contract award |
| 2 | Set up the domain names to enable access to the platform.  |  To conclude within 4 weeks of contract award |
| 3 | Preparation of communications to Cabinet Office staff around launch and rollout.  |  To conclude within 6 weeks of contract award |
| 4 |  Preparing bespoke content related to Cabinet Office support services.  |  To conclude within 6 weeks of contract award |
| 5 | Bespoke and standard content to be updated on a quarterly basis to ensure it aligns with key campaigns and support services on offer to staff. | Three months after the platform goes live and three-monthly thereafter during the contract period |

#

# MANAGEMENT INFORMATION/reporting

## Specified individuals within Cabinet Office HR should be provided with monthly reports and / or access to an online analytics dashboard to understand usage and other aggregated, anonymised data to better understand the overall wellbeing of staff.

## This data will be included in the Authority’s quarterly Health and Wellbeing dashboard, which has been developed to allow the tracking of progress in a number of key areas unique to wellbeing that are not reported elsewhere and act as statistical drivers to inform activity going forward.

# volumes

## Cabinet Office currently employs nearly 7000 members of staff; the platform will need to be available to a large proportion of these staff members.

# 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

## N/A

# quality

## N/A

# PRICE

## Prices are to be submitted via the eSourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

# STAFF AND CUSTOMER SERVICE

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

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

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | User support | Provide general/technical support to all users within 24 hours from receipt of contact Monday-Friday. | 98% |
| 2 |  Management support | Provide support to the Authority within 24 hours of receipt of contact (unless urgent) from Monday-Friday. This includes support with communications, updating information, MI reviews and general queries. Matters designated by the Authority as urgent must be resolved within 6 working hours of receipt. | 98% |
| 3 | Bespoke content | Bespoke content to be updated on a quarterly basis. | 100% |

## Where the Supplier fails at any of the above KPIs the Authority will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if that is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked Potential Provider identified during the procurement exercise.

# Security and CONFIDENTIALITY requirements

## The appointed Supplier’s position must be as Data Controller, not Data Processor. The Authority’s employees will register directly on the platform and sign up to its Terms of Use and Privacy Agreement. There will be no transfer of employee personal data from the Cabinet Office to the Supplier / platform.

## Data collected and stored by the platform can include the user’s first and last name, email address, password, and app-related data including which content they interacted with and for how long. The Supplier must guarantee to safeguard the data it holds via the platform and not disclose to any third parties or use it for commercial benefit.

## The platform’s network security must be tested for all vulnerabilities to guard the Authority against any intrusion and any unauthorised network access.

# payment AND INVOICING

## 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.

## Invoices should be submitted to: 1 Horse guards Road, Westminster, London, SW1A 2HQ.

# CONTRACT MANAGEMENT

## We will hold informal monthly meetings (in person or via the telephone) to discuss general platform management, future campaigns, communications, and usage of the platform. Quarterly contract review meetings will also be held.

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

# Location

## The location of the Services will be carried out across a number of Cabinet Office sites, including London, Newcastle and Norwich.