

**RM3795 - Occupational Health Services, Employee Assistance Programmes and Eye Care Services**

**LOT 3 (Employee Assistance Programmes.) – LOT DESCRIPTION**

Lot 3 is for the provision of Employee Assistance Programmes. The Supplier shall provide support to Contracting Authorities Personnel over the full range of work related or personal matters that may impact on workplace performance and seek to resolve those issues where possible.

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

- Online Portal.
- Telephone, Triage and Support Services which shall include, but not be limited to:
  - Advice and support;
  - Bullying and harassment support;
  - Whistleblowing Services; and
  - Management support Services.
- Coaching and counselling Services including therapeutic interventions:
  - Case management.
- Mediation;
- Trauma and critical incident support;
- Interactive health kiosks;
- Policy guidance and trend management;
- Health and wellbeing promotion and awareness ; and
- Publicity and promotion.