# Soft Market Test

For

Re-procurement of:

Occupational Health Services  
Employee Benefits Scheme

Employee Assistance Programme

For

Cambridgeshire County Council

# Section 1: Introduction

## General Requirements

* 1. The purpose of this document is to briefly explain to suppliers the business and technical requirements and the expected scope of the re-procurement for Occupational Health Services, Employee Benefits Scheme and Employee Assistance Programme (EAP) in order that suppliers can explain the relevance of products and/or services and their experience to the requirements.
  2. Suppliers can find out more about the Procurement and Commercial Teams tender process, role and strategies via the [Supplying to the Council](https://www.cambridgeshire.gov.uk/business/supplying-to-the-council) webpage.
  3. Suppliers should also note that Cambridgeshire County Council (CCC) also evaluates Social Value within its tender process where appropriate and can utilise the services of the Social Value Portal (SVP) as part of the process.
  4. SVP run monthly training sessions for bidders/Suppliers on Social Value, please see [here](https://outlook.office365.com/owa/calendar/SupplierEngagementCalendar@socialvalueportal.com/bookings/) for details of the sessions that you can join to understand more about Social Value. Additionally, there is further resources from SVP here as well [Win More Bids (socialvalueportal.com)](https://bidder.socialvalueportal.com/).

**Please note:** this market testing exercise is **not** an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. CCC is issuing this request for **information only**. Any supplier invited to present to CCC is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

## Confidentiality and Freedom of Information (FOI)

* 1. All information included in this Soft Market Testing is confidential and only for the recipients’ knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.
  2. All responses will be treated confidentially. However, please be aware that we are subject to the disclosure requirements of the FOI Act and that potentially any information we hold is liable to disclosure under that Act. For this reason, we strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under FOI the request will be dealt with in accordance with the legislation.

## Background

CCC operates as the upper-tier local authority for the county, providing services such as education, social care, highways, and waste management. The population of Cambridgeshire is around 850,000 people. Boasting a diverse natural environment, including wetlands, fenland, and agricultural landscapes. Preserving and enhancing the county's natural assets while promoting sustainability is an important focus for the council.

The council offers a wide range of services to the residents of Cambridgeshire, including:

* Education: Managing schools, educational support services, and special education needs.
* Social Care: Adult social care, children's social care, and support for vulnerable individuals.
* Highways and Transportation: Maintenance of roads, bridges, and public transportation services.
* Planning and Development: Processing planning applications and promoting sustainable development.
* Waste Management: Collection, recycling, and disposal of waste.
* Libraries and Culture: Operating public libraries and supporting cultural initiatives.

## Soft Market Test Timetable

* 1. Please read this document and if you feel that your organisation is able to contribute to this exercise, please complete the questionnaire at the end and return, via email to procurementandcommercial@cambridgeshire.gov.uk by 12th April
  2. Potential responders will not be prejudiced in any future procurement processes by either responding or not responding to this soft market test exercise.
  3. CCC are planning to hold an engagement event to further support this SMT and this is being planned for late April 2024.

# Section 2: Identification of Requirement

## Current Situation

CCC currently has three separate contracts that cover Occupational Health, Staff Benefits Scheme, and an Employee Assistance Programme. All of these contracts are due to end in October 2024. The current headcount is 4700 but is not expected to exceed 5000 over the next 3 – 5 years.

Below is an overview of the services that are covered in the current contracts that the council has.

**Occupational Health:**

* Pre-employment screening
* Absence and attendance management
* Capability/Ill health retirement
* Return to work
* Advice around Disability adjustments
* Complex risk assessments. e.g. Related to pregnancy or disability
* Vaccinations / Immunisation programmes (for frontline staff)
* Management statistics and information

**Employee Assistance Programme**

* Comprehensive telephone helpline (24/365)
* Structed face to face, video, and telephone counselling sessions including CBT
* Online health and wellbeing portal with access to programmes, videos and webinars
* Dedicated mobile app
* Electronic management information
* Electronic and hard copy promotional materials
* Monthly wellbeing newsletter
* Assigned relationship manager
* Manager coaching and support

**Employee Benefits**

* Discounts with local and national retailers
* Employee Lease car scheme via salary sacrifice
* Cycle to Work scheme via salary sacrifice
* Dental insurance provision
* Cash back health benefits
* Employee Loan Scheme
* Employee Savings Scheme

## Our Requirements

* 1. We are looking for input from local and national providers of any, or all of the services highlighted above that will help CCC understand the latest offers available to its employees and the ways in which they can be best delivered.
  2. Section 5 covers the minimum requirements across the three areas, but CCC would like to understand more about additional aspects of providers’ offers that may enhance existing provision.
  3. It is important to us that we provide an environment that is inclusive and celebrates the diversity of our workforce backgrounds and cultures and we would like to understand how potential providers will support this. This is not limited to but must include neurodivergence and what potential providers would be able to offer for this in house.

1. **Background – Social Value**
   1. The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public service contracts; and for connected purposes.
   2. CCC now look to include Social Value as part of all its procurement opportunities which forms part of the overall Award criteria where appropriate.
   3. Please note that any social value commitments should be appropriate to the local area. For CCC, ‘local’ is defined as being within the Cambridgeshire boundary area.
   4. CCC shall be actively seeking bidders who share their commitment to proactively deliver additional social value within Cambridgeshire outside of any core requirements within the specification.
   5. Following the publication of the 2022 National Targets, Outcomes, and Measures (TOMs), the Council, working with the Social Value Portal developed a CCC specific set of TOMs.
   6. Please see link to the National TOMs - [National TOMs 2022 Updates - Social Value Portal](https://socialvalueportal.com/resources/news/measurement-implementation/national-toms-2022-updates)
   7. Please see link about who Social Value Portal are together with some useful help videos about Social Value bidding - [About us - Social Value Portal](https://socialvalueportal.com/about/)

<https://support.socialvalueportal.com/hc/en-gb/articles/4418109087249-dos-and-don-ts>.

<https://support.socialvalueportal.com/hc/en-gb/articles/4402368311953-video-how-to-bid-and-use-the-Social-Value-Calculator>

* 1. We have also attached the CCC set of TOMs containing Core and Non-Core (Light) TOMs which may be used in any process for your knowledge.

# Section 3: Supporting Information

Please note you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name and Location of your organisation |  |
| What if any local connections do you have with the authority? |  |
| Contact Details |  |

## Section B: Questions

|  |  |
| --- | --- |
| **Question** | **Response** |
| What is the name nature of your organisation? |  |
| Which of the three services (Occupational Health, Employee Benefits, EAP) can your business deliver? |  |
| Is your organisation based within Cambridgeshire or do the services that you deliver operate from premises within Cambridgeshire? |  |
| How will your organisation tailor its approach to maximise the inclusive experience as employees interact with your services, taking in to account a diverse range of people and experiences? |  |
| What national frameworks is your organisation currently available on? Please provide the name of the framework owner any specific Lot. |  |
| XX |  |
|  |  |
| CCC wishes to seek the markets views on the potential use of the Social Value within the eventual tender process for this type of service. The Lead Authority has the potential to utilise the Social Value Portal and a set of TOMs (Themes, Outcomes and Measurements).  Do you believe Social Value can be assessed as part of the evaluation for any eventual tender process? Please provide reasoning for your response and the recommended model/type of questions you feel should be utilised. |  |
| For services similar or equivalent to what CCC is proposing have you provided social value in some form to another public body, if so, has this added value and what lessons can CCC learn from your experience of enacting social value in these types of contracts. |  |
| How was social value evaluated by another Contracting Body? This is to understand whether using TOMs and the Social Value Portal is the best option or whether another option would be suitable. |  |
| If Social Value is assessed as part of the tender process what information/assistance would be of benefit to bidders? |  |
| Would the inclusion of social value criteria put you off bidding for this contract? |  |
| If CCC evaluate social value using Social Value Portal (SVP), the successful provider will be required to contract with SVP and pay an annual fee equivalent to 0.2% of the annual contract value.  Would this put you off bidding for this contract?  NOTE: there is no fee to submit a tender response, the fee only applies to the successful provider |  |
| Have you provided social value in some form before?  If yes, please detail what Social Value was delivered and detail your experiences of delivering this (positive and negative). |  |
| Please add in any further suggestions that you feel will benefit CCC for its procurement process. |  |
| CCC are interested in understanding what barriers are in place regarding any terms and conditions which they usually tender for this type of business. What measures would they propose to remove any barriers, e.g. proposed clauses and/or stating legislation that covers those barriers. |  |
| Please add in any further suggestions that feel will benefit CCC for its procurement process. |  |