

Ref	Industry Clarification Question	Response	Date Issued
<b>Pre-Market Engagement stage:</b>			
1	Do you anticipate the digital offer from Lot 1 being available 24/7?	We can see potential benefits of having a 24/7 service. but the cost of this may outweigh the benefits. We would certainly want a service that is available beyond working hours, but are also looking for some guidance from suppliers in the RFI regarding the availability of this service	19/07/2023
2	In the previous procurement for UK Covid-19 Inquiry emotional support services, children and young people were included, is that the same for this procurement?	No, we have made updates to our requirements following feedback from suppliers on the previous procurement and removed the requirement to support under-18s. The support for under-18s will be delivered through a separate procurement process in order to ensure they receive bespoke support.	19/07/2023
3	In my experience, traumatised, vulnerable, marginalised, special needs, neuro-diverse people will not engage in telephone/virtual dialogue. Is this something you're aware of?	We want to make our support model as accessible to all as possible and will be looking for input from suppliers on accessibility through our input with suppliers.	19/07/2023
4	An SME is ideally suited to delivering highly qualified and quality driven provision - yet this procurement process will put many off....what can be done? 100%.....SME's don't have 'Procurement Officers' etc.	Buyer Response: We will do what we can to ensure that this process is accessible to all bidders as much as possible, and we will also invite input from bidders during the RFI process regarding how the process can be made easier.  CCS further response: The ITT documentation for this procurement is steered by the value of the requirements going via Open Market and inline with regulatory requirements. CCS will provide guidance for potential bidders at every step of the process:	19/07/2023



		<ul style="list-style-type: none"> <li>• PIN provides guidance on how to register on the Crown Commercial Service e-Sourcing Suite in order to respond to the future Procurement opportunities. Once complete, you will receive further guidance on how to navigate the suite. For technical assistance on use of the e-Sourcing Suite please contact the Customer Service Centre: Telephone: 0345 410 2222 Email: <a href="mailto:eEnablement@crowncommercial.gov.uk">eEnablement@crowncommercial.gov.uk</a></li> <li>• Attachment 2 - How to Bid – will provide you with further guidance on how to submit your bid, the selection and award stages, how we will assess your bid etc.</li> <li>• Attachment 2a Selection Questionnaire –it will be helpful for you to expand all of the cells in the attachment to ensure you have viewed all of the evaluation guidance provided.</li> <li>• Attachment 8 - Frequently Asked Questions – this contains a list of questions and answers relating to the competition, such as SQ Common issues.</li> <li>• Procurement timetable includes a clarification period to forward any questions you may have about the process or documentation to CCS so that we may support you further.</li> </ul> <p>Whilst it is advisable to plan adequate resources to complete both the selection stage and award stage questions appropriately – we acknowledge that some potential bidders may not have an individual or team to focus purely on bidding. The purpose of the procurement element of the call is to prepare potential bidders for the input required; how potential bidders intend to use the 30-day tender period to respond to both stages is an individual business choice.</p>	
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<b>Request for Information stage:</b>			
5	<p>RE the estimated volumes for <b>Lot 1</b>. Please can you clarify if the numbers below are the estimates for the whole contract period (1+3) years or are estimated annual figures (and of course we completely hear that these are estimates only and cannot be guaranteed)</p> <ul style="list-style-type: none"> <li>• 170,00 people will use the web page</li> <li>• 78,000 people will access the SMS text support service.</li> <li>• 18,400 people will access the service more that once (96,400 possible total)</li> </ul>	<p>The numbers outlined (which align with those in the market engagement slides) refer to the estimated total numbers for the contract period, not estimated annual values.</p>	25/07/2023



<p>6</p>	<p>We wanted to clarify the nature of the emotional support. While we acknowledge that emotional support is distinct from counselling or therapy, we also want to understand the requirements for when further support might be necessary.</p> <p>After providing initial emotional first aid, some individuals may require further support. This additional support can take several forms, for example</p> <ul style="list-style-type: none"> <li>• An enhanced psychological assessment that could lead to treatment recommendations such as EMDR, CBT, or other appropriate approaches.</li> <li>• Short-term structured counselling to address specific issues and concerns.</li> <li>• Short-term support with their support plan to help them navigate their challenges effectively.</li> </ul>	<p>Our model is based on focused emotional support around engagement with the Inquiry, in order to reduce the risk of retraumatization. We are not commissioned to undertake psychological assessments, short-term interventions or seek to make specific therapy model recommendations. It is beyond the remit and bounds of a public inquiry to offer this level of intervention.</p> <p>"Short-term support with their support plan to help them navigate their challenges effectively" would absolutely be appropriate and fitting where it is focused on engagement with the Inquiry and its impacts. Utilising therapeutic tools during support conversations will be useful, for example, grounding techniques, support planning and reflective tools, but we are not offering therapy. Of course, these conversations may well serve a therapeutic purpose, but their aims will be focused on facilitating engagement with the Inquiry and not on longer-term therapy outcomes. That said, we see regular user feedback as critical to ensuring the model is achieving its aims and will seek to work with the supplier to regularly review the offer.</p>	<p>26/07/2023</p>
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	<p>We anticipate that only a small percentage, most likely less than 5%, of those engaging with the service will require any additional forms of support such as counselling, and a very low percentage requiring enhance psychological assessments and interventions. Regarding the delivery of these services for those requiring additional support, we would like to understand whether you are looking at providers being able to deliver these interventions, or simply refer / signpost to other external resources.</p>		
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