

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract



**Crown
Commercial
Service**

Bid Pack

Attachment 3 – Statement of Requirements

TRHR3293

Department for Transport Group

Employee Assistance Programme



Department
for Transport



Driver & Vehicle
Licensing
Agency



Driver & Vehicle
Standards
Agency



Maritime &
Coastguard
Agency



Vehicle
Certification
Agency

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Purpose

- 1.1 The provision of an Employee Assistance Programme (EAP) service supports the Department for Transport's (DfT) health and wellbeing strategy, providing support and advice to staff and managers when required.

Background to the Contracting Authority

- 2.1 The Department for Transport supports the transport network to get the UK's businesses, people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

- 2.2 The composition of the Department for Transport is as follows:

- Department for Transport Central (DfTc)- Annex A including:
 - Government Car Service (GCS)*
 - Active Travel England (ATE)*
 - Rail Accident Investigation Branch (RAIB)*
 - Air Accident Investigation Branch (AAIB)*
 - Marine Accident investigation Branch (MAIB)*
 - Road Safety Investigation Branch (RSIB)*
 - Office of Zero Emissions (OZEV)*
 - Traffic Commissioners (ALB sponsored by DfT group)*
- Driver and Vehicle Licensing Agency (DVLA) Annex B
- Driver and Vehicle Standards Agency (DVSA) Annex C
- Maritime and Coastguard Agency (MCA) **Blue Light Service**- Annex D
- Vehicle Certification Agency (VCA) Annex E

Overview of Requirement

- 3.1 The Department is looking to appoint a supplier to provide an Employee Assistance Programme Support to its staff to support all aspects of their Health and Wellbeing.
- 3.2 The service that we wish to procure is equivalent to that specified within the Specification for CCS framework RM6182 Lot 3 (Annex 3 of Framework Schedule 1, enclosed in this Bid Pack as Annex F)) for the provision of Employee Assistance Services. (please refer to sections 1 through 11 inclusive for further detail of the services requested within this Statement of Requirements).
- 3.3 Lot 3 provides confidential support for a range of work related or personal matters that may impact on workplace performance, mental health and wellbeing and seek to resolve, manage and prevent those issues where possible for all Contracting Authorities' Personnel within all UK Central Government and ALB's, Wider Public Sector and Charity Organisations including those working remotely, postings overseas and travelling overseas.
- 3.4 Annexes A - E attached, provide an overview of each Business Unit's composition and specific requirements given the varying nature of the work they undertake.
- 3.5 Although each Business Unit has indicated the services that they intend to draw on, it is essential that they should retain the flexibility to implement additional services from the EAP provision requested in this Statement of Requirements, should this be required. Discussions will be held with the successful Supplier before a Business Unit begins to draw on additional services, in order to ensure that implementation and any increased volume is feasible.
- 3.6 The EAP service must be available to all employees, any volunteers working on behalf of the Department for Transport and any other parties falling under our recorded Headcount figures. This will include staff based or travelling overseas. Please note that **the MCA are a Category 1 Emergency Responder legislated under the Civil Contingencies Act and** have approx. 2,900 volunteer Coastguard rescue Officers who are based and operate around the UK and are responsible for attending 999 emergency call outs. These volunteers can witness traumatic incidents and it is important for them to have access to **24/7 EAP support**.
- 3.7 The contract will be for an initial period of two years, beginning on 1st June 2024, with options to extend for a maximum of two further years (in intervals of one-year). The contract will have a maximum value of £296,124.00 per year, to be distributed among DfT-group organisations as follows:
- DfTc: £79,360.00;
 - DVLA: £84,764.00.
 - DVSA: £60,000.00.
 - MCA: £60,000.00.
 - VCA: £12,000.00.
- 3.8 Many of the drivers of spend under this contract are reactive, and suppliers should note that the Department does not commit to (or anticipate) spending the entirety of the contract value allocated to any given year. Actual spend levels will be determined by demand for the service – and the maximum value incorporates significant contingency in case of increases in demand beyond what is anticipated.
- 3.9 Should demand for EAP provision exceed anticipated volume to a degree which threatens to exceed the contingency that has been assigned to the contract, the Department retains the option to uplift the contract by up to an

additional £94,640.00 per annum, in compliance with Regulation 71.1(a) of the Public Contracts Regulations 2015.

Definitions

Expression or Acronym	Definition
DfT	Department for Transport (Group - Including Agencies)
DfTc	Department for Transport (Central) Business Unit within the Group
DVLA	Driver and Vehicle Licensing Agency (Business Unit within the Group)
DVSA	Driver and Vehicle Standards Agency (Business Unit within the Group)
MCA	Maritime and Coastguard Agency (Business Unit within the Group)
VCA	Vehicle Certification Agency (Business Unit within the Group)

Scope of Requirement

5.1 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, seeking to resolve, manage and prevent those issues where possible.

5.1.1 The Supplier shall provide the core mandatory requirements of an EAP service 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.

5.1.2 The Supplier shall be able to provide additional bespoke requirements to Buyers which shall include additional well-being services. These may include but are not limited to:

- Access to SC cleared counsellors (as outlined in paragraphs 14.4 - 14.6 of this Statement of Requirements);
- Training and Support for Mental Health First Aiders;
- Any preventative healthcare offer you have in place or intend to implement and how you will measure success;
- Additional support for Commemorative and Wellbeing events throughout the year (e.g. tailored webinars, workshops or materials).

5.1.3 The additional services shall not merely duplicate the services and/or materials that form part of the core service (as defined under 5.1.1 above).

5.1.4 The Supplier will not provide Customer Personnel with:

- tax advice.
- legal advice other than that which is provided to Customer Personnel within the context of welfare counselling provided this is restricted to a signposting Service.
- financial advice on any matter other than debt problems and general financial wellbeing.
- advice relating to leisure or recreation; or

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

5.1.5 The Supplier shall deliver all the Services in accordance with the delivery principles and service availability outlined in the Crown Commercial Service Framework Schedule 1, Lot 3 (paragraphs 2.3 – 2.4.4 inclusive).

The Requirement

6.1 The Crown Commercial Service RM6183 Framework Schedule 1 for Lot 3 (Employee Assistance Programmes, Annex 3) outlines in detail the core mandatory service requirements for the Group. (*Section 3 Mandatory Service Requirements - 3.1.1 - 3.18.6 inclusive*).

6.2 Annexes A – E of this Bid Pack provide details of our core requirements and any additional services required by each Business Unit. For some Business Units these services will be specific. For, instance, MCA is a Category 1 Emergency Responder and whilst all Business Units require Trauma and Critical Incident support, MCA **may** have a particular need for this service.

Key Milestones and Deliverables

7.1 The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Account manager to hold initial meeting with the Authority to formally contract award agree the implementation plan.	Within 5 working days of
4	Frequency and content of performance meetings agreed.	Within week 1 of contract award
5	Timescales, complaints and escalation Authority.	Within week 1 routes formally confirmed with the of contract award
6	Invoicing and payment processes	Within week 1 agreed with each Business

		Unit. of contract award
7	Management and Information reporting	Within the first 3 weeks of agreed with each Business Unit. contract award
	Service goes live.	
	All Services in place including:	
8	<ul style="list-style-type: none"> • Telephone Support • Digital Services (Live chat and Mobile App) • Online Portal • Counselling and Advice • Trauma and Critical incident Support 	1 st June 2024

Management Information and Reporting

8.1 Please refer to the Crown Commercial Service RM6183 Framework Schedule 1 for Lot 3 (Employee Assistance Programmes, Annex 3) for the provision of Employee Assistance Services, (10.7 – 10.10.4 refers)

8.2 Each Business Unit will agree their individual MI and reporting arrangements with the Supplier during mobilisation of the contract.

Volumes

9.1 Annex A – E provides volumes and breakdowns of utilisation for individual Business Units.

9.2 The annualised utilisation for the Department for Transport as a whole – calculated as counselling and advice calls against employee headcount of 19,160 for the current reporting period of Feb 2023 – Jan 2024:

Calls

- A total of 2,445 calls have been logged within the current reporting period.
- 2,113 of these were counselling calls.
- 332 of these were advice calls.

Formal Counselling

- 37 referrals for structured telephone counselling, with a total of 267 sessions delivered.
- 42 referrals for face-to-face counselling, with a total of 242 sessions delivered.
- 120 referrals for online counselling, with a total of 655 sessions delivered.
- 50 referrals for online CBT counselling, with a total of 104 sessions delivered.

Online Portal

- The online portal has received a total of 2,881 hits within the current reporting period.

9.3 These figures are provided in good faith as an aid to tenderers. In giving these figures, the Department does not warrant or represent that future demand figures will be equivalent - or make any minimum or maximum commitments to the levels of service that will be required.

Continuous Improvement.

10.1 RM6182 Framework Schedule 1 (*Specification*) Annex 3, Section 5 inclusive, outlines mandatory requirements for Supplier staff. Continuous improvement requirements are contained within this section, including that:

- 10.1.1 The Supplier shall ensure that all Supplier Staff undertake Continuing Professional Development (CPD) as agreed with the Business at the start of the award.
- 10.1.2 The Supplier shall provide adequate supervision and support, where newly qualified Supplier Staff provide the Services, including a designated qualified mentor.
- 10.1.3 The Supplier shall ensure all Supplier Staff who provide Services shall:
- Be appropriately trained in the Buyer's processes and policies as provided by the Buyer.
 - Be trained in the Supplier's processes, procedures and policies, including those which have been agreed between the Supplier and the Buyer.
 - 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 Buyer's Personnel who use the Services can be triaged appropriately and sign-posted 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.
- 10.2 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.3 The Supplier should present new ways of working to the Authority during monthly/quarterly Contract review meetings.

- 10.4 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.

Social Value

- 11.1 Social Value refers to the wider financial and non-financial impacts of projects and programmes, including the wellbeing of individuals and communities, social capital and the environment.
- 11.2 [Procurement Policy Note \(PPN\) 6/20 – Taking Account of Social Value in the Award of Central Government Contracts](#) sets out that "Social value should be explicitly evaluated in all central government procurement, where the requirements are related and proportionate to the subject-matter of the contract."
- 11.3 Accordingly, the Supplier shall facilitate and promote social value in the delivery of its services. As a minimum this shall reflect the key priority outlined below.
- 11.4 Our Priority in this procurement is:
- Improve Health and Wellbeing:** Benefits that can be driven through social value are an important tool in improving wellbeing. Government encourages employers to better support all employees, including those with mental health problems, to remain in and thrive through work.
- 11.5 The DfT is particularly interested in innovative social value proposals which provide contract-specific commitments and benefits (this may include specific application of an organisation's existing background initiatives – but should not be limited to impacts which would be delivered by these initiatives independently of the contract award).
- 11.6 The Supplier's social value commitments will be assessed against **MAC 7.1: Support Health and Wellbeing in the Workforce**, which measures a supplier's understanding of issues relating to health and wellbeing (including physical and mental health) and measures that they shall take to invest in and improve health and wellbeing.
- 11.7 Please see **Attachment 2 – How to Bid Pack** (pages 16- 17 inclusive) which outlines the Social Values associated with this contract. (Annex 1 CCS Framework pp. 7-13 provides further guidance).

Supplier Accreditation

- 12.1 The Supplier shall be accredited by the British Association for Counselling and Psychotherapy (BACP).
- 12.2 In addition to BACP accreditation, Supplier organisations and Supplier Staff 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).

Price

13.1 Prices are to be submitted via the Jaggaer ITT event for this procurement by uploading a completed Pricing Schedule (Attachment 4). Your prices should exclude VAT and include all other expenses relating to Contract delivery.

13.2 Please note that we would like suppliers to price for a 'fully inclusive' service, under which DfT is charged a monthly fee based upon its headcount (invoiced by the supplier to each business unit) – and this fee incorporates up to six sessions of counselling for individual members of staff per year.

Staff and Customer Service

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

14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard (See 12.2 above for accreditation requirements)

14.3 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.

14.4 The supplier shall ensure that the Authority's personnel have access to a minimum of 6 Counsellors with advanced security clearance (**SC Level**) to support colleagues who are employed in posts requiring this level of clearance.

14.5 The Authority expects that volumes will be low and will support the Supplier in attaining SC clearance for their counsellors (at no cost to the Supplier) where fewer than 6 SC-cleared counsellors are available at the call off stage.

14.6 In rare circumstances, we may require SC cleared counsellors to attend Business Unit offices in order to carry out counselling face to face.

Service Levels and Performance

15.1 The Authority will measure the quality of the Supplier's delivery by monitoring the following Service levels and Key Performance Indicators. Service Credits will be applied where poor performance levels exist. Service Credits levels and charges will be applied as per this contract's Call Off Schedule 14 Part A.

Service Area	KPI/SLA	KPI/SLA description	Target

Telephone Support Service	1	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.	100%
	2	Urgent or 'red flag' cases will be matched immediately for telephone support	
	3	Initial call back to Contracting Authorities Personnel following triage to take place within two (2) hours	100%
	4	All queries not requiring counselling Services to be completed within twenty-four (24) hours.	98%
Online Portal	5	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 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.	99%
Counselling Services	6	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%
	7	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%
	8	All counselling appointments (telephone, e-counselling or face to face) to be arranged within 48 hours of first contact	100%
	9	Initial counselling session to take	99%

place within 5 days of first contact

10	Where the need for a fast-track 100% referral to counselling has been identified by the supplier, the appointment shall be booked within 2 days of referral		
11	Face to face	counselling 99% appointments to be offered within 1 hour's travelling distance by public transport of Contracting Authorities personnel home office location	
Trauma and Critical Incident Support	12	Where critical incident procedures have been invoked, all employees (including those overseas) must have access to designated tele-phone support within two (2) hours of notification.	100%
	13	A workplace site presence with the appropriate number of skilled Supplier Personnel available within forty-eight (48) hours.	
Complaints	14	All complaints to be acknowledged within one (1) Working Day of receipt	99%
	15	All Complaints to be updated at an interval of every two (2) Working Days	
Customer Satisfaction	16	All customer satisfaction surveys to meet target measures agreed at the start of the award and reaffirmed at the point of survey design.	95%
Contract Management	17	All invoices right first time, provided with supporting data and received at the agreed times	99%
	18	Account management support available Monday to Friday 8am 6pm with responses to queries from the Contracting Authorities within one (1) Working Day	99%

Security and Confidentiality requirements

- 16.1 The Supplier shall deliver the service in accordance with the HMG Security Policy Framework. <https://www.gov.uk/government/publications/securitypolicy-framework>
- 16.2 The Supplier shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the commencement date of the Framework. Cyber Essential Scheme requirements can be located at:
<https://www.ncsc.gov.uk/cyberessentials/overview>
- 16.3 The Supplier shall ensure that Buyers' information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Buyers' requirements.
- 16.4 The Supplier shall, where required, have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the Buyers' requirements.
- 16.5 The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyers representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.
- 16.6 The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.
- 16.7 The Supplier shall provide secure solutions that comply with any restrictions or requirements arising out of Buyers' security policies. This shall include, but not be limited to:
- Cyber Essentials Scheme Basic Certificate.
 - ISO 9001 or agreed.
 - ISO 27001 Information Security Management or agreed. - and HMG Baseline Personnel Security Standard.
- 16.8 Buyers may require the Supplier to undertake Check Assurance with a National Cyber Security Centre (NCSC) approved provider. Further information on NCSC penetration testing can be found at: <https://www.ncsc.gov.uk/information/using-check-provider> <https://www.ncsc.gov.uk/guidance/penetration-testing>
- 16.9 The Supplier shall not charge a premium to Buyers for any additional standards and/or security compliance applicable to a Call Off contract, unless otherwise agreed in advance by Buyers.

HMRC/Tax Compliance

- 17.1 All Services must comply with Her Majesty's Revenue and Customs Employment Income Manual EIM21845 and EIM20504.
- 17.2 Buyers are responsible for ensuring employee and employer tax liability for Services, which attract tax.

Payment and Invoicing

- 18.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 18.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 18.3 Each BU will be individually responsible for its own use of the contract. Invoicing details will be communicated to the supplier as part of the contract implementation.

Contract Management

- 19.1 The Authority will provide the Buyer with a named Contract Manager and contact details for individual Business Units Leads
- 19.2 The Supplier shall confirm the identity of its Contract manager and provide all supporting contact details to the Authority, by email, within 5 working days of Contract Award. The Supplier's nominated Contract Manager shall have a minimum of two years' relevant industry experience.
- 19.3 The Contract Manager shall ensure that all the requirements of the Contract are met or exceeded and will be familiar with all aspects of the Contract and suitably experienced in the role. The Supplier shall have arrangements in place to deal with annual leave or any unplanned absence.
- 19.4 Where the service or performance by the Supplier falls below the required level then the Contract Manager shall ensure that any necessary additional resource is committed promptly at no extra cost to the Buyer.
- 19.5 On the occurrence of a Critical Service Level Failure:
- 19.5.1 Any Service Credits that would otherwise have accrued during the relevant Service period shall not accrue; and
- 19.5.2 The Buyer shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any charges which would otherwise have been due to the Supplier in respect of that service period ("compensation for critical service level failure")
- provided that the operation of this paragraph 3 shall be without prejudice to the right of the Buyer to terminate this contract and / or to claim damages from the Supplier for material default.

19.6 Periodic review meetings (at least quarterly) will be an essential part of the contract management process. The content of these review meetings will be to report on and check the standards and performance of the Supplier, to resolve any issues and identify business opportunities and potential innovative solutions.

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

19.8 Attendance at Contract Review meetings shall be at the Supplier's own expense.

Location

20.1 The location of the Services will be carried out remotely or on DfT estates, as listed in Annex A - E

TRHR3293 - ANNEXES A – E (Individual Business Unit Composition and Specific Requirements)

Annex A – DfTc (Central) EAP Requirements

Annex B – DVLA EAP Requirements

Annex C – DVSA EAP Requirements

Annex D – MCA EAP Requirements

Annex E – VCA EAP Requirements

ANNEX A – DfTc EAP REQUIREMENTS

Business Unit Overview

DfTc is the central department for the Department for Transport (DfT). Our goal is to work with our Executive Agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

DfTc has an FTE of about approx. 3800 and the majority of these are based in London with Leeds, Birmingham, Hastings and Swansea also having sizeable staff numbers. There are also circa 180 remote workers based in 11 locations across the country and the organisation's demographic split is 45% female and 55% male.

Workforce use of EAP

Face to face telephone and online counselling

Case management of structured counselling cases

Confidential helpline and crisis support available 24 hrs per day 365 days per year.

Debt and financial information service

Consultancy support for managers

F cleared counsellors.

Online Health and wellbeing portal and app

To raise awareness of wellbeing and mental health within the workforce

To upskill managers

Provide consultative support.

The provision of an Employee Assistance Programme (EAP) service supports DfTc's health and wellbeing strategy, providing support and advice to the Customer's personnel when it is needed.



- DfTc has several internal policies and processes which overlap with the services provided by an EAP service, the Contractor will need to ensure that Contractor Personnel are familiar with these. Such as:

- Mental Health First Aiders
- Maximus workplace support
- Workplace adjustments
- Fair Treatment volunteers

Mediation

- Where the Contractor provides support on Mediation it will be carried out in line with the requirements in this DfT specification.

Bullying and Harassment

- Where the Contractor provides support on Bullying and Harassment it will be carried out in line with the requirements in this DfT specification.

Counselling

- Where the Contractor provides support on Counselling it will be carried out in line with the requirements in this DfT specification.

Webinars

- Where the Contractor provides support on Webinars it will be carried out in line with the requirements in this DfT specification.

Work Shops

- Where the Contractor provides support on workshops it will be carried out in line with the requirements in this DfT specification.

Statement of Requirements

Core requirements

- Fully comprehensive EAP Service, to include but not limited to the following:
- Access to employee helpdesk
- Online Portal
- Digital Services including Live Chat and a mobile phone application downloadable to personal devices
- Triage and support
- Individual counselling session (face to face)
- Individual counselling session (telephone)
- Group counselling
- Cognitive Behaviour Therapy (CBT)
- Mediation services
- Debt services
- Legal services
- Bullying and harassment support
- Whistleblowing services
- Awareness and promotion

ANNEX B – DVLA EAP REQUIREMENTS

Business Unit Overview

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. DVLA's primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

This information helps us get the right drivers and vehicles taxed and, on the road, as simply, safely, and efficiently as possible.

Responsibilities

We are responsible for:

- recording driver endorsements, disqualifications, and medical conditions
- issuing photocard driving licences
- issuing vehicle registration certificates to vehicle keepers
- taking enforcement action against vehicle tax evaders
- registering and issuing tachograph cards
- selling DVLA personalised registrations
- helping the police and intelligence authorities deal with crime.
- providing anonymised data to those who have the right to use the service.

DVLA's current headcount is 6,060, equating to 5,388.2 full time equivalents [FTE]. The majority of staff are based in Swansea across 4 sites, there is also an office in Birmingham. There are also 33 remote workers based outside of Swansea and Birmingham in locations across the UK.

The Agency has a projected FTE headcount of 5,709 by 31st March 2024, however, this target reduces to 5,507 at March 2025.

- The Agency's demographic split is 59.6% female and 40.4% male.

The provision of an Employee Assistance Programme (EAP) service supports DVLA's health and wellbeing strategy, providing support and advice to DVLA staff when required.



[REDACTED]

[REDACTED]

DVLA has many internal policies and processes which overlap with the services provided by an EAP service, the contractor will need to ensure that Contractor Personnel are familiar with these.

Mediation

DVLA has an in-house mediation service, which will conduct most of the mediation requirement in the organisation.

Bullying and Harassment

DVLA has internal Harassment Contact Officers whose role is to facilitate the informal resolution of incidents of harassment and bullying. The bullying and harassment support provided by the Contractor will work alongside the internal arrangements, the Contractor will signpost Customer Personnel to the Harassment Contact Officers where appropriate.

Where the Contractor provides support on Bullying and Harassment it will be conducted in line with the requirements in this DfT specification.

Counselling

Where the Contractor provides support on Counselling it will be conducted in line with the requirements in this DfT specification.

Webinars

Where the Contractor provides support on Webinars it will be conducted in line with the requirements in this DfT specification.

Work Shops

DVLA will be considering delivering a variety of workshops over the next year including, but not limited to Mental Health Awareness and Menopause.

Statement of Requirements

Core Requirements

- Fully comprehensive EAP Service, to include but not limited to the following:
- Access to employee helpdesk

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- Online Portal
- Digital Services including Live Chat and a mobile phone application downloadable to personal devices.
- Triage and support
- Individual counselling session (face to face)
- Individual counselling session (telephone)
- Group counselling
- Cognitive Behaviour Therapy (CBT)
- Mediation services
- Debt services
- Legal services
- Bullying and harassment support
- Whistleblowing services
- Awareness and promotion

ANNEX C – DVSA EAP REQUIREMENTS

Business Unit Overview

The Driver and Vehicle Standards Agency (DVSA) an executive agency of the Department for Transport.

DVSA's primary aim is to improve road safety in Great Britain by setting standards for driving and motorcycling, and making sure drivers, vehicle operators and MOT garages understand and follow roadworthiness standards. DVSA also provides a range of licensing, testing, education, and enforcement services.

DVSA employs over 4,500 staff who work out of over 1,000 varied locations, including third party and remote sites across Great Britain. DVSA's Head Office is at Berkeley House, Croydon Street, Bristol, BS5 0DA with other administrative offices across Great Britain. You can find more information about what we do via this link: Driver and Vehicle Standards Agency - GOV.UK (www.gov.uk)

Over 65% of DVSA staff are operational and involved in Driver and Vehicle Examining, the enforcement of vehicle and driver legislation and/or the testing of HGV and PSV vehicles. These duties are carried out at DVSA testing centres, the roadside and third-party premises. Additionally, DVSA has 12 shift teams that work 24/7 at various sites in the country.

The most recent staffing statistics for the agency are as follows:

- headcount as at 31/12/2023: 4,944

BASE LOCATION

The six admin hubs for DVSA are:

1. Berkeley House (HQ), Croydon Street, Bristol, BS5 0DA
2. 1 Unity Square, Queensbridge Road, Nottingham, NG2 1AY
3. Ellipse, Padley Road, Swansea, SA18AN
4. Central Licensing Office, Hillcrest House, 386 Harehills Lane, Leeds, LS9 6NF
5. The Lightbox, Quorum Business Park, Benton Lane, Newcastle upon Tyne NE12 8EU
6. Tyneside House, Skinnerburn Road, Newcastle Business Park, Newcastle-upon-Tyne, NE4 7AR

However, DVSA have staff working across approximately 1,000 locations throughout England, Scotland and Wales

BACKGROUND TO OUR REQUIREMENT

The provision of an Employee Assistance Programme (EAP) service supports DVSA's health and wellbeing strategy, providing support and advice to the Customer's personnel when it is needed.

[illegible]

- DVSA has many internal policies and processes which overlap with the services provided by an EAP service, the Contractor will need to ensure that Contractor Personnel are familiar with these.

Statement of Requirements

Core Requirements

Fully comprehensive EAP Service, to include but not limited to the following:

- Access to employee helpdesk
- Online Portal
- Digital Services including Live Chat and a mobile phone application downloadable to personal devices
- Triage and support
- Individual counselling session (face to face)
- Individual counselling session (telephone)
- Cognitive Behaviour Therapy (CBT)
 - Face-to-Face CBT by accredited therapist
 - Telephone CBT by accredited therapist
 - CBT - Guided Self-Help
- Debt services
- Legal services
- Trauma and Critical Incident Support
- EMDR by accredited therapist
- Mental Health Assessment
- Online Portal
- Digital Services including Live Chat and a mobile phone application downloadable to personal devices.

Additional Requirements

Where this service is available within the contract offering, DVSA may request:

- Health Promotion and Awareness
- Mediation
- Bullying and Harassment
- Webinars
- Work Shops

ANNEX D – MCA EAP REQUIREMENTS

Business Unit Overview

The Maritime and Coastguard Agency (MCA) is an Executive Agency of the Department for Transport. The MCA is responsible throughout the UK for implementing and developing the UK Government's maritime safety and environmental protection policy. That includes co-ordinating Search and Rescue (SAR) at sea through His Majesty's Coastguard 24 hours a day, and checking that ships meet UK and international safety rules. The MCA work to prevent the loss of lives at the coast and at sea, to ensure that ships are safe, and to prevent coastal pollution: **Safer Lives, Safer Ships, Cleaner Seas**

MCA produce legislation and guidance and provide certification to ships and seafarers. Through our survey and inspection regime, we enforce standards for ship safety, security, pollution, prevention and seafarer health, safety and welfare. We promote maritime standards, encourage economic growth and minimise the maritime sector's environmental impact.

Our vision is to be a world-leading organisation, accelerating the transition to sustainable shipping with non-negotiable safety standards. MCA places our people, our customers and our planet at the heart of everything it does. Our focus is on themes of safety and sustainability, growth and innovation and our values are safety, professionalism, trust and respect.

MCA contribute to the wider Department for Transport objectives of boosting economic growth and opportunity, improving journeys by delivering safe, secure and sustainable transport, promoting a culture of efficiency and building a One Nation Britain.

Our most important role is to improve safety both at sea and on the coast and we do this through education and emergency response activities.

The MCA are a Category 1 Emergency Responder legislated under the Civil Contingencies Act.

It is essential for any provider to understand:

- The variety of operational work undertaken that requires a prescribed level of good health and fitness for both staff and **volunteers**.
- The status of our operational staff as essential workers and the requirement for safety critical health surveillance including the ability to support services connected to work-related complex PTSD.
- Access to paid services to be provided within 48 hours of making a request.
- The working arrangement that should be accommodated in the provision of services. This could include night working, evenings and weekends, shift work, working from home or other government buildings; annualised hours where the hours of the working week or shift length are varied according to seasonal demands in order to meet the increased or decreased operational demands.
- The Geographic spread across the UK of all MCAs locations (see below);
- Our **operational volunteers** often work full time and require out of hours services.
- Poor or insufficient service provision may result in MCA being unable to meet its statutory obligations to carry out critical search and rescue activities, as well as survey and inspection activities.

Please note that the EAP service must be available to all employees, including some **staff based overseas** as well as **volunteer Coastguard Rescue Officers who are based and operate around the UK and are responsible for attending 999 emergency callouts.**

Locations

The MCA's main employee locations are:

- Spring Place (HQ), 105 Commercial Road, Southampton, Hampshire, SO15 1EG
- JRCC – Joint Response Coordination Centre, HM Coastguard, Unit 12, Kites Croft Business Park, Fareham, Hampshire, PO14 4LW
- Glasgow Marine Office (MO) – Glasgow Marine Office, 1st Floor Westpoint 1, Westpoint Business Park, 1 Marchfield Drive, Paisley, PA3 2RD
- Dover (Coastguard [CG] & MO) – Dover Coastguard Operations Centre, Langdon Battery, Swingate, Dover, Kent, CT15 5NA
- Cardiff (Registry of Shipping and Seamen [RSS] & MO) – Anchor Court, Keen Road, Cardiff, CF24 5JW
- Stornoway CG – Stornoway Coastguard Operations Centre, Clan Mac-Quarrie House, Battery Point, Stornoway, Western Isles, HS1 2RT
- Falmouth (CG & MO) – Falmouth Coastguard Operations Centre, Penden-nis Point, Castle Drive, Falmouth, Cornwall, TR11 4WZ
- Belfast (CG & MO) – Belfast Marine Office, Bregenz House, Quay Street, Bangor, Down, BT20 5ED
- Milford CG & MO - CGOC Milford Haven, Milford Haven Maritime Rescue Coordination Centre, HM Coastguard CGOC, Gorsewood Drive, Hakin, Milford Haven, SA73 3HB
- Aberdeen (BSU & CG & MO) – 4th Floor Marine House, Blaikies Quay, Aberdeen, AB11 5PB
- There are also two members of staff posted overseas, and 30+ more locations across the country, some of which are remote islands (Amble, Beverley, Bideford, Brixham, Colchester, Dornoch, Harwich, Holyhead, Hull, Humber, Inverness, Kirkcudbright, Lincolnshire, Liverpool, London, Oban, Orkney, Plymouth, Severn, Shetland, South Cornwall, South Downs, Tarbert, Thames, Tyne, Ullapool, Whitehaven, Wick, Wight, Winterton).

Details of all MCA locations can be accessible from the following:

- MCA Marine Office Locations - [S ITP National Corrected2.pdf \(publishing.service.gov.uk\)](#)
- His Majesty's Coastguard Coastal Rescue Locations - [Coastguard rescue service Area map.pdf \(publishing.service.gov.uk\)](#)

The headcount as of 30th of October 2023 is 1275 employees plus approximately 3500 volunteers. **MCA shall supply the EAP provider with updated information on a quarterly basis. **

Statement of Requirements

Core requirements

- Fully comprehensive EAP Service, to include but not limited to the following:
- Access to employee helpdesk
- Online Portal
- Digital Services including Live Chat and a mobile phone application downloadable to personal devices
- Triage and support
- Individual counselling session (face to face)
- Individual counselling session (telephone)
- Group counselling
- Cognitive Behaviour Therapy (CBT)
- Mediation services
- Debt services
- Legal services
- Bullying and harassment support
- Whistleblowing services
- Awareness and promotion

Additional Requirements

As MCA is a blue light service, they will need more bespoke requirements for services such as complex PTSD for staff based locally and overseas.

Trauma and Critical Incident Support

The EAP Service Provider 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 or due to a job role has repeated exposure to distressing material or behaviour.

The EAP Service Provider shall agree with MCAs the circumstances when such Services are appropriate and have clear processes for triggering and managing such Services. The EAP Service Provider shall report all requests for such Services in writing to the MCA.

The EAP Service Provider shall ensure that appropriately skilled or qualified EAP Service Provider 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 EAP Service Provider shall provide the Services in line with the National Institute for Health and Clinical Excellence (NICE) Guidelines for Post-Traumatic Stress Disorder (2018).

The EAP Service Provider shall provide Users with access to designated telephone support within **two (2) hours** of the Services being invoked.

The EAP Service Provider shall make available, when requested by MCAs, relevant EAP Service Provider Staff on site at the MCA's premises or other specified location within **forty eight (48) hours** on notification of the request for trauma and critical incident Services to provide Users with debriefing and/or counselling Services.

EAP Service Providers shall provide UK wide coverage, including remote locations. Overseas requirements will be agreed with MCAs at Call Off stage.

The EAP Service Provider 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 EAP Service Provider 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 MCA.

The EAP Service Provider shall provide a post-critical incident report to the MCA detailing the support delivered, outcomes, details of any follow up action, including facilitated referrals to NHS or other sources of support. The MCA is not in a position to determine the volume of work it can forecast for Trauma and Critical Incident Support at this time, but reserves the right to call-upon these services if a need is identified during the course of the contract.

Mediation

- Where the Contractor provides support for Mediation it will be carried out in line with the requirements in this DfT specification.

Bullying and Harassment

- Where the Contractor provides support on Bullying and Harassment it will be carried out in line with the requirements in this DfT specification.

Counselling

- Where the Contractor provides support on Counselling it will be carried out in line with the requirements in this DfT specification.

Therapeutic Intervention

- Where the Contractor provides support on Therapeutic Intervention it will be carried out in line with the requirements in this DfT specification.

Structured Support

- Where the Contractor provides Structured Support, it will be carried out in line with the requirements in this DfT specification.

ANNEX E – VCA EAP REQUIREMENTS

Business Unit Overview

The Vehicle Certification Agency is an Executive Agency of the Department for Transport (DfT). Our goal is to improve vehicle safety and environmental protection by providing robust testing and certification to internationally recognised standards.

We are also responsible for:

- Type approval, which is confirmation that production samples of a vehicle, system or component design will meet specified performance standards.
- Conformity of Production (COP) testing which is a means of evidencing a manufacturers' ability to produce a series of products that exactly match the specification, performance and marking requirements outlined in the type of approval documentation.
- Certification of packaging and intermediate bulk containers used for the transport of dangerous goods and the appointment of Authorised Inspection Bodies.
- Provision of a fully searchable automotive legislation data on a subscription basis. We can provide copies of all automotive European Union and UN ECE legislation in a number of ways, and supply interested customers with up-to-the-minute information on key dates associated with the legislation through our LegStat system.
- Provision of car and van fuel /CO2 databases, which aim to provide data for most new cars and light vans available for sale in the UK.
- Enforcement of fuel consumption and CO2 data provision in promotional literature.
- Other certification activities, including but not exclusive to Non- Road Mobile Machinery, Vehicle Special Orders and individual vehicle certification for vehicles approved and registered in an EU member State.

The Agency had a projected FTE headcount of 225 by April 2024. The majority of these are based in the UK across 3 sites along with 9 remote workers currently based in overseas locations.

- The Agency's demographic split is 38% female and 62% male.

The provision of an Employee Assistance Programme (EAP) service supports the VCA's health and wellbeing strategy, providing support and advice to the Customer's personnel when it is needed.



- VCA has many internal policies and processes which overlap with the services provided by an EAP service, the Contractor will need to ensure that Contractor Personnel are familiar with these.

Mediation

- EAP mediation service is underutilised at present within VCA.

Bullying and Harassment

- Where the Contractor provides support on Bullying and Harassment it will be carried out in line with the requirements in this DfT specification.

Counselling

- Where the Contractor provides support on Counselling it will be carried out in line with the requirements in this DfT specification.

Webinars

- Where the Contractor provides support on Webinars it will be carried out in line with the requirements in this DfT specification.

Work Shops

- Any foresight into anticipated workshops will help forecast contract usage and expected spend.

Statement of Requirements

Core requirements

- Fully comprehensive EAP Service, to include but not limited to the following:
- Access to employee helpdesk
- Online Portal
- Digital Services including Live Chat and a mobile phone application downloadable to personal devices.
- Triage and support
- Individual counselling session (face to face)
- Individual counselling session (telephone)
- Cognitive Behaviour Therapy (CBT)
- Mediation services
- Debt services
- Legal services
- Bullying and harassment support
- Whistleblowing services
- Awareness and promotion

Additional Requirements

- Mental Health First Aid support and training

ANNEX F- RM6182 Framework Schedule 1



TRHR3293 - Annex
F - RM6182 Framework