PRELIMINARY MARKET ENGAGEMENT

Title DHSC Employee Assistance and Occupational Health Programme 25

**C352365**

Version Number: 1

Date:

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# 

* + - **INTRODUCTION**
  1. This information notes and accompanying questionnaire is being made publicly available to any organisations which are interested in delivering OH & EAP Services for the employees of DHSC.
  2. The market consultation is optional. The purpose is to advise suppliers of the forthcoming Department of Health and Social Care (DHSC) procurement exercise that is expected to be launched in the Spring and seek feedback from potential bidders and existing providers that may inform the final approach to the procurement.
  3. Objective of the Preliminary Market Engagement:
     + Understanding market capability and innovation
     + Improving Procurement Strategy and Specification Development
     + Encouraging Supplier Participation and Competition
     + Assessing risks that may affect delivery
  4. It is essential to understand that this market engagement process is separate from the formal procurement process. When the formal procurement process begins through the publication of a tender notice, any supplier interested in the contractual opportunity must submit a tender, and all supplier bids will be evaluated on an equal basis and in accordance with the set criteria.
     + **BACKGROUND AND REQUIREMENTS**

2.1 The Department of Health and Social Care (DHSC) (the Authority) enables everyone to live more independent, healthier lives for longer.

The requirement of this tender is to procure for employee assistance and occupational health services for the Department of Health and Social Care and it’s circa 3,600 staff.

We anticipate the total budget for this contract is estimated to be up to £350k but this budget has not been approved and subject to internal approvals.

**3. PURPOSE**

3.1 DHSC currently have the same provider for the Employee Assistance Programme (EAP) and Occupational Health Service (OH).  This is Tender for the retendering of these services. This tender will separate both services under separate Lots. Lot (1) Employee Assistance Programme (EAP) and Lot (2) Occupational Health Service (OH) . These can be managed by separate providers. We plan to tender this under the of Occupational Health and/or Employee Assistance Programme service provisions under this RM6296 DPS Agreement. [Dynamic Purchasing System - Supplier Registration Service](https://supplierregistration.cabinetoffice.gov.uk/dps/RM6296?nav=0)

* + - **PROCUREMENT APPROACH**
    - The DHSC intends to use the Crown Commercial Service Dynamic Purchasing System (DPS) RM6296 Occupational Health and Related Services, however after this market engagement they may decide it is more beneficial to conduct an Open Tender.
    - Estimated timetable (these are indicative and subject to change) for the procurements:

|  |  |
| --- | --- |
| Event | Completed by |
| Tender notice published | May 2025 |
| ITT issued | May 2025 |
| Deadline for submission of a Tender via the e-Sourcing portal (“Tender Submission Deadline”) | May/June 2025 |
| Evaluation and internal governance completed | June 2025 |
| Notification of proposed contract award and start of standstill period (on or around) | June 2025 |
| Contract Signature | July 2025 |
| Contract commencement | 30/09/25 |

* + - **MARKET CONSULTATION-QUESTIONNAIRE RETURN**
    - Participation in this Market Consultation is voluntary. It is not required to provide an answer to every question if particular questions are not relevant.
    - The Department wishes to encourage participation at this stage in order to ensure a wide number of responses. The market engagement processes described above do not form part of the formal procurement process. When the formal procurement process commences any supplier may join the competition and all supplier bids will be evaluated on the same basis.

* + - The completed questionnaire should be returned via email [ccsinbox@dhsc.gov.uk](mailto:ccsinbox@dhsc.gov.uk) quoting“ **DHSC\_GOps\_Employee Assistance and Occupational Health Programme 25** no later than **5pm Wednesday 23rd April 2025**

* + - The Freedom of Information Act 2000 (FOIA) applies to the Department. You should be aware of the Department's obligations and responsibilities under the FOIA to disclose, on written request, recorded information held. Information provided by you in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, may therefore have to be disclosed in response to such a request, unless the Department decides that one of the statutory exemptions under the FOIA applies. The Department may also include certain information in the publication scheme which it maintains under the FOIA.
    - In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the FOIA or the Environmental Information Regulations 2004, the Department may consider it appropriate to ask you for your views as to the release of any information before a decision on how to respond to a request is made. In dealing with requests for information under the FOIA, the Department must comply with a strict timetable and the Department would, therefore, expect a timely response to any consultation within two working days.
    - You may provide information which is confidential in nature and which you may wish to be held in confidence. You must give a clear indication which type of material is to be considered confidential and why it is considered to be so, along with the time period for which it will remain confidential in nature. The use of blanket protective markings such as "commercial in confidence" will no longer be appropriate. In addition, marking any material as confidential or equivalent should not be taken to mean that the Department accepts any duty of confidentiality by virtue of such marking. Please note that even where you have indicated that information is confidential the Department may be required to disclose it under the FOIA if a request is received.
    - The Department cannot accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.
    - In certain circumstances where information has not been provided in confidence, the Department may still wish to consult with you about the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party.
    - The decision as to which information will be disclosed is reserved to the Department notwithstanding any consultation with you.
    - Whilst the Department expects to proceed to procurement in due course, there is no obligation to do so as a consequence of this early market engagement activity.
    - The publication of this questionnaire and the information within it is intended to provide potential bidders with the opportunity to view and comment on the proposed strategic procurement approach. The Department does not intend to be bound by any information at this stage. The Department makes no commitment to accept recommendations or suggestions.

## 

## Regards,

**Corporate and Clinical Services, Commercial Lifecycle**

**Commercial Directorate, Department of Health & Social Care**

**39 Victoria Street, London, SW1H 0EU**

# market consultation QUESTIONNAIRE

**Name of Supplier:**

**are you a SME?**  **Yes  No**

**are you registered in Atamis?** [Welcome (site.com)](https://atamis-1928.my.site.com/s/Welcome) **Yes  No**

Name of authorised representative submitting the questionnaire:

Position:

Email address:

For and on behalf of:

Date:

Additional contact names in case follow up questions are required:

|  |  |  |
| --- | --- | --- |
| Name | Title/position | Email |
|  |  |  |
|  |  |  |
|  |  |  |

**(This should be completed by the Supplier or a partner or an authorised representative in his / her own name and on behalf of the company / organisation completing this questionnaire)**

# market interest

## A.1 What services do you provide? ☐ Occupational Health   ☐ Employee Assistance Programme (EAP) ☐  Both Occupational Health and EAP

## A.2 Are you able to provide this service across the UK?

## A.3 Will you be interested in bidding for this service?

## A.4 If you are not interested, please provide a reason.

## A.5 Would you deliver the services yourselves or would need to use key subcontractors?

## A.6 If you are using key subcontractors, approximately how many suppliers will be in your supply chain?

# SPECIFICATIONS

## B.1 Does the Specification provide you with a clear understanding of the Service being procured?

## B.2 Are there any aspects of the requirements that you would consider more challenging to delivered?

## B.3 If you are an OH supplier: does your occupational health service offer case conferences?

## B.4 Do you offer trauma related support? If so, does your offer include the following services:

### One-to-one appointments with a trauma trained counsellor

### Group sessions facilitated a trauma trained counsellor

### Trauma focused cognitive behavioural therapy

### Eye movement desensitization and reprocessing (EMDR)

## B.5 Which services do you have under health surveillance?

## B.6 If you offer EAP services, is your organisation accredited with the British Association for Counselling and Psychotherapy (BACP) or another counselling membership organisation? If it is not BACP, can you please state which membership organisation(s) it is?

## B.7 Do all your individual counsellors have to be registered or accredited by a counselling membership organisation? If so, please state which organisation(s) and whether you stipulate registration or accreditation?

## B.8 Do you offer career counselling and/or career coaching as one of your services?

# COSTING

## C.1 Are the requirements achievable with the budget proposed? If not, what is the budget you considered necessary to deliver the requirements. Please give reasons for it.

## 

# SLAs/ KPIS

## The Specification provides you with a draft SERVICE LEVEL AGREEMENT AND THE ATTACHED KEY PERFORMANCE INDICATOR (KPIS) FOR THE SERVICE REQUIREMENT. They are also annexed below ANNEX A- Occupational Health SLAs (Service Level Agreement) ANNEX B- EAP (Employee Assistance Programme) SLAs (Service Level Agreement)

## D.1 Would you have enough clinical staff and/or administrative staff to fulfil the SLAs / KPIs?

## *D.2 If you are an OH supplier*, what SLA/KPI you typically work to for time from referral to OH appointment i.e. how many working days is your typical SLA from the time the OH referral is submitted, to an OH appointment date being scheduled and sent to the line manager/employee?

## *D.3 If you are an OH supplier*, what SLA/KPI do you typically work to for the working days it takes from the date of the OH appointment to the OH report being sent to the line manager/employee?

## D.4 Would the proposed SLAs/ KPIs be achievable for your organisation? If not, why not and what in your opinion would need to be changed to make it achievable for your organisation?

# RISKS

## E.1 Do you foresee any risks that may affect the delivery of contractual obligations?

# PROCUREMENT PROCESS AND TIMELINES

## F.1 Are you currently part of the onboarding process for the current DPS?

## F.2 If you are not part of the current DPS, would you consider registering your organisation in order to be considered for this opportunity? If not, can you explain why?

## Please use this section to provide any additional information which you feel might be of value or to highlight any additional items that need to be taken into consideration

**thank you for taking the time to complete this questionnaire**

**ANNEX A- Occupational Health SLA’s ( Service Level Agreement)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Service Level Performance Criterion | Description | Service Level– Fail | Service Level – Warning | Service Level – Pass |
| RED | AMBER | GREEN |
| **Online Portal** | Online Portal to be available fifty two (52) weeks a year, Monday to Friday 08:00 to 18:00, excluding Public and Bank Holidays, 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. | <98% | >= 98% and < 100% | 100% |
| **Telephone Support Services** | All telephone support line Services to be available Monday to Friday 08:00 to 18:00, fifty-two (52) weeks a year (or as defined by the Contracting Authorities) excluding public and bank holidays. | < 98% | >= 98% and < 100% | 100% |
| Occupational Health Physicians and Occupational Health Advisors to be available Monday to Friday 08:00 to 18:00, fifty two (52) weeks a year (or as defined by the Contracting Authorities) excluding public and bank holidays | < 98% | >= 98% and < 100% | 100% |
| All calls to be answered within five (5) rings | < 97% | >= 97% and < 98% | >= 98% |
| All telephone messages and emails to be responded to within 24 hours | <97% | >= 98% and < 98% | >= 98% |
| **Case Management** | Occupational Health Advisor or Occupational Health Physician face to face consultation to be held and report to be provided within 15 working days of Contracting Authorities Personnel referral (including confirmation of appointment to the employee and line manager) | <95% | >= 90% and < 95% | >= 95% |
| Occupational Health Advisor telephone consultation to be held and report to be delivered within four (4) working days of Contracting Authorities Personnel referral | <95% | >= 90% and < 95% | 95% |
| Occupational Health Physician telephone consultation to be held and report to be delivered within seven (7) working days of Contracting Authorities Personnel referral | <90% | >= 90% and < 95% | 95% |
| All written case reports to be right first time (with correct level of information and details) | <95% | >= 95% and < 100% | 100% |
| Notification to the Contracting Authorities of an employee failing to attend appointment within one (1) working day of appointment being missed. | <100% |  | 100% |
| File opinion to be delivered to the Contracting Authorities within five (5) working days on receipt of request. | <95% | >= 95% and < 100% | 100% |
| Single case conferences to take place within 5 working days of request of Contracting Authorities | <90% | >= 90% and < 100% | 100% |
| Multiple case conference (including collation of referrals) to take place within ten (10) working days of request | <90% | >= 90% and < 100% | 100% |
| **Further Medical Evidence** | Further Medical Evidence report requested from a specialist or General Practitioner within two (2) days of the need having been identified by the Supplier | < 100% |  | 100% |
| **Ill Health retirements** | Medical opinion to support ill health retirement applications to be delivered within ten (10) working days of request | <90% | >= 90% and < 100% | 100% |
| **Pre-Appointment and Pre-Enrolment Checks** | Delivery of report to Contracting Authorities following online screening within twenty four (24) hours | <95% | >= 95% and < 99% | >= 99% |
| Occupational Health Adviser written opinion following online assessment to be delivered to the Contracting Authorities within two (2) working days | <95% | >= 95% and < 100% | 100% |
| Telephone assessment of Contracting Authorities Personnel within three (3) working days of request. | <95% | >= 95% and < 99% | >=99% |
|  |  |  |  |
| Face to face Contracting Authorities Personnel assessment within five (5) working days of request. | <90% | >= 90% and < 99% | >=99% |
| Written opinion following telephone and face-to-face assessment to be be received by Contracting Authorities within two (2) working days of the assessment. | <90% | >= 90% and < 99% | >=99% |
| **Assessments** | For all Contracting Authorities Personnel assessments listed below : fifteen (15) working days from referral to delivery of report:   - Workplace / Workstation Assessments  - Occupational Therapy  - Specialist Assessment for sight and hearing  - Dyslexia Assessment  - Specialist Assessments for disabled employees  - Support Worker Assessment | < 95% | > = 95% and < 99% | > = 99% |
| **Complaints** | All customer Complaints to be acknowledged within one (1) Working Day of receipt | < 97% | > = 97% and < 99% | > = 99% |
| Customer complaints to be resolved within ten (10) working days | < 97% | > = 97% and < 99% | > = 99% |
| **Customer Satisfaction** | All customer satisfaction surveys to meet agreed target measures | < 90% | > = 90% and < 95% | > = 95% |
| **Contract Management** | All invoices right first time, provided with supporting Data and received at the agreed times | < 97% | > = 97% and < 99% | > =  99% |
| Account management support available Monday to Friday 8am -6pm with responses to queries from the Contracting Authorities within one (1) Working Day | < 97% | > = 97% and < 99% | > =  99% |
| **Management Information** | Management Information delivered to Contracting Authority within seven working days of the month elapsing | <100% |  | 100% |
| All ad hoc and urgent MI in relation to Freedom of Information requests, Minister’s questions and Parliamentary Questions will be provided within the timelines outlined for each request by the Contracting Authorities | <100% |  | 100% |
| **Invoicing** | Invoices should be generated correctly first time and supplier charge correct invoices to correct purchase orders |  |  |  |

**\*\*** The contracting authority will apply service credits to the most critical SLAs

## **ANNEX B- EAP ( Employee Assistance Programme) SLA’s ( Service Level Agreement)**

|  |  |  |  |
| --- | --- | --- | --- |
| Measure Number | **Category** | Performance Criteria | Measure |
| 1 | **Counselling Services** | Counselling Services to be available 24 hours a day, 7 days a week, 365 days a year. | 24 hours failure per month Target: 100% |
| 2 | **Counselling Services** | Urgent or red flag cases will have first face to face counselling session offered within 24 hours of first contact (if determined) | Pass:>99.7% Warning: 99% to 99.7% Fail: <99% |
| 3 | **Counselling Services** | Where the need for a fast track referral to counselling has been identified by the supplier, the appointment shall be booked within 2 days of referral | Pass: 100% Warning: 98% to 99% Fail: <98% |
| 4 | **Trauma and Critical Incident Support** | Where critical incident procedures have been invoked, all employees (including those overseas) must have access to designated telephone support within 2 hours of notification | Target: 100% |
| 5 | **Trauma and Critical Incident Support** | A workplace site presence with the appropriate number of skilled supplier personnel available within 48 hours | Target: 100% |
| 6 | **Telephone Support Services** | All telephone support line services to be available 24 hours a day, 7 days a week, 365 days a year | Pass:100% Warning: 98% to 99% Fail: <98% |
| 7 | **Telephone Support Services** | Urgent or red flag cases will be matched immediately for telephone support | Target: 100% |
| 8 | **Telephone Support Services** | All calls to be answered within 5 rings | Pass:>97% Warning: 97% Fail: <97% |
| 9 | **Telephone Support Services** | Call abandonment rate to be less than 2% | Pass:>98% Warning: 97% to 98% Fail: <97% |
| 10 | **Telephone Support Services** | Initial call back to DHSC personnel following triage to take place within 2 hours | Pass:100% Warning: 98% to 99% Fail: <98% |
| 11 | **Telephone Support Services** | All queries not requiring counselling services to be completed within 2 working days of the request | Pass:>97% Warning: 97% Fail: <97% |
| 12 | **Online Portal / Website / Mobile Application** | Online portal to be available 24 hours a day, 7 days a week, 365 days a year except for agreed downtime and maintenance which will be agreed with DHSC at least 72 hours in advance of such work being carried out | Pass:>98% Warning: 97% to 98% Fail: <97% |
| 13 | **General** | All counselling appointments (telephone, e-counselling or face to face) to be arranged within 48 hours of first contact | Pass:100% Warning: 98% to 99% Fail: <98% |
| 14 | **General** | Initial counselling session offered to take place within 5 days of first contact | Pass:>98% Warning: 97% to 98% Fail: <97% |
| 15 | **General** | Face to face counselling appointments to be offered within 1 hour's travelling time by public transport of DHSC personnel home office location | Pass:>98% Warning: 97% to 98% Fail: <97% |
| 16 | **General** | All complaints to be acknowledged within 1 working day of receipt | Pass:>98% Warning: 97% to 98% Fail: <97% |