

1101 Occupational Health Solutions, Employee Assistance Programmes and Associated Services.

Specification

Introduction

This summary of requirements outlines the rationale and benefits for entering into a new contract for the provision of Occupational Health (OH) services. The contract will be with Department for Energy Security and Net Zero (DESNZ) and will be managed by Integrated Corporate Services (ICS) on behalf of DESNZ and the Department for Science Innovation and Technology (DSIT), with the option to include additional departments as they onboard with ICS.

The contract is being procured from the YPO Occupational Health and Employee Assistance Programmes Framework, reference 1101 Lot 1 - Occupational Health Solutions and Associated Services Lot 1 & Sub-Lots. The contract will be a national contract covering the Departments' locations and the sub-lot will be Sub-Lot 1j.

The contract is set to commence on 9 August 2025 and will run for an initial period of three years with the option to extend for two additional periods of twelve months each (3 years plus 1 year plus 1 year).

The expected value of the contract is £175,000 per year, with a total value for the initial duration and planned extensions of £875,000. This value is indicative at present, as there is an option that other government departments may onboard with ICS and its services, including the occupational health services, during the period of this contract.

Background

The current OH services have been instrumental in supporting the health and wellbeing of our staff. Given the increasing workforce and the evolving nature of workplace health and assistance needs, it is imperative to ensure that these services continue to meet the high standards required by our departments. Usage of these services has grown both following the machinery of government changes and increase in staffing of both departments as well as escalated awareness of OH services amongst staff.

Integrated Corporate Services (ICS) is an innovative approach to delivering central functions within the Civil Service. The opportunity arose from the Machinery of Government changes that split up the Department for Business, Energy, and Industrial Strategy (BEIS) and created the Departments for Energy Security & Net Zero (DESNZ), Science, Innovation & Technology (DSIT), and Business and Trade (DBT).

Bringing together Commercial, Digital, Estates, Finance, Human Resources and Security teams has not been done before. The decision to do this meant a chance to look at improving and future proofing core services. It is a step towards a future Civil Service that sees us investing in skills, making sure people have the tools they need to innovate, and empowering staff to take on risks, stripping back unnecessary hierarchy and bureaucracy.

ICS remains a function within DESNZ and will manage this contract on behalf of DESNZ, DSIT, ICS and any future onboarded departments and agencies.

Aims & Objectives

The primary aim of this contract is to procure OH provisions that will:

- Address particular health and attendance issues within DESNZ, ICS and DSIT.
- Meet statutory obligations regarding health surveillance.
- Identify preventative measures to minimize the overall risk of sickness absence.
- Improve employee health and wellbeing in the workplace.
- Provide support over a full range of work-related or personal matters impacting workplace performance, mental health, and wellbeing.
- Ensure continuity and quality of service as the workforce grows and evolves.

Scope of the Contract

The scope of the contract(s) includes:

- Provision of core OH services to approximately 9,000 staff within DESNZ, ICS and DSIT, with flexibility to extend services to additional departments as they onboard with ICS. There must be the ability to increase cover easily to 10,000 staff and if the Departments expand further, the Supplier must be able to increase cover as required.
- 30 sites on a national basis across the United Kingdom of England, Wales, Scotland and Northern Ireland, in cities and towns including (this has the possibility to change as Departments onboard onto ICS):
 - Aberdeen
 - Belfast
 - Birmingham
 - Bristol
 - Cambridge
 - Cardiff
 - Darlington
 - Edinburgh
 - Glasgow
 - Leeds
 - London
 - Manchester
 - Newcastle
 - Nottingham
 - Salford
 - Sheffield
 - Swindon
 - York
- Other national locations may be added or changed at short notice during the period of this contract.
- Comprehensive support including telephone services, online portals, publicity and promotion, referrals, attendance management advice, and assessments.
- Additional specialist services such as mental health workplace assessments, ergonomic assessments, and various medical and health screenings as needed.

The contract will be offered as a fully managed service for occupational health provisions awarded to one successful bidder.

Service Requirements – Occupational Health

The service requirements will encompass:

- 1-to-1 interviews to understand health issues and disabilities.
- Advice on supporting individuals in the workplace and their return to work.
- Medical evidence acquisition and detailed reporting.
- Specialist workplace needs assessments for neurodivergent conditions, ergonomic issues, hearing and / or sight impairments.
- Fitness assessments for specific roles.
- An easy-to-use online system for managing referrals.
- A simple and clear hierarchy for onboarding referring managers to make referrals, ensuring complete confidentiality for referring managers and referred individuals.
- Separate log-ins for DESNZ, DSIT and ICS staff, with separate management information and clear division between the three on invoicing.

These requirements will be met by the supplier through the following core services:

- New employee assessments, including pre-employment screening if required. The purpose of these assessments is to identify health risks for employees and assessing their suitability for the role from a health perspective. The Supplier shall have the ability to provide any follow up assessments as required, including suggested supportive adjustments to the role. Follow ups to be appropriately triaged to determine the appropriate follow up (telephone or face to face) and appropriate professional (OHA/OHP).
- Where pre-employment screening is carried out by another external supplier (e.g. under a contract with GRS), then the Supplier shall work with the other external supplier to ensure the secure and timely transfer of relevant records upon the screened individual's start of employment.
- Management referrals to obtain an independent assessment of the impact of a condition upon ability to carry out a role.
- The Supplier shall respond to and action all management referrals arising from sickness absence, work related accidents or ill-health retirements, or other cause. Referrals shall be handled in accordance with the Departments' policies, by telephone, face to face or at an off-site consultation facility.
- The Supplier shall provide managers with written reports following referrals to enable them to effectively manage the employee and support a speedy return to work.
- Insight into unplanned absences
- Workplace Needs assessments and interventions to detect the effect of health on work and vice versa
- Triage service
- Occupational health telephone advice line for managers and HR colleagues, providing immediate advice in respect of workplace concerns. This line should be staffed by appropriately qualified occupational health advisors and confirmation of appointment should be provided.

- Health surveillance, including routine health checks and monitoring compliance with organisational health surveillance programmes. This surveillance is utilised to ensure health effects of workplace hazards are detected early and will be delivered for Contracting Authorities as required by applicable statutory obligations.
- Statutory and Fitness to Work Medicals, including a clinical assessment of whether an employee can safely carry out specific tasks without risk to themselves or others in compliance with relevant industry regulations.
- The Occupational Health Supplier(s) must carry out responsibilities that arise from relevant and current employment legislation and health & safety regulations, which have statutory powers, and that impact on the provision of an occupational health service. This would include the following, (the list is not exhaustive):
 - Tests for LGV (Large Goods Vehicles) licenses.
 - PSV (Public Service Vehicles) licenses.
 - The control of Asbestos (or other harmful or dangerous substances).
 - Vibration and noise, including hearing and baseline hearing tests
 - The provision of advice arising from the Equality Act (see below) and the Working Time Regulations.
- Plus the provision of other services that assist managers in carrying out their responsibilities under health and safety legislation.
- Day 1 Absence service or equivalent
- Workstation, ergonomic and/or workplace assessments to observe and evaluate the workstation and/or workplace, providing recommendations where necessary
- Provide managers with clear advice, including advice regarding sickness absence, return to work, redeployment and retirement on ill-health grounds.
- Strategic advice and guidance in respect of sector specific requirements and regulatory compliance, as well as support in respect of the development and implementation of an organisational strategy to improve health and well-being of workforces.
- Ill-Health Retirement - When certifying cases of ill-health retirement, the Provider shall comply with The Public Service (Civil Servants and Others) Pensions Regulations 2014.
- Workplace assessments and adjustment support to cover, but not limited to:
 - Assessments Relating to Workplace Adjustments for Hearing and Sight Impairment;
 - Dyslexia Workplace Needs Assessments;
 - Autism Workplace Needs Assessment;
 - Dyspraxia Workplace Needs Assessment
 - ADHD Workplace Needs Assessment;
 - Ergonomic Assessment and Display Screen Equipment (DSE) Assessments;
 - Mental Health Workplace Assessment;
 - Workplace Needs Assessment;
 - Cognitive Examinations;
 - Learning Difficulty Diagnosis;
 - Coping Strategy Coaching sessions;

- Specialist Support Services;
- Support Worker Assessment; and
- Occupational Therapy Assessment.
- Musculoskeletal services and physiotherapy, including initial assessment and treatment
- Access to a service online portal for delivery of an occupational health management system with separate log-ins for DESNZ, DSIT and ICS staff.
- Provide an interactive website with access to information, support and advice on a range of health topics, available to the Departments' employees.
- Provide training and awareness sessions, as well as information and guidance, to the Departments' managers and employees in relation to occupational health services and health and well-being issues.
- A phone line service available five days a week between 08:30 and 17:30, and with worldwide access.
- Attendance at case conferences when required by the Contracting Authority, to be attended by a senior Occupational Health Physician, not an Occupational Health Nurse.

The Departments may require further additional services in line with the YPO Specification Document for Lot 1j. Pricing is to be provided by the Supplier for these services on application.

Exclusions: The Supplier shall not provide critical incident management, although critical incident support services are in scope.

Service Delivery - Occupational Health

The Supplier shall deliver the Services in accordance with the following principles:

- The Services shall be available to all Departmental Personnel including those working remotely, both in the UK and in postings overseas and/or travelling overseas.
- The Supplier shall be able to deliver services remotely, via virtual means, or in person where required by the Buyer. Any in person requirements must be delivered locally to the Buyer's locations, or at another location external to the Buyer if agreed with the Buyer in advance.
- The Supplier shall also be able to deliver a hub model. This means a solution in which staff who are not located within the Department's business area can still access services locally, without needing to travel to the business area. The Supplier shall liaise with the Buyer in respect of these requirements.
- The Supplier shall be able to deliver services on a national basis, notwithstanding the clause above in respect of hub-models.
- The Supplier shall ensure that all Services, including the necessary Supplier Staff, be available as a minimum, fifty two (52) weeks a year, Monday to Friday between the hours of 08:00 hours to 18:00 hours, excluding Public and Bank Holidays.
- The Supplier shall agree Service availability with ICS, in the Call Off contract.

- The Supplier shall note that standard service hours vary across the onboarded organisations and availability may be required during evenings, weekends and Bank and Public Holidays. Any additional charges shall be agreed with the ICS in the Call Off contract.
- Cooperation and partnership with suppliers of Services where there is a required hand off between Services, such as Employee Assistance Programmes and in-house Workplace Adjustments Teams;
- Flexibility to meet identified individual business needs, including the provision of an on-site presence at the Departments' specified locations as required; and flexibility to meet changing internal and external policies and regulations. This would include the provision of an on-site presence in the event of a major incident to provide specific support.
- Delivery of innovative Services and a structured programme of continuous evaluation and improvement; maximising e-enabled solutions and innovations.

Supplier Accreditation:

The Supplier shall be Safe Effective Quality Occupational Health Service (SEQOHS) accredited or be signed up to the SEQOHS accreditation pathway.

The Supplier shall act in compliance with Health and Safety Executive (HSE) guidance in the delivery of the Services.

The Supplier shall ensure that all Service delivery adheres to recognised public health initiatives and best practices including, but not limited to:

- Civil Service Health & Wellbeing Strategy;
- NICE Workplace Guidance;
- NICE Mental Wellbeing at Work (2022);
- The NHS Long Term Plan (2019)
- Workplace Health: Applying All Our Health (PHE 2019); and
- HSE Guidance

The Supplier shall ensure that the delivery of Services remains current with all changes to published public health initiatives and will update the Departments how any changes will be applied to and/or impact the delivery of the Services.

The Supplier shall ensure that Supplier Staff delivering the Services shall have the following qualifications:

- Clinical staff shall be registered with the relevant regulatory Authority and shall have annual verification of GMC, NMC, HCPC certification;
- Consultant occupational health physicians shall be a Member or Fellow of the Faculty of Occupational Medicine (MFOM or FFOM), or can demonstrate they are in the process of accreditation;
- Occupational health physicians shall be an Associate of the Faculty of Occupational Medicine (AFOM) and shall hold as a minimum a Diploma in Occupational Medicine (DOccMed). Such Supplier Staff shall have access to

consultant occupational health physicians in order to consult on complex or specialist cases;

- Occupational health advisors shall be a Registered Nurse (RN) with the Nursing Midwifery Council (NMC) and shall hold or can demonstrate they are working towards a degree or post-graduate diploma in Occupational Health with associated registration on Part 3 of the Register as a Specialist Community Public Health Nurse (OH) (SCPHN/OH);
- HAVS screening shall be carried out by Supplier Staff who are trained practitioners to the NHS Career framework Level 3 standard (OH Support Worker Level 2);
- All Supplier Staff who provide immunisation, screening, and/or surveillance Services shall be a Registered Nurse (RN) with the Nursing Midwifery Council (NMC) and shall hold evidence of having undertaken face to face immunisation training in the last 12 months including basic life support and anaphylaxis (NHS Career framework Level 2 (OH Support Worker Level 1))
- Supplier Staff who deliver health surveillance Services shall be competent in the management of Health and Safety at Work Regulations 1999 Section 7 and shall operate to clinical protocols;
- Occupational therapists shall hold a BSc (Hons) in Occupational Therapy or a Master's Degree or Advanced Postgraduate qualification in Occupational Therapy. They shall also be registered with the Health and Care Professions Council (HCPC) and shall hold membership of the British Association of Occupational Therapists; and
- Physiotherapists shall have a BSc in Physiotherapy and shall hold professional registration with the Health and Care Professions Council (HCPC).

The Supplier shall ensure all Supplier Staff who provide counselling Services shall:

- Have a Diploma in Counselling or equivalent;
- Comply with the BACP Ethical framework for good practice in Counselling and Psychotherapy 2012;
- Have experience of delivering short term counselling;
- Have 45 hours of counselling experience post qualification;
- Undertake regular supervision by a qualified counselling supervisor in line with BACP guidelines;
- Experience and understanding of short term or time limited brief counselling
- A minimum of 1 ½ hours of supervision per month with a qualified counselling supervisor;
- Indemnity insurance;
- Suitable premises to provide a private, comfortable and safe counselling environment;
- Access to specialist psychological supervision for complex or high risk clients;
- Hold membership or accreditation with one or more of the registered bodies listed in section 3.20; and
- Ensure therapists delivering therapeutic Services meet the minimum level of relevant qualifications and experience required for membership of their appropriate professional bodies (The British Association for Behavioural and Cognitive

Psychotherapies, EMDR UK & Ireland Association and the British Association for Counselling and Psychotherapy).

The Supplier shall ensure that clerical and administrative support is provided to the Occupational Health Physicians and/or the Occupational Health Advisors in a manner which is sufficient to enable the efficient delivery of the service, and that administrative staff or other designated officers are equipped with the skills to collate, analyse and produce management information. In particular, this shall include arrangements to deal with requests from management during the Departments' normal hours of work, including when the Occupational Health Physician and/or the Occupational Health Advisor are absent from the location.

Where it is appropriate to obtain an independent medical opinion in addition to the practitioner appointed by the Supplier(s) and the employee's own GP/consultant (for example in the case of making a recommendation that someone should be made permanently unfit), the Supplier shall make available an independent qualified and experienced medical practitioner, who should preferably have experience and training in occupational health. They will then examine the employee if appropriate and provide a report in the approved format.

It is worth noting that, in accordance with the Departments' sickness absence policies, including any amendments to the Pensions regulation which may vary from time to time, an employee may have the right to appeal against the recommendation of the Occupational Health Physician. In such circumstances the Supplier shall make available, if so required by the Authorised Officer, a qualified and experienced Occupational Health Physician to whom such an appeal may be lodged, at a proper and reasonable hourly cost to the Department.

Clinical Governance and Performance Monitoring

The Supplier shall conduct an annual Service review in respect of each Contract Year. The Service review shall be supported by a report that provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action to be taken.

The Supplier shall make the results available to the ICS.

The Supplier shall include the following in the review:

- Supplier Staff levels are being maintained and monitored to cope with Service demands and that a Supplier Staff resource planning process is regularly reviewed and maintained;
- All clinical policies and procedures are being monitored and followed;
- The maintenance and secure storage of medical records;
- Supplier Staff are professionally accredited in order to provide the Services;
- The Supplier is compliant with SEQOHS standards;
- Supplier Staff professional qualification accreditation is monitored and maintained at organisational level; and
- The complaints process is effectively monitored and maintained by sampling 10% of complaints and reviewing that all processes are followed and appropriate records maintained.

The Supplier shall work with the Departments to track and report on any remedial actions identified and the Parties agree that they shall bear their own respective costs and expenses incurred in respect thereof.

The Supplier shall ensure compliance with any and all applicable legislation throughout the life of the framework agreement and all subsequent call-off contracts. This will include, but is not limited to:

- Health and Safety at Work Act 1974
- Equality Act 2010
- Management of Health and Safety at Work Regulations 1999
- Working Time Regulations 1998
- The Health and Safety (Display Screen Equipment) Regulations 1992
- UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (DPA) 2018
- All applicable secondary legislation and reporting requirements

Please note: ICS is part of the DESNZ data controllership for data protection / UK GDPR purposes. They are not separate legal entities.

Data Security & Technology

The Supplier shall ensure that all Users of the Services and Supplier Staff are aware of the scope and limitations of patient and client confidentiality, in particular where there is a legal responsibility to breach patient confidentiality where there are issues of child protection, a threat to health and safety, a risk of harm to self or others, or prevention of a crime or terrorist act.

The Supplier shall maintain, at its own expense, all relevant medical records relating to the Services and shall store these in accordance with applicable law.

The Supplier shall coordinate with any previous Supplier to handover all relevant records and reports relating to the Services at the start of the contract and shall store these in accordance with applicable law. The Buyer shall confirm with affected staff of any intent to not provide consent for the transfer of their records. The Buyer shall inform the Supplier of any onboarding teams that shall require a similar transfer of relevant records from another Supplier during the term of the contract and the Supplier shall coordinate to handover all relevant records and reports relating to the Services and shall store these in accordance with applicable law.

The Supplier shall provide and implement an occupational health management system that is electronically enabled and compliant with all relevant legislation, including UK GDPR and data sharing regulations. The Supplier shall ensure this system is a secure platform. The Supplier shall ensure that separate log-ins will be available for DESNZ, DSIT and ICS.

This case management system shall track referrals from end to end and shall be accessible to both HR and managers, in line with the requirements of the Departments. The Supplier will work closely with the Departments to ensure the system is fit for purpose

for the Departments' needs, including the ability to manage the creation of profiles for new referring managers and their individual hierarchies swiftly and securely. Records should also be easily closed and / or transferred between managers as required when staff change roles or leave employment. The case management system shall provide real time reporting for referring managers and/or HR in line with agreed MI reports for Department.

The Supplier shall ensure that the case management system is accessible to all and that the system provides an immediate oversight of case progression and next steps.

The Supplier shall provide relevant training for the system at implementation stage and shall provide ongoing training, learning and development where required and when requested by the Contracting Authority.

The Supplier shall deliver the service in accordance with the HMG Security Policy Framework. <https://www.gov.uk/government/publications/security-policy-framework>

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>

The Supplier shall ensure that Departmental 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 Departments' requirements.

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 Departments' requirements.

The Supplier shall ensure that any suspected or actual security breaches are reported to the ICS representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.

The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

The Departments 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>

The Supplier shall not charge a premium to the Departments for any additional standards and/or security compliance applicable to a Call Off contract, unless otherwise agreed in advance by ICS.

Supplier Staff shall be subject to pre-employment checks in accordance with HMG Baseline Personnel Security Standard (BPSS) Further details and the full requirements of the BPSS can be found at the Gov.UK website at:

<https://www.gov.uk/government/publications/security-policy-framework>.

The Supplier shall ensure that all Supplier Staff, have been security vetted and approved to Disclosure and Barring Service (DBS) relevant standards and/or Disclosure Scotland relevant standards where appropriate. The Supplier shall ensure this is completed prior to the involvement of Supplier Staff in the delivery of the Services.

The Supplier shall ensure the provision of staff with Developed Vetting (DV) clearance to carry out support for areas requiring this level of security clearance.

Management Information and Data Reporting

The Supplier shall submit Management Information, Key Performance Indicators, SLA's and any similar documents as requested by the Departments. The required documents and frequency will be agreed at call-off stage. The Supplier shall comply with the requests of the Departments in respect of contract management information.

The Supplier shall have the flexibility to produce for the Departments any requested tailored / non-standard MI reports free of charge on a number of different levels.

The Supplier shall ensure that separate management information reports will be available for DESNZ, DSIT and ICS.

The Supplier shall provide at request of the ICS with analysis of market intelligence including but not limited to, emerging and future patterns of demand, geographical spread, trends and potential gaps on an annual basis.

The ICS may request data and reports on an ad hoc basis to assist with Freedom of Information (FOI) requests, Parliamentary Questions (PQs) or other committee requests. The Supplier shall within one working day of request by the ICS provide the required data or information.

ICS may undertake ad hoc checks at their discretion to check the requirements such as 'right to work' checks are being undertaken appropriately.

Service Levels and Service Credits

The Supplier and Departments shall agree Service Levels, Service Credits and Performance Monitoring at the Call Off stage.

Implementation and Management

Integrated Corporate Services (ICS) will manage the contract, ensuring seamless integration and support across all involved departments. Key management activities will include:

- Developing an implementation plan with clear milestones and risk mitigation strategies to meet the timeframe of the contract start date.
- Dedicated account manager to be the main point of contact through the call-off agreement.
- Initial monthly onboarding meetings throughout the implementation period and beyond.
- Coordination with existing suppliers for a smooth transition of relevant reports and records and to obtain any relevant information.

- Regular quarterly performance reviews, Management Information, clear KPIs and continuous improvement plans as agreed at call-off stage.
- Ensuring compliance with all relevant health and safety legislation and public health guidelines.
- A robust policy and procedure in place for both feedback and complaints. This should be simple to follow, with swift resolution of all complaints and a clear escalation and resolution procedure. All complaints to be acknowledged within 24 hours (working times permitting) and a full response provided within five working days.
- The procedure shall also outline how changes will be implemented following the resolution of complaints to ensure the same issue does not occur again.
- ICS contract managers to hold full access to all DESNZ, DSIT and ICS management information, site access, invoicing and reports.

Financial Considerations and Invoicing

The pricing schedule is attached at Appendix 1.

The financial model for this contract will be designed to ensure cost-effectiveness while maintaining high service quality.

Invoicing will be clear, timely and accurate.

Invoicing will include separate lines for DESNZ, DSIT and ICS costs to ensure suitable internal recharging.

Terms and Conditions

The call-off terms and conditions that will apply to this contract are attached at Appendix 2 - Schedule 7 Call-Off Terms And Conditions.