

# Invitation to Quote

Invitation to Quote (ITQ) on behalf of **The Advisory, Conciliation and Arbitration Service (ACAS)**

Subject Contracting Authority **PS18032 : Occupational Health and Employee Assistance Programme**

Sourcing reference number **UK SBS PS18032**



**UK Shared Business Services Ltd (UK SBS)**

[www.uksbs.co.uk](http://www.uksbs.co.uk)

Registered in England and Wales as a limited company. Company Number 6330639.  
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF  
VAT registration GB618 3673 25  
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# Section 1 – About UK Shared Business Services

## Putting the business into shared services

UK Shared Business Services Ltd (UK SBS) brings a commercial attitude to the public sector; helping Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities for of shared business services in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

Our broad range of expert services is shared by our Contracting Authorities. This allows Contracting Authorities the freedom to focus resources on core activities; innovating and transforming their own organisations.

Core services include Procurement, Finance, Grants Admissions, Human Resources, Payroll, ISS, and Property Asset Management all underpinned by our Service Delivery and Contact Centre teams.

UK SBS is a people rather than task focused business. It's what makes us different to the traditional transactional shared services centre. What is more, being a not-for-profit organisation owned by the Department for Business, Energy & Industrial Strategy (BEIS), UK SBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UK Shared Business Services Ltd changed its name from RCUK Shared Services Centre Ltd in March 2013.

## Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, Energy and Industrial Strategy (BEIS) transition their procurement to UK SBS and Crown Commercial Services (CCS – previously Government Procurement Service) agree a Memorandum of Understanding with UK SBS to deliver two major procurement categories (construction and research) across Government.

UK SBS currently manages £700m expenditure for its Contracting Authorities.

Our Contracting Authorities who have access to our services and Contracts are detailed [here](#).

## Section 2 – About the Contracting Authority

### Advisory Conciliation and Arbitration Service (ACAS)

An independent body, largely funded by the Department for Business Energy and Industrial Strategy (BEIS), ACAS was established formally by statute in 1976. Today it employs around 850 people with a devolved structure with offices in 1 areas grouped into four ACAS regions across England, Scotland and Wales. The Head Office for ACAS is based in London and houses a wide range of corporate support functions and policy makers including Finance, Estates & People Directorate, Digital Technology, Strategy Directorate, Delivery Directorate and Secretariat.

ACAS aims to improve organisations and working life through better employment relationships and through a range of services which are delivered with independence, impartiality and are confidential.

ACAS is well known for its role in providing a dispute resolution service both in collective and individual disputes. ACAS offers a collective conciliation service for dealing with disputes between groups of workers and their employers. ACAS also deals with disputes where individuals claim their employer has breached their legal rights and ACAS has a statutory duty to promote the resolution of claims which might result in an Employment Tribunal.

ACAS also provides authoritative advice and guidance on employment and work matters to organisations and their employees, through online and telephone channels. ACAS' national and regional advisers help organisations improve their employment practice, as well as solve problems when things go wrong, ACAS training and tailored projects help organisations develop employee engagement and productive working environments.

ACAS uses its insight and knowledge of workplace relations to inform policy development working with Government and wider stakeholders.

ACAS' main services can be grouped as follows:

#### **Resolution of collective industrial disputes:**

- Collective Conciliation
- Collective Arbitration
- Workplace Projects to prevent disputes through improved workplace relations

#### **Resolution of individual rights disputes:**

- Individual Conciliation in Employment Tribunal claims (IC)
- Early Conciliation in potential Employment Tribunal claims (EC)

#### **Provision of information and advice on employment rights and obligations:**

- Helpline - interactive service delivered by phone

– ‘Helpline on-line’ and webchat

### **Writing guidance and Codes of Practice for employers**

#### **Services providing direct assistance to improve workplace practices:**

- Training services – standard and bespoke
- Workplace Projects (advice, guidance and facilitation)
- In-depth advice (face-to-face visits or telephone advisory work to address workplace problems)
- Mediation
- Qualification in Internal Workplace Mediation (CIWM)

[www.ACAS.org.uk](http://www.ACAS.org.uk)

## Section 3 - Working with the Contracting Authority .

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Contracting Authority Name and address	Advisory Conciliation and Arbitration Service (ACAS), Euston Tower, 286 Euston Road, London, NW1 3JJ
3.2	Buyer name	Sharon West
3.3	Buyer contact details	professionalservices@uksbs.co.uk
3.4	Estimated value of the Opportunity	£31,500.00 per year exclusive of VAT. For the avoidance of doubt the estimated value of this contract should the full two (2) years be utilised would be £63,000.00 exclusive of VAT
3.5	Process for the submission of clarifications and Bids	<b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.</b>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	02/02/2018
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	08/02/2018 @ 11:00hrs GMT
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	12/02/2018 @14:00 hrs GMT
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	16/02/2018 @14:00 hrs GMT
3.10	Date/time Bidders should be available if face to face or telephone clarifications are required	21/02/2018

3.11	Anticipated selection and the selections of Bids notification date	
3.12	Anticipated Award date	28/02/2018
3.13	Implementation	4 weeks in readiness for Contract start date
3.13	Anticipated Contract Start date	01/04/2018
3.14	Anticipated Contract End date	31/03/2019 with the option to extend for a further 1 year (1+1)
3.15	Bid Validity Period	60 Days

## Section 4 – Specification

Acas (Advisory, conciliation & arbitration service) is a Crown NDPB, partner organisation of BEIS. We have approximately 850 staff across England, Wales & Scotland, currently with 12 office locations. Employees are either office based, work flexibly from home, with some working remotely due to onsite customer training delivery.

Acas has approximately 850 staff in total operating from 12 locations – Glasgow, Newcastle, Leeds, Liverpool, Manchester, Birmingham, Nottingham, Cardiff, Bristol, London, Mildenhall & Fleet. Please note that our Liverpool office in Bootle will be closing in March 2018, reducing the number of locations to 11.

228 staff work flexibly working either part of the week or full time from home.

ACAS operate a national helpline service which is currently operating from 8 locations which will reduce down to 4 locations by March 2018. The Helpline team locations will be Glasgow, Newcastle, Nottingham and Manchester.

Every office employs staff working in individual conciliation, collective conciliation, mediation, advisory work and a small admin team. Advisers provide training and advice services for employers in their geographical location.

Common job roles in Acas are:

- Helpline Advisers working in a call centre type setting
- Conciliators – telephone based work
- Mediators – face to face
- Senior Advisers/Collective conciliators – face to face
- Trainers – face to face
- Managers of varying grades for Helpline, conciliation services, advisory and for admin services.
- Area Directors/Assistant directors  
Regional Directors/Directors

Other job roles:

- Staff employed in varying grades within corporate services functions such as Finance, Estates & procurement, Organisation Development and HR OD & HR, Strategy (including research & communications), DigiTec (IT), etc
- Specialist roles in Delivery supporting the front line delivery business
- The Executive Board – Senior Civil Servants

Acas also provides employees to support two other organisations known as the Certification Office and the Central Arbitration Committee which are based in London at the Employment Appeals Tribunal in Fleetbank House.

Our head office (known as “Strategy & Corporate services”) and is based in London in the same location as our London operational delivery office.

Office locations are below:

### Head office

- **Strategy** & corporate services - Euston Tower, 286 Euston Road, London NW1 3JJ.

### **Regional offices**

- **Acas East Midlands** - Apex Court, City Link, Nottingham, NG2 4LA.
- **Acas East of England** - Forest Heath District Council Offices, College Heath Road, Mildenhall, Suffolk IP28 7EY.
- **Acas London** - Euston Tower, 286 Euston Road, London, NW1 3JJ.
- **Acas North East** - Newcastle Civic Centre, Barras Bridge, Newcastle upon Tyne, NE1 8QH.
- **Acas North West** - 3rd Floor, Piccadilly Gate, Store Street, Manchester, M1 2WD
- **Acas North West** - Redgrave Court, Merton Road, Bootle, Merseyside, Liverpool, L20 7HS (**closing in March 2018**)
- **Acas South East** - Civic Offices, 1st Floor, Harlington Way, Fleet, Hampshire, GU51 4AE.
- **Acas South West** - Temple Quay House, 2 The Square, Bristol, BS1 6DG.
- **Acas West Midlands** - Victoria Square House, Victoria Square, Birmingham, B2 4AJ.
- **Acas Yorkshire and Humber** - The Cube, 123 Albion Street, Leeds, LS2 8ER.
- **Acas Scotland** - 151 West George Street, Glasgow, G2 2JJ.

**Acas Wales** - Companies House, Crown way, Cardiff, CF14 3U0

ACAS require a fully functioning Occupational Health provision and Employee Assistance Programme in readiness for commencement of full service provision on 01 April 2018. For the avoidance of doubt TUPE is not applicable to this requirement

The IT systems are to be fully operational by the contract start date. Service testing on the new system will be available one month prior to the start date, or at another convenient date agreed with ACAS to ensure that the system will be accessible and ready for the contract start date.

- Launch events are to be carried out during the implementation period – dates to be agreed with ACAS
- Training – Where possible the supplier will provide electronic training aids
- The transition must be smooth and timely with key functions available to staff on day one. This will include OHA referrals, handover of completed cases from the incumbent supplier clinicians and staff consultations carried out with sensitive / complex cases.
- The successful supplier will work in collaboration with the current supplier to fully transition the services to meet the contract start date.
- Full case conferences to be available from award of contract where required.

In summary ACAS require:

- OH provision doctor led assessments (f2f or over the telephone)
- Nurse led assessments where triaged as appropriate
- Case management consultation
- Ill-health retirement advice
- Onsite health surveillance & advice
- Health & wellbeing employee portal
- Health promotion

- Provision of EAP services (telephone and f2f) and online portal for employees and managers
- EAP promotional material – posters, leaflets and intranet material
- Work station health & safety assessments

**For Occupational Health:** All employees

- Provide an accessible service
- Provide a fair and equality-centred service
- Impartial, approachable and receptive
- Focus on high quality, clinically led and evidence based service
- Maintain accurate and confidential records.
- Provide statistical data of all services undertaken.
- Manage the contract – including identifying and managing risks to service delivery, working closely and timely with the Acas’s contract manager to actively resolve any issues

**Service delivery**

- Adhere to the requirements of the Access to Medical Reports Act 1988 (AMRA)
- Contribute to prevention of ill health or injury at work
- Provide timely interventions focused on addressing the main causes of sickness absence
- Offer rapid access to intervention that enables early return to work
- Offer health assessments for work
- Promote health and wellbeing in the workplace
- Contribute to teaching and training Acas staff around relevant health and wellbeing issues

**Web Based Secure Portal**

The supplier shall wherever possible maximise the use of technology and online solutions including the provision of an online, web-based, secure portal for referrals, case management, case status and updates, health screening / surveillance and Management Information. The portal will be appropriately branded which reflects Acas’s branding guidelines. The portal must be available to all relevant staff in Acas.

**IT Availability**

- On-line referral system to be available at all times except agreed downtime for maintenance/updates as agreed with Acas.
- Planned IT downtime - essential downtime must be kept to a minimum within core operating hours (Availability - At least 98% of at all times)
- Unplanned IT downtime - service to be restored within 3 hours of becoming unavailable. Where this is not possible a written explanation, action plan and timetable to be submitted and agreed to Acas
- IT unavailability in accordance with Business Impact Assessment not to exceed more than one working week. Early indication of the likely downtime together with a timetable and recovery plan to be agreed with Acas.

**Helpdesk**

The Supplier(s) shall provide a telephone helpline staffed by highly skilled advisers to provide immediate advice to managers on workplace health issues that may require OH advice. This will include as a minimum; pre-referral advice, clarification on process, case progression, case amendments, generic advice on the impact of a condition or illness in the workplace. The helpdesk will also provide access to a Nursing Helpdesk.

### **Nursing Helpdesk**

The Supplier(s) shall provide a telephone helpline staffed by OHAs to provide immediate generic OH advice to managers on any health issue affecting an employee in the workplace.

### **Managers Advice Line**

The Supplier shall provide a Managers Advice Line that is available during Acas's core business hours of 08:00 and 18:00 Monday to Friday that provides direct and rapid access to qualified medical advice and consultancy on occupational health and health and safety issues.

The service will give Acas representatives the opportunity to talk through individual cases before making a formal management referral, and to receive initial information and guidance on how best to construct the referral for occupational health assessment. Where cases are complicated or sensitive, the service shall ensure that the referral is progressed in the most effective manner.

The service will provide access to past referrals and provide clarification on current and past reports.

The service will be accessed ideally on a free phone number or at locally charged telephone rates (0800 0345).

### **Availability of the Service**

As a minimum the provision of Occupational Health Services must be available 52 weeks of the year, Monday to Friday, excluding Bank and Public Holidays. As a minimum, the service including telephone helplines must be provided between the hours of 08:00 hours to 18:00 hours during which time Acas will expect to have access to Occupational Health Physicians and Occupational Health Advisors. All calls answered within 5 rings or less (95%)

- All telephone messages receive a response within 24 hours
- All emails responded to within 48 hours
- All written correspondence responded to within 3 calendar days.

The supplier will provide management reports which:

- are balanced and do not simply reflect the employees view;
- provide advice to managers which supports them in managing sickness absence
- provide advice on fitness for work including recommendations on phased returns and adjusted duties.
- give advice which is clear, concise, unambiguous and realistic and which reflects the requirements and limitations of role and work environment
- give an opinion on whether the employee is likely to be covered by the Equality Act and why, including recommendation for adjustments in line with above;

- where a referral is related to an alleged work related assault, provide clear advice on whether the absence is likely to be wholly attributable to the incident;
- Provide advice to staff on illness and return to work;
- Provide a timely referral process which ensures good attendance rates at appointments;
- Where required there must be the facility for the Supplier to organise case conferences to review specific absence cases to be facilitated by the OHA and/or OHP, as appropriate. There must also be the facility for an on-site Occupational Health Physician clinic to be provided at the request of an individual business unit.
- Identify any existing health problems or disabilities pre-employment which may require adjustments in accordance with the Equality Act 2010 and to advise the Customer of those adjustments.

### **Case Management (Referral, Appointment and Report)**

- Acknowledgement of referral / request within 48 hours of receipt
- Confirmation of appointment within 3 days of referral
- Appointment within 7 calendar days of referral (95%)
- All reports issued within 48 hours of assessment (95%)
- OHA telephone consultation and report within 4 working days of referral
- OHP telephone consultation and report within 7 working days of referral
- OHA / OHP face to face consultation and report within 10 working days of referral
- Rapid telephone consultation & report within 4 working days of referral
- Notification of an employee failing to attend appointment within 1 working day of appointment
- On-site OH professionals to be available at the times agreed except for scheduled absence
- Number of cases requiring further review after initial consultation must be less than 10%
- All reports right first time. Number of reports requiring further clarification or inclusion must be less than 5%
- File opinion within 5 working days of request
- Rework response must be received within 3 working days of request
- Pre/post sandwich consultation within 10 working days of request

### **Further Medical Evidence (FME)**

- Report requested from the specialist / G.P within 2 calendar days of its need being identified
- FME (including full report and employee review) 20 days from date of request
- Updates on progress must be clearly shown on the portal

### **Case Conferences**

- Single case conferences to take within 5 working days of request
- Multiple case conference (including collation of referrals) within 10 working days of request

### **Ill Health Retirements**

The Supplier will work closely with Acas to ensure that all necessary steps have been taken to enable an employee to return or stay in work.

Where Acas determines that ill health retirement may be appropriate the Supplier will assist in gathering evidence to the Medical Advisor to the Principal Civil Service Pension Scheme (PCSPS) or other appropriate pension scheme.

Where required, the Supplier will give an opinion on the likelihood of the employee meeting the criteria for ill health retirement to enable Acas to determine if a formal retirement application should be made. The opinion can be based on paper review of existing evidence or a further medical examination. The opinion will be in report format. The employee will retain right of access to the report.

The Supplier will be required to work closely with the other contracted Supplier(s) of medical advice in support of Ill Health Retirement and Industrial Injuries cases.

- Medical reports to support ill health retirement applications within 10 working days of request
- Ill Health Retirement applications forwarded to Medical Advisor to the Principal Civil Service Pension Scheme (PCSPS) or other appropriate pension scheme within 3 working days

### **Health Surveillance & Assessments**

- Acknowledgement of request - within 48 hours
- Confirmation that an appointment has been arranged - within 5 working days of request
- All health surveillance, monitoring and specialist fit for role assessments and reports within 15 working days of referral

### **Customer Satisfaction**

The Supplier shall conduct as a minimum, quarterly satisfaction surveys of Line Managers and Employees. The survey should have a minimum sample of 50% of service users in the previous quarter.

The survey will measure all aspects of service, including any clinical outcomes. Supplier(s) shall provide Acas with details of how customer satisfaction is measured and reported. Satisfaction levels must be no lower than 90%.

### **Complaints**

- The Supplier must have a nominated senior member of staff responsible for managing the complaints process.
- All complaints must be acknowledged within 2 working days.
- A full response must be provided within 10 working days
- A copy of all complaints must be supplied to Acas within 10 days of receipt

### **Contract Management**

- All invoices to be right first time and received at the time agreed by the Contracting Body
- All invoices must be supplied with correlating data to enable the Contracting Body to fully reconcile the invoice
- Allow un-billed cancellation of appointments (Occupational Health and Physiotherapy only), by the referring manager only, up to 24 hours before the appointment time.

### **Management Information (MI)**

- All management information must be available within 14 calendar days of the end of the reporting period
- All standard MI to be provided by the working day of each month agreed with Acas.
- All ad-hoc MI to be provided within the timescale determined on the request and prioritised accordingly.

**For EAP:** Employees & their household members over 18 to be included. Agency staff may also access this service.

Core and on demand services include:

- Direct staff access to on-line, telephonic and face-to-face counselling – undertaken by appropriately qualified and competent professionals - and a range of advisory services via a free phone national telephone helpline manned 24/7 throughout the year. The service must be fully accessible for all and provide accessible alternatives in provision of services, including alternative delivery formats and languages. This service should be available worldwide with an international telephone number for staff travelling abroad.
- The initial point of contact shall be able to triage the incoming call to the best professional support offered for the nature of the caller's query, including at risk 'red flag' cases and those presenting with neuro-diverse conditions, such as Autism.
- Provide and maintain a web based accredited secure portal to be available to all employees 24 hours a day, 365 days a year. The design and content of the website will be agreed with Acas in advance and be branded appropriately. The website must conform to Acas's Accessibility Standards and the Equality Act 2010. The website will as a minimum, provide an online resource for employees offering comprehensive materials on the services available and how to access them. It is anticipated that as a minimum, the website will contain self-help guides, fact sheets and leaflets, as well as details on national and international health and wellbeing awareness events and campaigns, in a fully downloadable format on subjects such as (but not restricted to):
  - Stress and Pressure
  - Personal Resilience
  - Work/Life Balance
  - Physical activity
  - Nutrition
  - Smoking
  - Alcohol
  - Sleep
- The Supplier shall ensure that counsellors taking calls at the Initial Contact Point have access to data bases of credible recognised agencies, e.g. Citizens Advice Bureaux.
- The Supplier will provide information to employees about the Charity for Civil Servants and where necessary assist employees with the completion of application forms to the Fund. The Supplier may occasionally be required to support a case for assistance with a brief statement.
- The Supplier will provide counselling support to employees or managers experiencing bullying and harassment in the workplace including those involved in formal action. If an employee requires counselling as a consequence of bullying and harassment in the workplace but has already received the maximum number of counselling sessions for an unrelated reason, then Acas may approve a second counselling referral and approve a further 6 sessions in that contract year. The Supplier will not give advice on the individual Contracting Bodies' policies and procedures but will be expected to signpost employees and managers to their whereabouts. The Supplier will not act as an advocate in grievance cases connected with harassment and bullying.

- The Supplier's staff shall, subject to the prior agreement of the manager, have access to the Premises and sites (including common areas) within the contract area where this is necessary for the provision of the Services.
- Provision of up to 6 counselling sessions per individual following initial contact. Once the case has been closed down, if a User has cause to require support for a different reason, subsequent contact is permissible and again 6 sessions are available. In exceptional circumstances permission may be sought from Acas to authorise additional sessions on a case-by-case basis.

The Supplier shall:

- Ensure the employee understands all methods of counselling / coaching available to them; the expectations and limitations of each, and work together to choose the most clinically effective method
- Provide short-term focussed face to face counselling in all circumstances where this will provide the best outcome for the employee or where the employee states this as their preference
- All counselling sessions are arranged within 48 hours of first referral
- Ensure the first session of counselling takes place within 5 days of first referral
- Counselling sessions should normally last 1 hour
- Ensure that all face to face counselling sessions take place within 30 miles, or 1 hours travel by public transport, of the employees home or place of work
- Offer a fast-track referral option where circumstances require offering a counselling session in advance of the standard appointment window
- Ensure that the duration of the initial consultation and subsequent sessions are in line with clinical best practice
- Ensure when work-related stress is identified as an underlying issue, that assessment is carried out in conjunction with the Health and Safety Executive Management Standards and any other relevant HSE guidance
- Those presenting at risk i.e. 'red flag' should be forwarded immediately to appropriate help, for example, emergency NHS Primary Care/A&E, followed by access to a counsellor within 24 hours, as appropriate.
- The Supplier shall provide continuity of counsellor during the period of a referral unless exceptional circumstances dictate otherwise. Where continuity of counsellor cannot be maintained the Contractor must notify Acas immediately by telephone stipulating the reasons and confirm the reasons for the change in writing within 5 working days of the change. In the event of any dispute the decision of the Acas's Representative will be final.
- The Supplier shall provide a dedicated Management Support Service, which includes an advice line and referral route to provide support to managers through workplace attendance, health and wellbeing issues such as:
  - workplace bullying;
  - discrimination;
  - work related stress;
  - workplace conflict;
  - leading employees through change;
  - alcohol and drugs;
  - domestic abuse
  - work/life balance;
  - mental health issues
  - terminal illness
  - bereavement

The Management Support Service shall:

- provide advice and support to managers regarding recognition of problems which may impact on their own or their employees ability to work effectively.
- support managers in undertaking their duty of care to employees e.g. having difficult conversations, managing and implementing change, identifying causes of stress, pressure points and encouraging resilience
- support managers in recognising issues of mental health among their employees and provide advice on practical measures on how to support them
- support managers in the event of a critical
- enhance managers confidence and capability in all areas of health and wellbeing
- provide information and signpost specialist sources of help for any of the problems raised by employees.
  
- The Supplier shall ensure that where the Services are provided at Premises that are under his control, that such Premises are safe, private, accessible and are compliant with the Equality Act 2010.
- The Supplier shall provide Trauma and Critical Incident Support which will include but not limited to:
  - For Users subjected to violence in the workplace or incidents involving verbal abuse or threatening behaviour.
  - To Groups of Users when more than one User has been involved in or witnessed a violent incident, fire or major incident.
  - To a user within a team or location where a team member has committed suicide or died unexpectedly.
- Develop and maintain a working relationship with the Acas's nominated contract manager. The Supplier will also be expected to work in partnership with Acas to provide a service which helps Managers and Users resolve problems.
- Provide the service across all Acas's locations throughout the UK and work with Acas's contract manager to establish suitable service provision for employees in foreign countries while undertaking work for Acas.
- Ensure that all services are provided with as little disruption to the User's day to day duties as possible;
- Maintain accurate and confidential records.
- Provide statistical data of all services undertaken. This shall be provided via a monthly alert to designated officers in Acas that the management information is available to download from an online portal.
- Manage the contract – including identifying and managing risks to service delivery, working closely and timely with Acas's contract manager to actively resolve any issues identified.
- Where appropriate assist Acas with the development of internal policies and initiatives which may have an impact on the usage of the Service.
- Deal with fluctuations in the use of the Services due to Acas re-organisation which could affect numbers of people employed throughout the period of the contract.

### **Trauma and Critical Incident Support**

The Supplier must provide telephone and face-to-face trauma and critical incident support, for employees and managers, who may have been subject to an incident in or outside the workplace.

The Supplier and Acas will work closely to determine when the support is appropriate and have clear processes for triggering and managing the support. The Supplier must ensure

that appropriately skilled or qualified professionals are available 24/7/365 days should a crisis occur.

The Supplier and practitioners must provide a service in line with the National Institute for Health and clinical Excellence (NICE) Guidelines for Post Traumatic Stress Disorder (2005).

The Supplier must provide Acas with written confirmation of every request made and the approach taken. In the event of any dispute the decision of Acas will be final.

If requested by Acas, the Supplier will provide a workplace site presence within 48 hours of notification of the incident for on-site de-briefing and/or counselling.

The service will include support for:

- employees involved in or witnessing serious and untoward incidents at work, over and above what would normally be expected in the workplace; this may include, for example violence, witnessing extreme self-harm, deaths in custody by suicide, verbal abuse and threatening behaviour
- employees who have been supporting the emergency services in incidents
- groups of or individual employees when more than one employee has been involved in or witnessed a violent incident, fire or major accident or fatality
- employees within a team or location where a team member has committed suicide.

Trauma and critical incident support may include but will not be restricted to the following:

- individual counselling
- group support
- counselling assessment and recommendation reports
- assistance in accessing local resource networks
- assistance in managing follow up support
- appropriate information and guidance for managers supporting affected employees
- where required the provider will run critical incident debriefing sessions by appropriately
- qualified professionals for groups of employees affected by critical incidents
- providing other outcome focussed therapies for example EMDR, where appropriate.

### **Publicity and Promotion**

The Supplier will be expected by Acas to provide on-going organisation wide publicity and promotion of the Employee Assistance Programme.

The Employee Assistance Programme is firmly embedded in the wider health and wellbeing offer (including Occupational Health Services) and should support Acas to help employees remain in work or return to work. Promotion should focus on employee mental wellbeing and resilience and encourage all employees to use the service for support and advice, not just during periods of ill-health or crisis. This should also focus on the Civil Service Health and Wellbeing Strategy and its five key strands.

The promotional material must encourage service usage and reflect the diverse needs of Acas organisations or business units. This element of the service requirement will be closely monitored.

### **Key EAP Deliverables:**

#### **Helpline & Support Service**

- Helpline to be available 24 / 7 / 365 days
- All calls answered within 5 rings or less (95%)

- Call abandonment rate to be less than 5% (2% DSTL)
- Adviser call-back to take place within 1 working day (95%)
- E-mails to be responded to within 48 hours (100%)
- Queries / Support not requiring counselling to be completed within 24 hours (90%)
- Complex Queries / Support not requiring counselling to be completed within 72 hours (90%)

### **Management Support**

- 100% of callers receive a Management Support telephone response within 5 working days from initial request being received,

### **Counselling**

- All counselling referrals and appointments (telephone, e-counselling or face to face) to be made within 48 hours of first contact (100%)
- Initial counselling session to take place within 5 days of first contact (99%)
- Face-to-face counselling appointments to be offered within 1 hour's travelling distance by public transport of an employees place of work or home location
- Urgent or 'red flag' cases will be matched and have first contact within 1 hour of first contact.
- Urgent or 'red flag' cases will have the first session within 24 hours of first contact
- Continuity of counsellor to be maintained in all cases

### **Critical incident**

- Where critical incident procedures have been invoked, all employees must have access to designated telephone support within 24 hours (100%)
- All critical incident debriefing sessions to be rated as highly effective (95%)

### **Customer Satisfaction**

- All workshops and seminars to be rated as highly effective 90%
- Quarterly evaluation of service performance to be rated as highly effective 90%

### **Complaints**

- All complaints must be acknowledged within 2 days of receipt (100%)
- Complaints to be fully resolved within 10 working days (90% compliance required)
- Complaints to be fully resolved within 20 working days (100% compliance required)

### **Contract Management**

- Dedicated Account manager
- Attendance at regular review meetings - frequency to be agreed with ACAS
- Annual review meeting – information received 5 working days in advance

### **Terms and Conditions**

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

## Section 5 – Evaluation model

The evaluation model below shall be used for this ITQ, which will be determined to two decimal places.

Where a question is ‘for information only’ it will not be scored.

The evaluation team may comprise staff from UK SBS, and the Contracting Authority ----- and any specific external stakeholders the Contracting Authority deems required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ( $5+5+6=16\div3=5.33$ ))

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Quality	AW6.1	Compliance to the Specification
Commercial	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL3.12	Cyber Essentials
Commercial	SEL3.13	GDPR
-	-	Invitation to Quote – received on time within e-sourcing tool

## Scoring criteria

### Evaluation Justification Statement

In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	30%
Quality	PROJ1.1	Occupational Health Requirement	20%
Quality	PROJ1.2	Employee Assistance Programme	20%
Quality	PROJ1.4	Geographical Location	20%
Quality	PROJ1.5	Contract and Account Management	10%

## Evaluation of criteria

### Non-Price elements

Each question will be judged on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20%

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

$$\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$$

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

### Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

Your final score will  $(60+60+40+40) \div 4 = 50$

**Price elements** will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100. All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

For example - Bid 1 £100,000 scores 100.

Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80

Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.

Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.

Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.

Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation:  $\text{Score}/\text{Total Points} \times 50$  (80/100 x 50 = 40)

The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.

## **Section 6 – Evaluation questionnaire**

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire**.

Guidance on completion of the questionnaire is available at <http://www.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

**PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY**

## Section 7 – General Information

### What makes a good bid – some simple do's 😊

#### DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Unless formally requested to do so by UK SBS e.g. Emptoris system failure
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear , concise and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

## What makes a good bid – some simple do not's Ⓜ

### DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.16 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

## Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority. / UKSBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.34 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.
- 7.38 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of

any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.

- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, the Contracting Authority may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to the Contracting Authority during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this ITQ consent to these terms as part of the competition process.

- 7.41 The Government is introducing its new Government Security Classifications (GSC) classification scheme on the 2<sup>nd</sup> April 2014 to replace the current Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC . The link below to the Gov.uk website provides information on the new GSC:

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

The Contracting Authority reserves the right to amend any security related term or condition of the draft contract accompanying this ITQ to reflect any changes introduced by the GSC. In particular where this ITQ is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the procurement process and/or any contracts awarded to you as a result of the procurement process.

## USEFUL INFORMATION LINKS

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)