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1. PURPOSE

- 1.1 The Department for Levelling Up, Housing and Communities and its executive agencies - the Queen Elizabeth II Conference Centre (QEII) and The Planning Inspectorate (PINNS) - require a replacement to the existing contract for an Employee Assistance Programme.
- 1.2 This Supplier shall provide support to meet general health and safety responsibilities, fulfil the duty of care as a responsible employer and to enhance the health and wellbeing of the workforce.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

DLUHC

- 2.1 The Department for Levelling Up, Housing and Communities (DLUHC) (the Authority) is a relatively small ministerial policy department made up of four groups, as below. The Authority is supported by 12 agencies and public bodies.
- 2.2 The Authority has around 3095 employees working on activities including planning, research, analysis, advisory and policy.
- 2.3 The Authority is made up of four main policy groups:
 - 2.3.1 Building Safety, Grenfell and Net Zero
 - 2.3.2 Stronger Places
 - 2.3.3 Housing and Vulnerable People
 - 2.3.4 Local Government, Strategy and Analysis
- 2.4 The four areas are supported by central function teams offering legal, financial, strategic, HR, IT and communications services.

QEII Centre – Arm's Length Body of DLUHC

- 2.5 The QEII Centre is an Executive Agency of the Authority with Trading Fund status, operating as a venue and event management business on a fully commercial basis in a competitive market place.
- 2.6 The QEII Centre's role is to provide conference facilities for national and international meetings up to the highest level and to market its facilities commercially as a high quality events and meetings venue. The products and services offered by the QEII Centre target sections of the market that value quality, reliability, security and the latest technology. Its competitive advantage is enhanced by its partnership with Leith's at the Centre, whose reputation for quality catering and excellent service is widely recognised. The QEII Centre is an ideal venue for large conferences, with or without exhibition space, and for annual general meetings and gatherings of international organisations or for small to medium sized events in rooms that can be let singly.

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2.9 The Department for Levelling Up, Housing and Communities job is to create great places to live and work, and to give more power to local people to shape what happens in their area.

Responsibilities

- driving up housing supply
- increasing home ownership
- devolving powers and budgets to boost local growth in England
- supporting strong communities with excellent public services
- Read our [Departmental Delivery Plan](#) to find out more about how we are performing against our objectives.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority is seeking a Supplier to provide Employee Assistance Programme Services. The Supplier shall work with other contracted Providers to deliver a seamless and joined up approach across the Service.
- 3.2 The service will be required for 3 years - with an option to extend for a further year.
- 3.3 The Supplier will help the Authority drive down absence levels by working proactively and collaboratively to maximise service effectiveness through an ongoing promotions strategy to ensure maximum usage of the service, and a programme of self-help and professional interventions to support users with personal matters which impact on a person's health and wellbeing, good provision of good quality management information and flexible access to the service.

3.4 Sickness Absence for DLUHC (excluding QE11 and PINs)

3.4.1 <REDACTED>

3.4.2 <REDACTED>

3.4.3 <REDACTED>

3.4.4 <REDACTED>.

3.5 Health & Wellbeing

- 3.5.1. DLUHC's health & wellbeing offer supports staff to maintain or improve their wellbeing wherever they work, through flexible working options to benefit the business and the individual, and by ensuring staff and managers have access to and knowledge of the right interventions. A Health and Wellbeing action plan sets out how the department will improve the support it provides to staff and is delivered in conjunction with a Health & Wellbeing Network which is made up of staff volunteers. It encompasses a strong offer on mental health including access to mental health ambassadors, a mental health support group and emotional resilience training.

3.6 Internal Sources of support

For employees:

- 3.6.1 <REDACTED>
- 3.6.2 Mental Health Support Group – This is a monthly staff led group that provides help and support for anyone from the department or wider within the Authority. The support provided covers continual or past personal mental health problems or caring responsibilities for someone suffering from mental health problems.
- 3.6.3 Fair Treatment Ambassadors – These are the first point of contact for staff who are concerned about bullying and harassment. It is a staff-led group of trained volunteers who are there to provide staff with support on a confidential and informal basis,
- 3.6.4 Whistleblowing Nominated Officers – They have been specially trained on how to respond to concerns raised under the Civil Service Management Code.
- 3.6.5 <REDACTED>
- 3.6.6 <REDACTED>
- 3.6.7 Trade Unions – They are 3 trade unions including Public and Commercial Serviced Union (PCS), Prospect and FDA
- 3.6.8 Stress Risk assessment and stress reduction plan – The Authority's managers have access to a manager's guide to stress and stress reduction plan to help support individuals to take forward a stress risk assessment, and to help identify any indicators of stress so that appropriate steps can be taken to mitigate these and any associated risks.
- 3.6.9 The Supplier will be required to work collaboratively with the internal networks to ensure a seamless customer journey and signpost staff to relevant sources of support where necessary.

3.7 Other Suppliers

- 3.7.1 The HR Casework Service – this is a managed service who provide advice, guidance or help to manager's dealing with attendance, performance, grievance or disciplinary issues. This support is provided via the telephone, email or face-to-face.
- 3.7.2 The Civil Service Workplace Adjustment Service – this is a managed service who facilitate referrals for specialist assessments, including home and office workstation assessments, dyslexia diagnostic, workplace assessments, autism assessments, as well as advising and arranging the purchase and installation of agreed workplace adjustments.
- 3.7.3 Occupational Health – the Supplier will work with the provider to understand any areas where joined up working might benefit the Authority and employees.

4. DEFINITIONS

Expression or Acronym	Definition
AWDL	Average Working Days Lost
EAP	Employee Assistance Programme
MHA	Mental Health Ambassadors
DLUHC	Department for Levelling Up, Housing and Communities(the Authority)
PINNS	The Planning Inspectorate
QEII	Queen Elizabeth II Conference Centre
Contracting Authorities Personnel	means all employees including volunteers and managers working in the Contracting Authorities (including agencies, Non-Departmental Public Bodies (NDPB's) and Arms Length Bodies (ALB's)) office locations and to those working remotely and in field locations, both in the UK and abroad.
Data	means Data relating to a record which is stored on the Supplier's systems and databases.
Go Live	means an IT System or Service becoming operational.
Referring Manager	authorised representatives of the Contracting Authorities for example a line manager.
Supplier Personnel	means the Personnel of the Supplier with whom the Contracting Authorities have entered into a Call Off contract
Treatments	immunisations, vaccinations, inoculations, blood tests and/or medications (together called "Treatments")

5. SCOPE OF REQUIREMENT

- 5.1 The Supplier shall be sourced from Occupational Health Services, Employee Assistance Programmes and Eye Care Services, RM6182 Lot 3 Employee Assistance Programme.
- 5.2 The Supplier will provide the core requirements as set out in Framework Schedule 1,- Specification. Annex 3, Employee Assistance Programme.

6. THE REQUIREMENT

- 6.1 The Supplier shall provide the services as detailed in RM6182 Framework Schedule 1 - Specification, Annex 3 Employee Assistance Programme as detailed below. Additional requirements needed by the Authority are set out in each Section where applicable.

Section 3 - Mandatory Service Requirements

6.1.1 Paragraph 3.1 – Online Portal

- The Supplier shall also provide an online portal service which shall be branded with the Authority's logo.
- All products, content and materials should be branded with the Authority's logo (reference 3.1.2)

6.1.2 Paragraph 3.2 - Maintenance and Upgrades

6.1.3 Paragraph 3.3 – Digital Services, Including Live Chat and Mobile Applications

- The Authority would like the mobile application to be accessible and available on both work devices and personal devices.
- The supplier shall provide a live chat function with direct access to a counsellor.

6.1.4 Paragraph 3.4 – Telephone Services, Triage and Support Services

6.1.5 Paragraph 3.5 – Management Support Services

6.1.6 Paragraph 3.6 – Counselling Services

6.1.7 Paragraph 3.7 - Case Management

6.1.8 Paragraph 3.8 - Trauma and Critical Incident Support

6.1.9 Paragraph 3.9 – Consultancy and Clinical Supervision

- 6.1.10 Paragraph 3.10 - Education, Support and Training
- Education, Support and Training will include awareness sessions and workshops covering relevant topics that could be tailored where appropriate and will be accessible to all colleagues regardless of geographical location.
 - Other services should be appropriately signposted e.g. Occupational Health
- 6.1.11 Paragraph 3.11 – Publicity and Promotion of the Service
- 6.1.12 Paragraph 3.12 – Bullying and Harassment Support
- The Supplier shall signpost to DLUHC’s Fair Treatment Ambassadors and relevant internal policies.
- 6.1.13 Paragraph 3.13 – Whistleblowing Service
- The Supplier shall signpost to DLUHC’s Whistleblowing Nominated Officers and internal policies.
- 6.1.14 Possible Future Need – Mediation (Paragraph 3.14)
- The Authority doesn’t currently require this service. However, the Supplier may be required to provide Mediation services during the term of the call-off contract.
- 6.1.15 Paragraph 3.15 – Coaching Services
- 6.1.16 Paragraph 3.16 – Therapeutic Interventions
- 6.1.17 Paragraph 3.17 - Structured Professional Support
- 6.1.18 Possible Future Need - Interactive Health Kiosks (Paragraph 3.18)
- The Authority doesn’t currently require this service but would like the supplier to have the capability to offer this, should the need arise during the term of the call-off contract.
- 6.1.19 The Supplier will provide service availability in accordance with Paragraph 2.4. of the Framework Schedule 1. Annex 3.

6.2 Implementation Plan

- 6.2.1 The Supplier shall provide implementation support for the Contracting Authority, which shall include as a minimum but not be limited to:
 - 6.2.1.1 A detailed implementation plan, including risks and mitigation, tasks, a timeline, milestones, priorities and dependencies;
 - 6.2.1.2 Work with the Contracting Authority to set up systems and processes to support the delivery of the Services;
 - 6.2.1.3 Work with the Contracting Authority to agree all policies and procedures which are relevant to the Services and develop and execute a training plan for relevant Supplier Personnel;
 - 6.2.1.4 A communications strategy to ensure the Contracting Authority is kept informed at key stages during the transition of Services;
- 6.2.2 Work with the incumbent Suppliers to ensure a seamless transfer and continuity of Services.
- 6.2.3 The Supplier shall provide the Contracting Authority with a process flow and description of how appropriate Services are managed, from the point of contact through to case management and resolution as part of their implementation plan. These processes shall be approved in advance by the Contracting Authority
- 6.2.4 The Supplier shall ensure that where the Contracting Authority has a separate contracted provision for occupational health services the Supplier shall work with other contracted Suppliers to deliver a seamless and joined up approach across the Service.
- 6.2.5 The Supplier shall establish a project team, which is responsible for the implementation of the Services.
- 6.2.6 The Supplier shall appoint a project manager with relevant experience of implementing a project of similar size and complexity.
- 6.2.7 The Supplier project manager shall report to the Contracting Authority on all aspects of implementation.
- 6.2.8 Employees who are halfway through the services will continue with the current Provider until the services provided have been completed. All existing cases are estimated to be completed within the first 3 months of the new Contract.
- 6.2.9 All new employee requests for services will commence once the Contract has been implemented.

- 6.2.10 The implementation activity undertaken by the Supplier upon the commencement of the Contract, and prior to the commencement of the delivery of Employee Assistance Programme within 6-12 weeks of contract award, will be at the Suppliers own cost and only requests for payment for the delivery of the services (once Contract delivery commences) will be paid by the Authority.
- 6.2.11 There will be an implementation period of 1 to 12 weeks after the contract award date. During this period the new supplier will work with the contracting authority and the incumbent supplier to ensure a smooth exit and implementation of the new contract. This will be at no cost to the contracting authority.

7. KEY MILESTONES

- 7.1 The Supplier should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Supplier to appoint an Account Manager. Authority and Account Manager to meet to discuss the way forward.	Within week 1 of Contract Award
2	Contact details for the service to be provided to the Authority's EAP Contract Manager	Within week 1 of Contract Award
3	Initial set up meeting with the Authority's EAP Contract Manager and the Supplier	Within week 1 of Contract Award
4	Implementation meeting to work towards contract GO-LIVE status.	Within week 1-12 of Contract Award
5	Materials promoting the service to be provided to the Authority's EAP Contract Manager	Within week 1-12 of Contract Award
6	Transfer of clinical data and any existing notes relevant to the Authority's Personnel from existing Provider.	Within weeks 1-12 of Contract Award
7	Implementation period with the current provider and the new provider	Within 1-12 weeks of the commencement of the service
8	Review quality of Service and charges for provision.	Within 6 months of Contract Award

8. AUTHORITY'S RESPONSIBILITIES

- 8.1 The Authority will ensure all contractual obligations are adhered to and managed accordingly.
- 8.2 Any Supplier queries will be addressed and responded to within **3 working days**.
- 8.3 The Authority will provide suitably qualified persons to attend and chair supplier meetings when required to do so.
- 8.4 The Authority will provide details of the EAP Contract Manager within 1 week of contract award.
- 8.5 The Authority will arrange regular meetings to manage contract and provide feedback on service to the Supplier.
- 8.6 The Authority's EAP Contract Manager will supply the Supplier with any department policies which are applicable to delivery of service.
- 8.7 The Authority will work collaboratively with the Supplier to support the delivery of the Agreement to the end users of the services.

9. REPORTING

- 9.1 The Supplier will provide management information to the Authority as detailed below:
- 9.2 Monthly Management Information (MI)
 - 9.1.1 MI will be reported on a monthly and annual basis as set out in Section 10.8 and 10.9 of Framework Schedule 1: Specification, Annex 3. The Contracting Authority's Monthly Management Information will be provided within 5 working days of the previous reporting period.

10. VOLUMES

- 10.1 <REDACTED>
- 10.2 Headcounts will be reviewed quarterly within the first year in order to allow for fluctuations in workforce turnover and pricing adjustments will be made.
- 10.3 Details of the number of users on the previous contract for April 2020 – March 2021 are:
 - 10.3.1 <REDACTED>
 - 10.3.2 <REDACTED>
- 10.4 The services are for the employees and employers as and when required. Therefore the precise volumes of work cannot be calculated or guaranteed.

11. CONTINUOUS IMPROVEMENT

- 11.1 Please refer to Framework Terms and Conditions - Call-Off Schedule 3: Continuous Improvement which details the minimum requirements for continuous improvement.
- 11.2 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.3 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.
- 11.4 Any Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

12. SOCIAL VALUE

- 12.1 The Supplier must demonstrate a commitment throughout the duration of the Contract to deliver the Social Value priorities set out in Framework Schedule 1, Specification. The authority is taking approach A as detailed in Annex 1 - Our Social Value priorities.

13. QUALITY

- 13.1 The Supplier must meet the mandatory accreditation, security and standards as set out in Framework Schedule 1: Specification, Annex 3 - Section 8.2
- 13.2 The Supplier must meet the mandatory requirements set out in Section 9. Supplier Personnel of Framework Schedule 1: Specification, Annex 3.

14. PRICE

- 14.1 Prices will be submitted excluding VAT. All costs set out in the Price Schedule will remain firm for the duration of the Call-Off Contract, including any optional extension period.
- 14.2 Services included in headcount will be paid in arrears on a pro-rata, monthly basis.
- 14.3 Where there is a bespoke requirement, the Supplier will supply a price to the HR referring manager. If they wish to proceed, the HR referring manager will supply a purchase order directly to the Supplier. Once the service is delivered the Supplier will supply invoice as set out in section 19 of this document.

15. STAFF AND CUSTOMER SERVICE

- 15.1 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Employee Assistance Programme Contract in order to consistently deliver a quality service to all Parties.
- 15.2 Supplier's staff assigned to the Employee Assistance Programme Contract shall have the relevant qualifications and experience to deliver the Contract as set out in Section 9 (Supplier Staff) of Framework Schedule 1: Specification, Annex 3.
- 15.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide customer service in line with the agreed target measures set out in the Buyer's Personnel Satisfaction Surveys.

16. SERVICE LEVELS AND PERFORMANCE

- 16.1 The Authority will measure the quality of the Supplier delivery as follows:
- 16.1.1 The Authority requires the core requirements as stated in Framework Call Off Schedule 14: Service Levels.

17. SECURITY REQUIREMENTS

- 17.1 The Authority requires the core requirements as stated in Framework Schedule 1: Specification, Annex 3 -, Section 8. Mandatory Requirements: Supplier Accreditation, Security and Standards.
- 17.2 The Supplier will also need to hold:
- 17.2.1.1 CESG Check Accreditation (or equivalent);
- 17.3 The Authority requires the Supplier to provide a list of key points of contact.
- 17.4 The Authority requires the core requirements as stated in Framework Schedule 1: Specification, Annex 3 - Section 5. Mandatory Requirements: Supplier Personnel.
- 17.5 The Supplier will comply with the Security requirements set out in the Framework Terms and Conditions – Call Off Schedule 9: Security.
- 17.6 The Authority also requires detail on the following to be provided upon commencement of the Contract. The Supplier must subsequently update the Authority if any of the details change throughout the term of the Contract:
- 17.6.1 Where data is stored and hosted;
- 17.6.2 The location and frequency of data back-ups;
- 17.6.3 A description of the encryption used to secure the data and the systems.

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 18.1 The requirements are set out in the Core Terms (Section 9) .

19. PAYMENT

- 19.1 The Supplier shall submit a pro-forma invoice for all services included in headcount; and bespoke services with the corresponding backing data to the EAP Contract Manager at monthly intervals in arrears. Invoices for bespoke services shall contain all appropriate references, a detailed breakdown of the pertinent services, and the corresponding prices or rates, and shall be supported by any other documentation required by the EAP Contract Manager to substantiate the invoice. Invoicing and confidentiality will be discussed at the inception meeting and will be based on employee ID number and not individual names.
- 19.2 Services included in headcount will be paid in arrears on pro-rata monthly basis.
- 19.3 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

- 19.4 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 19.5 The Employee Assistant Programme Contract Manager will review and approve the invoice within 5 working days and send notification of approval with a corresponding purchase order number to the Supplier. The Potential Provider will then send the agreed invoice directly to Central Pay 2 Purchase Team DLUHC;

email: CLGInvoices@communities.gov.uk

CP2P Team, 4th Floor, High Trees, Hillfield Road, Hemel Hempstead,
Hertfordshire, HP2 4XN

20. WORK LOCATIONS

- 20.1 Around three quarters of the Authority's staff work in the [London HQ in Marsham Street](#). The remaining staff are based in regional offices all around the country. QEII is situated in Westminster, central London.
- 20.2 The Authority will be looking to have a presence of employees in Northern Ireland, Scotland and Wales. Specific locations are yet to be agreed but the Supplier will need to be able to carry out all services across these areas. The Authority is revising its model to enable increased flexibility for homeworking. The provider will need to be able to support the Authority's employees working from home as well as working in our offices
- 20.3 The location of our regional offices are listed below:

DLUHC

- Belfast
- Birkenhead
- Birmingham
- Bristol
- Cardiff
- Cambridge
- Darlington
- Edinburgh
- Exeter
- Hastings
- Hemel Hempstead
- Leeds
- Manchester
- Newcastle
- Nottingham:
- Plymouth
- Sheffield
- Truro
- Warrington: Renaissance House
- Wolverhampton

QEII

- QEII is situated in Westminster, central London.

The Planning Inspectorate

- The Planning Inspectorate office is in Bristol (Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN) . There is a large group of inspectors who work from home across England and Wales.