The Royal Botanic Gardens, Kew is undertaking early market engagement to ascertain if there is an appetite within the market to tender for the delivery of these goods or services.

For the avoidance of doubt:

* This notice is to conduct early market engagement and will not formally begin the procurement or constitute any commitment by RBG Kew to undertake any procurement exercise.
* This notice does not guarantee an invitation to participate in this or any future procurement that RBG Kew may conduct, nor that RBG Kew will procure any services or accepts any proposals offered. Potential bidders will not be prejudiced by any response or failure to respond to the early market engagement exercise.
* No expense in responding to this early market engagement will be reimbursed by RBG Kew.
* Any procurement by RBG Kew will be carried out strictly in line with the Public Contracts Regulations 2015.
* We will not accept any responsibility or liability for advising of any changes or additions to the information contained in this document.
* No representation, warranty or undertaking, expressed or implied is, or will be, made and no responsibility or liability will be accepted by RBG Kew as to the accuracy or completeness of the document or any other written or verbal information made available to any interested party or its advisors. Any liability however arising is expressly disclaimed.

If you feel that your organisation can contribute to this exercise, please provide the information requested below.

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| **Return information** |
| Name of requirement | Employee Health Cash Plan & Employee Assistance Programme | Time for response | 5pm on 27/09/24 |
| Address to return this questionnaire to | Eleanor Maclean, Head of HR Operations e.maclean@kew.org  |

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| **Specification** |
| Summary of requirement | Kew currently operates an Employee Assistance Programme for our workforce (headcount approx. 1400). We also have a company-paid health cash plan benefit in place for a small sub-set of employees (circa 177). Both contracts are due to end 31/07/2025. We are currently reviewing the provision with the intention of carrying out a procurement exercise later this year. As part of this we are exploring the feasibility of extending the company paid Health Cash Plan benefit to all employees (circa 1400) as part of our employee benefits and wellbeing offer (subject to affordability), with an integrated EAP as part of the offer. **Requirements****Health Cash Plan**1. Company paid cash plan enabling employees to claim back for everyday healthcare costs up to annual claim limit, including but not necessarily limited to;
* Dental
* Dental accident
* Optical
* Diagnostic Consultations & Scans
* Therapies e.g. physiotherapy
* Treatments e.g. chiropody / podiatry
1. The scheme may also include access to other health and wellbeing benefits e.g. hospital cover, prescription charges, access to GP advice line, optional employee-paid private medical insurance.
2. Affordable options for employees to upgrade to a higher level of cover and / or add dependants at their own cost
3. Streamlined and user-friendly process for adding / removing employees to / from the scheme
4. Quarterly MI reports detailing scheme usage etc

**Employee Assistance Programme**1. Access to website / online portal and mobile app with online resources around wellbeing
2. 24-hour helpline offering access to counselling and practical support /advice, on a range of personal or work-related issues including (but not necessarily limited to);
* Legal;
* Debt / personal finance;
* Family and relationships;
* Bereavement;
* Stress and anxiety;
* Alcohol / substance misuse;
* Carer’s advice;
* Referral for further telephone counselling and / or support where appropriate
1. Face to face / online structured counselling from appropriately qualified and accredited counsellors, where requested and deemed clinically appropriate. The core service should include up to 5 sessions per user, per contract year as a minimum
2. Managerial advice line, offering line managers access to advice on dealing with complex and challenging work situations
3. Access to additional ad-hoc chargeable services including critical incident support, workshops and / or training on wellbeing topics, if required
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| **Questionnaire** |
| Would you be able to provide a solution to meet the Specification? Please provide; * a table of cover for your health cash plan illustrating what is included in the basic company-paid offer and optional upgrade packages
* details of your EAP solution
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| Please provide indicative pricing for your scheme for; * company paid basic cash plan offer i.e. £x per employee per month, based on headcount of circa 1400. If pricing varies dependent on headcount please provide indicative pricing for different headcount brackets.
* Pricing for optional upgrades i.e. higher level of cover, adding partners / dependents etc

If there is an additional / separate charge for EAP please provide details.  |
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| What advice would you give to improve the clarity of the draft specification? |
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| If RBG Kew progressed to procure this opportunity, would your organisation be interested in submitting a tender?  If not, it would be helpful if you could help us to understand why not. |
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