

# im1101 Occupational Health Solutions, Employee Assistance Programmes and Associated Services.

## 1. Introduction

The Occupational Health Solutions, Employee Assistance Programmes and Associated Services framework went live on 1<sup>st</sup> October 2022.

This Further Competition has been sent to all providers on the suitable Lot/Sub Lot(s); it is the decision of the provider if they wish to respond.

## 2. Customers Specification

### Requirements for the Provision of Employee Assistance Contract

DESNZ, managed by Integrated Corporate Services (ICS) for DESNZ and DSIT

#### Introduction

This summary of requirements outlines the rationale and benefits for entering into a new contract for the provision of Employee Assistance Programme (EAP) 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 2 - Employee Assistance Programmes & Associated Services.

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 £75,000 per year, with a total value for the initial duration and planned extensions of £375,000. This value is indicative at present, as there is an option that other government departments may onboard with ICS and its services, including the employee assistance programme services, during the period of this contract.

#### Background

The current EAP 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 EAP 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 EAP provisions that will:

- Address particular health and attendance issues within DESNZ, ICS and DSIT.
- 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 EAP 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, virtual and in-person counselling, online portals, publicity and promotion, workshops and specific team support.
- 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 employee assistance programme provisions awarded to one successful bidder.

#### Service Requirements - Employee Assistance Programme

- Access to telephone counselling and an advice helpline, as well as online access, which is available 24/7/365 and is available to employees. On specific request from the Departments, this support would also be for members of the employees' immediate family.
- Confidential support, advice, and counselling for short- and long-term physical and mental health concerns. A minimum of six counselling sessions per person per issue per year, with the possibility of a further six sessions dependent on counsellor's advice.
- Triage to appropriate specialists and management of critical cases.
- Organisation of counselling sessions and wellbeing events.
- Promotion of health support and emergency trauma support. Decompression sessions at a team and individual level including but not limited to; bereavement, working on emotionally challenging work, or impacts following external situations of a national nature such as rioting, natural disasters or terrorist attacks etc.
- Provision of whistleblowing hotline.

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

- Access to telephone counselling and an advice helpline, as well as online access, which is available 24/7/365 worldwide and is available to employees. On specific request from the Departments, this support would also be available to members of the employees' immediate family. Immediate family shall be those living within the same household with a familial connection e.g. mother/father, son/daughter and shall include non-biological familial connections.
- Access to an online platform worldwide, whether by website or as an application, for access to the above outlined services. This will include access to fact sheets

and self-assessment tools. Separate log-ins for DESNZ, DSIT and ICS staff, with separate management information and clear division between the three on invoicing.

- Digital Services including Live Chat and a mobile phone application downloadable to personal devices.
- Access to a trauma response helpline on a 24/7/365 worldwide basis
- Access to emotional support and guidance 24/7/365, via telephone and/or online and worldwide, including support in relation (but not limited) to:
  - Advice and support;
  - Management support Services;
  - Counselling Services (Minimum of six sessions) as required, including bereavement counselling;
  - Life management (divorce, conflict, probate, equality, diversity and inclusion);
  - Debt management, legal and financial advice in line with HMRC guidance and the exclusions below;
  - Case Management;
  - Trauma and critical incident support (including in-person support as required);
  - Support for red-flag cases (those involving an immediate and serious risk of suicide) and other safeguarding issues, with appropriate escalation as required;
  - Consultancy, and clinical supervision;
  - Education, Support and Training;
  - Promotion of the Employee Assistance Programme;
  - Therapeutic Interventions;
  - Bullying and harassment support;
  - Care advice;
  - Domestic violence information;
  - Stress management;
  - Safeguarding advice and support;
  - Daily living support
  - Whistleblowing Services;
  - Mediation;
  - Coaching Services
  - Structured Professional Support;
  - Senior Management Support; and
- Session based counselling for employees and members of their immediate family, available both online, virtually or face to face
- Full range of promotional material, including manager guidelines
- Guided self-help supported by a qualified practitioner, including CBT, to support employees in managing their symptoms.
- Provision of regular reporting and provision of management information to the Contracting Authority, in line with their specific requirements. Separate management information for DESNZ, DSIT and ICS.

- Support as required for the Departments' personnel who may be subject to harassment from members of the public and unwanted media attention due to their employment status, roles and / or responsibilities.
- Support in response to a Major Incident, including continuous availability of Supplier staff, potential on-site provision at the Departments' office(s) as required, and continuity of provision in the event of a national incident.

Additional services may include, but are not limited to:

- Interactive health kiosks.
- Additional wellbeing services including events and workshops on key wellbeing services.

The Departments may require further additional services in line with the YPO Specification Document for Lot 2. Pricing is to be provided by the Supplier for these services on application.

The Supplier shall provide the Departments with access to obtain advice and support for, including but not limited to the following:

- Addiction / dependency / substance abuse;
- Alcoholism;
- Anxiety;
- Bereavement, including issues around repatriation for workplace deaths abroad;
- Bullying / harassment / intimidation / discrimination;
- Career / job related stress;
- Care problems related to childcare / eldercare / disability care;
- Debt advice, this must not include signposting or referrals to financial organisations who provide fee paid services;
- Depression;
- Domestic violence;
- Eating disorders;
- Family / relationship problems;
- Financial wellbeing
- Gambling;
- Gaming;
- Gender reassignment;
- Health problems, including terminal illness;
- Illness of a family member;
- Legal information;
- Lesbian, Gay, Bisexual and Transgender (LGBT) issues;
- Matrimonial / domestic settlement problems;
- Mental health related issues;
- Performance related problems;
- Post-traumatic stress problems including those arising from an accident at work or work-related incident;

- Redeployment / relocation / redundancy;
- Safeguarding;
- Sexual assault and abuse;
- Stress;
- Support for all parties involved in a formal work-related investigation both during and following the investigation;
- Whistleblowing;
- Workplace restructuring / transformation programmes / departmental change; and
- Workplace trauma.

The Supplier shall ensure all services are available via employee self-referral and that the services are confidential.

The Supplier shall ensure that the employee assistance programme and services offered within it are delivered holistically and that their service considers wider implications of employee's issues to ensure they receive the full level of support they require.

The Supplier shall ensure that the employee assistance programme and any associated services delivered via this framework represent an effective and efficient service delivery which achieves value for money for the Departments.

The Supplier shall ensure there is no charge to individual employees for using the service.

The Supplier shall ensure that the employee assistance programme is actively promoted throughout the Departments, working with the Departments to embed and encourage use of the programme to achieve the aims outlined above.

Exclusions: The Supplier shall not provide the Departments' Personnel with access to:

- tax advice;
- legal advice other than that which is provided to users within the context of welfare counselling provided this is restricted to a signposting Service;
- financial advice on any matter other than debt problems;
- advice relating to leisure or recreation; and
- direct provision of medical treatment – Suppliers will instead advise or directly refer (in the case of emergency) to NHS Primary Care.

### Service Delivery - Employee Assistance Programme

The Supplier shall ensure that the Services, including the necessary Supplier Staff, are available to all Users, including those working remotely, both in the UK and in postings overseas and/or travelling overseas, twenty four (24) hours a day, seven (7) days a week and three hundred and sixty five (365) days a year/ three hundred and sixty six (366) days a year for the 2028 'leap year', unless agreed otherwise in advance by the Departments.

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 Service requires counselling, therapeutic interventions and other forms of assistance to meet recognised clinical standards.

The Supplier shall underpin the Services with robust clinical governance.

All Departmental Personnel are eligible to access the Service.

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 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 provide access to a range of experts and qualified mental health professionals.

The Supplier shall provide Services which support a strategy of continuous improvement and innovation which reflect the evolving nature of health and wellbeing.

The Supplier shall have a documented case management process in place for counselling and therapeutic intervention Services. If Users receive Services following an initial triage the Supplier shall create a case record to track that all Services provided to Users are appropriately delivered and managed in accordance with the case management process.

The Supplier shall ensure Services comply with all discrimination legislation, including the Equality Act 2010.

The Supplier shall be responsible for ensuring customer satisfaction is maintained for the duration of the Call Off Contract and work collaboratively with the ICS to resolve issues, which may affect satisfaction.

The Supplier shall have in place robust and auditable procedures for logging, investigating, managing, escalating and resolving complaints or problems initiated by the ICS, the Departments, and their employees. The procedure shall allow for the identification and tracking of individual complaints from initiation to resolution

Supplier Accreditation:

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

- UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (DPA) 2018
- Equality Act 2010
- Management of Health and Safety at Work Regulations 1999
- 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.



The Supplier shall ensure that all advice and support provided in the course of providing this service shall comply with the Departments' statutory and corporate duties.

The Supplier shall be accredited by the British Association for Counselling and Psychotherapy (BACP).

In addition to BACP accreditation, Supplier organisations and Supplier Staff shall hold accreditation from one or more of the following recognised bodies:

- British Psychological Society;
- British Confederation of Psychotherapists;
- British Association for Behavioural and Cognitive Therapies (BABCP);
- UK Council for Psychotherapy (UKCP);
- Health and Care Professionals Council (HCPC);
- Nursing and Midwifery Council (NMC);
- General Medical Council (GMC); and
- COSCA (Counselling & Psychotherapy in Scotland).

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).
- It is desirable that trained counsellors with Developed Vetting (DV) clearance are available to carry out support for areas requiring this level of security clearance, including trauma and incident management support.

### 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.

### Data Security & Technology

The Department will require the Supplier to deliver services via an online platform, this may be via a website or as an application.

The Supplier shall ensure the system is 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.

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 relevant training for the system at implementation stage and shall provide ongoing training where required and when requested by the Departments.

The Supplier shall ensure the system is easy to use and is subject to upgrades and continuous improvements.

The Supplier shall ensure that the system supports data and trend analysis for the Departments whilst preserving user confidentiality, to ensure the Departments have full visibility of the platform's use. The Departments will outline their specific requirements in respect of this.

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 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 demonstrate where possible that they aim to include 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 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.