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Tender

Employee Assistance Programme (EAP)

Network Rail Infrastructure Ltd

F02: Contract notice

Notice identifier: 2021/S 000-000620

Procurement identifier (OCID): ocids-h6vhtk-0289c0

Published 12 January 2021, 11:08pm

Section I: Contracting authority

I.1) Name and addresses

Network Rail Infrastructure Ltd

1 Eversholt Street

London

NW1 2DN

Email

Glenn.Jones@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<http://www.networkrail.co.uk>

Buyer's address

<https://networkrail.bravosolution.co.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://networkrail.bravosolution.co.uk/esop/guest/go/opportunity/detail?opportunityId=49772>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://networkrail.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Employee Assistance Programme (EAP)

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Network Rail as the Authority is putting in place a national contract for the supply of an Employee Assistance Programme (EAP) and Critical Incident Response service. This contract Agreement will be for a period of 4 years from 31st July 2021 to 30th July 2025 (this 4 year term is inclusive of an option to extend by up to 1 year).

II.1.5) Estimated total value

Value excluding VAT: £2,946,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85100000 - Health services
- 85300000 - Social work and related services
- 98300000 - Miscellaneous services

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

Main site or place of performance

Network Rail operates nationally

II.2.4) Description of the procurement

Network Rail as the Authority is putting in place a national contract for the supply of an Employee Assistance Programme (EAP) and Critical Incident Response service. This contract Agreement will be for a period of 4 years from 31st July 2021 to 30th July 2025 (this 4 year term is inclusive of an option to extend by up to 1 year).

The proposed contract is for the supply of an Employee Assistance Programme (EAP) and Critical Incident Response service to support the Occupational Health and Wellbeing vision for Network Rail. The scope of this tender will include (but not limited to) the following:

- financial advice relating to debt;
- legal advice;
- health and wellbeing;
- childcare and elderly care;
- line management support, including but not limited to guidance in relation to their employees, support in resolving management issues, supporting employees with health and wellbeing queries and developing management skills;
- Critical Incident Management (e.g. trauma support, on site counselling after incidents, strategic consultation services in relation to incidents, etc.), on-site specialist counselling intervention at Network Rail locations; where employees have been exposed to a potentially traumatic incident (e.g. an incident at work involving the death of a colleague or passenger); and
- As part of the service provision the provider will be required to provide the following value add services to enhance the quality of the service for the duration of the contract.
 - o 24/7 online platform & Telephone Support – with App to access services and for health and wellbeing information
 - o Management Information, Reporting & Insight

o Continuous Improvement & Innovations

NOTE: The number of employees utilising the service may vary, depending upon how the business develops. As such, the future service must have the capability to be scalable and also be flexible at short notice.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Network Rail as the Authority is putting in place a national contract for the supply of an Employee Assistance Programme (EAP) and Critical Incident Response service. This contract Agreement will be for a period of 4 years from 31st July 2021 to 30th July 2025 (this 4 year term is inclusive of an option to extend by up to 1 year).

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

9 February 2021

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 4 Years

VI.4) Procedures for review

VI.4.1) Review body

High Court

Strand

London

Country

United Kingdom