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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](mailto:Glenn.Jones@networkrail.co.uk)

#### **Telephone**

+44 1908781000

#### **Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

[www.networkrail.co.uk](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

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**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

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## **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

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## **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