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Contract

BBC Employee Assistance Services

The British Broadcasting Corporation (BBC)

F03: Contract award notice

Notice identifier: 2025/S 000-000778

Procurement identifier (OCID): ocds-h6vhtk-04531d

Published 10 January 2025, 9:53am

Section I: Contracting authority

I.1) Name and addresses

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

Contact

Kevin Waters

Email

kevin.waters@bbc.co.uk

Telephone

+44 1234567890

Fax

+44 1234567890

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.bbc.co.uk/supplying/>

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Broadcasting

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

BBC Employee Assistance Services

Reference number

PROC 2023 92 TO-AS Employee Assistance Programme

II.1.2) Main CPV code

- 85147000 - Company health services

II.1.3) Type of contract

Services

II.1.4) Short description

Health and Wellbeing are key priorities for the BBC and underpin our strategic ambition to “make the

BBC an even greater place to work for everyone.” We are committed to offering wellbeing services

that meets the needs of our diverse workforce and the demands of a 24/7 global organisation where

people thrive and are able to achieve their full potential.

Our Health & Wellbeing provisions focus on building proactive initiatives and timely support and

include an extensive range of information, guidance and access to services to help prevent health

issues, protect and promote mental health and get support when needed with the aim of meeting our

duty of care to staff and making the BBC a great place to work.

Initiatives increasingly focus on protecting colleagues from developing work related health

issues

from arising and helping colleagues build resilience through engaging multi-platform solutions that

are accessible on-site, online, and remotely in a variety of local languages, considering the diversity

and cultural needs of our colleagues.

This Contract Notice invites bids for the following services, represented under 3 lots:

Lot 1: Global Employee Assistance Programme (EAP)

Providing support to UK and internationally based employees. Practical advice and signposting on a

range of topics including mental health, wellbeing and trauma support. Provision of confidential

support at the point of contact with appropriate assessments and identification of suitable services

to BBC employees with personal and / or work related issues that affect their wellbeing and

performance at work. Proactive preventative support in helping individuals to address their mental

health and wellbeing needs before they develop into more complex and/or long-term health issues.

Lot 2 - Critical Incident Support

On-site or remotely as requested, which provides at a minimum group support sessions for

colleagues using the principles of psychological first aid with an understanding of the variety of

challenges facing global corporations that may affect the wellbeing of colleagues and 1:1 support for

colleagues from appropriately trained professionals who have experience in dealing in

psychological

first aid.

Lot 3 - Reflective Practice

A service that delivers proactive and preventative measures that help mitigate the impact of risks

associated with the type and level of exposure staff members are experiencing in their workplaces

which might compromise their psychological wellbeing.

The aim of this service is to reduce the adverse impact of high risk and high exposure work and

promote the benefits of this work through evidence based interventions.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,460,000

II.2) Description

II.2.1) Title

Global Employee Assistance Programme

Lot No

1

II.2.2) Additional CPV code(s)

- 85147000 - Company health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Providing support to UK and internationally based employees. Practical advice and signposting on a range of topics including mental health, wellbeing and trauma support.

Provision of confidential support at the point of contact with appropriate assessments and identification of suitable services to BBC employees with personal and / or work related issues that affect their wellbeing and performance at work. Proactive preventative support in helping individuals to address their mental health and wellbeing needs before they develop into more complex and/or long-term health issues.

II.2.5) Award criteria

Quality criterion - Name: Merit / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for up to 2 years.

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

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-012552](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Lot 1 - Global Employee Assistance Programme (EAP)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 November 2024

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CNLR HORIZONS LIMITED (Trading as CIC)

Second Floor, 66-68 East Smithfield, Pharmaceutical Building

London

E1W 1AW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,460,000

Section V. Award of contract

Title

Lot 2 - Critical Incident Support

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section V. Award of contract

Title

Lot 3 - Reflective Practice

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

VI.4) Procedures for review

VI.4.1) Review body

Business and Property Courts of England and Wales - TCC

Rolls Building, 7 Rolls Building, 7 Fetter Lane

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As stated in the Public Contracts Regulations 2015. The applicable review time limits shall be as stated in Regulations 92 and 93 Public Contracts Regulations 2015.