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Contract

Employee Assistance Programme

Scottish Police Authority

F03: Contract award notice

Notice identifier: 2024/S 000-002559

Procurement identifier (OCID): ocds-h6vhtk-03f85f

Published 25 January 2024, 11:37am

Section I: Contracting authority

I.1) Name and addresses

Scottish Police Authority

1 Pacific Quay, 2nd Floor

Glasgow

G51 1DZ

Email

hannah.dobby2@scotland.police.uk

Telephone

+44 1786895668

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.spa.police.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19762

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Employee Assistance Programme

Reference number

PROC-23-2155

II.1.2) Main CPV code

- 85147000 - Company health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Police Authority and Police Scotland - hereinafter referred to as 'The Authority' is looking to procure an Employee Assistance Programme.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £1,700,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85312320 - Counselling services
- 79625000 - Supply services of medical personnel

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The re-tendered service must be an effective and modern EAP Service to Police Scotland and its Eligible Users (includes Scottish Mountain Rescue Teams). The current usage of the Service is approximately 10% per annum of the total eligible employees. However, use of this service is not mandatory and Police Scotland does not guarantee volumes. The EAP Service must:

- Adopt a person centred approach with high standards of customer service.
- Adopt a preventative approach, proactively engaging with our people.
- Provide worksite focused programmes to assist in the identification and resolution of employee concerns which affect, or may affect, performance. Such employee concerns typically include, but are not limited to:
 - Personal matters - health, relationships, family, financial, emotional, legal, anxiety/depression, alcohol, drugs and other related issues.
 - Work matters - work demands, working relationships, personal and interpersonal skills, work/life balance, stress and other related issues. Probationary / Retirement / Grievance / Disciplinary / Return from maternity / Keeping in touch days / Long term absence / Illness Promotion / Line management or supervisory duties / Injury on Duty / Ill health retiral / Assault or abusive behaviour / Bereavement / Traumatic Exposure / Suicide Prevention.
- Promote health and wellbeing services via self-service access on the Force intranet is vital to this and the Contractor will be expected both to directly contribute and to signpost individuals to relevant information.
- Provide Police Scotland and the SPA with a consistent and high level of service while ensuring continuity of care provision via cross referral and awareness of respective service provisions.
- Provides a programme of support, advice, information and counselling assessing the individual's needs and providing the most appropriate therapeutic interventions to ensure that Police Scotland and SPA's requirements are met. The type and duration of support driven by need.
- Make available a website, which will be developed and maintained by the Contractor, containing information for users on the EAP services available and how to access them.
- Have full accessibility for all, including alternative delivery formats, i.e. larger text, email contact and text phone.

- Ensure counsellors, clinicians and staff providing professional advice/and or support to Police Scotland's employees, including those not directly employed by the Contractor, must meet the minimum level of relevant qualifications and experience required for membership of their appropriate professional body.
- Have quality management systems that will enable them to provide effective clinical, professional and administrative services in keeping with the key performance indicators.
- Adhere to the Employee Assistance Professionals Association (EAPA) standards of practice and professional guidelines.
- Deliver 24/7 EAP services EAP which include:
 - Telephone Counselling Service
 - Information Service
 - Face-to-face Counselling Sessions
 - Referral Procedures
 - Onward Referral Procedures
 - E-Counselling

II.2.5) Award criteria

Quality criterion - Name: Technical Questions / Weighting: 60

Price - Weighting: 40

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-025581](#)

Section V. Award of contract

Contract No

PROC-23-2155

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 December 2023

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Vivup

Eastgate, Dogflud Way

Farnham

Gu97ud

Telephone

+44 1252784540

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,623,965

Section VI. Complementary information

VI.3) Additional information

(SC Ref:753269)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Glasgow

Country

United Kingdom