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Planning

Canopi indemnity insurance

Cardiff University

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-003155

Procurement identifier (OCID): ocds-h6vhtk-04d777

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Section I: Contracting authority

I.1) Name and addresses

Cardiff University

Procurement Services, The Spark Building, 3rd Floor, Maindy Road

Cardiff

CF24 4HQ

Email

rogalaa@cardiff.ac.uk

Telephone

+44 2920879648

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://www.cardiff.ac.uk/business/why-work-with-us/for-suppliers>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0258

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Canopi indemnity insurance

Reference number

CU.1836.AR

II.1.2) Main CPV code

- 66512220 - Medical insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Cardiff University is looking to purchase medical indemnity insurance for the Doctor Advisors (DAs) who sub-contract for the Canopi service which sits in School of Medicine, Division of Psychological Medicine and Clinical Neurosciences, Cardiff University.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 66512220 - Medical insurance services

II.2.3) Place of performance

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

II.2.4) Description of the procurement

Cardiff University is looking to purchase medical indemnity insurance for the Doctor Advisors (DAs) who sub-contract for the Canopi service which sits in School of Medicine, Division of Psychological Medicine and Clinical Neurosciences, Cardiff University.

This medical indemnity insurance needs to include:

- Medical Indemnity cover for 20 DAs
- Retrospective medical indemnity cover for up to 20 DAs

The indemnity cover may be provided on either a 'claims made' or 'occurrence based' basis.

It is important that any cover is acceptable to the providers of any personal medical indemnity cover that the DAs may have in place for their other medical work (provided by the MPS, MDU and MDDUS). The Canopi service is directly funded by Welsh Government and administered by Cardiff University. Cardiff University offers a level of corporate professional indemnity and covers those employed directly by the University.

Service Information

Canopi (formerly known as Health for Health Professionals Wales) is a confidential and free, mental health and wellbeing support service available to NHS and Social Care staff working in Wales. Canopi does not provide emergency or crisis support.

Around 3500-4000 clients self-refer to the Canopi service each year. The majority of clients presenting to Canopi do so with subclinical, mild or moderate presentations.

All clients wishing to access the service complete a self-referral form on our website and then complete baseline measures (GAD-7, PHQ-9 and WSAS) following which they have a telephone triage assessment with one of our DAs. The DA discusses with the client their current situation and signposts the client to the most appropriate form of support. All clients are provided written information relating to confidentiality, the privacy notice and use of personal data as they relate to Canopi. As Canopi does not provide emergency or crisis support, all clients are provided with written information detailing how to access emergency services, crisis support, and other immediate sources of support. The senior management team are available (directly or via the helpdesk) to respond to any serious concerns that arise about any clients who have accessed the service.

Doctor Advisors

The Canopi service has 20 Doctor Advisors who subcontract their services to provide triage calls between 9am and 9pm Monday to Friday. DAs work between one and five half-day sessions a week. Each half-day sessions includes 3 client telephone triage calls.

The Doctor Advisor triage assessment appointment provides a confidential environment to enable disclosure of the mental health and wellbeing concerns of clients. The triage is constructed around a supportive, empathetic conversation and does not constitute a full clinical assessment. The DA collects sufficient information to be able to safely sign-post clients to the most appropriate onward service option. Doctor Advisors keep notes of their interactions with clients. These notes will not form part of the lifelong electronic patient health record

No clinical management plan is formulated by the DA and no treatment, prescribing, legal advice or counselling is undertaken. Doctor Advisors do not offer follow-up appointments or provide continuity of care. Doctor advisors are required to be registered medical practitioners with the GMC but are not required to have a license to practice. The purpose of undertaking a triage assessment is for the DA to co-produce (between the client and Doctor Advisor) an onward signposting plan. It has been determined that a license to practice is not required to fulfil this role

The DAs attend training sessions (virtual and face to face for induction and training with senior doctor advisors, other members of the service team and external agencies) and engage with the mentoring and support offered by the senior doctor advisors.

II.3) Estimated date of publication of contract notice

1 August 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

(WA Ref:147756)