

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003406-2025>

Tender

## **HR2103 - An Occupational Health Service & Staff Counselling and Wellbeing Helpline/ Employee Assistance Programme**

Wiltshire Council

F02: Contract notice

Notice identifier: 2025/S 000-003406

Procurement identifier (OCID): ocds-h6vhtk-04dae0

Published 3 February 2025, 9:00am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Wiltshire Council

County Hall

Trowbridge

BA14 8JN

#### **Contact**

Mrs Su Matthews

#### **Email**

[su.matthews@wiltshire.gov.uk](mailto:su.matthews@wiltshire.gov.uk)

#### **Telephone**

+44 1225713445

**Country**

United Kingdom

**Region code**

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

**Internet address(es)**

Main address

<http://www.wiltshire.gov.uk/>

Buyer's address

<http://www.wiltshire.gov.uk/>

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=77f58ba6-cadf-ef11-8133-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=77f58ba6-cadf-ef11-8133-005056b64545>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

HR2103 - An Occupational Health Service & Staff Counselling and Wellbeing Helpline/  
Employee Assistance Programme

Reference number

DN761484

#### **II.1.2) Main CPV code**

- 85147000 - Company health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Wiltshire Council are looking to outsource our OH Service, to ensure that we have robust and effective OH services in place to support the health and wellbeing of staff so that they can deliver better performance, better productivity and better customer outcomes.

Whilst not an exhaustive list it is essential that any resultant service includes and provides a solution that encompasses each of the following: -

- a professional, accredited service (see section 4)
- increased ability to respond to fluctuating and diverse demand
- a more robust, flexible and resilient staffing model
- delivery of a cost-effective service model

We are keen to leverage the knowledge of a specialist organisation to support high performance delivered around the following principles:

- strong focus on a high-quality, clinically led, evidence-based service underpinned with robust clinical governance
- an equitable and accessible service

- approachable and receptive to both clients and employer
- focused on supporting improved organisational productivity
- working in partnership
- underpinned by innovation
- offering diversity and depth of specialisation

The Provider will need to support the council to address particular health and attendance issues, meet statutory obligations with regards to health surveillance, identify preventative measures that can be taken to minimise the overall risk of sickness absence and improve employee health and wellbeing in the workplace.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85147000 - Company health services
- 75122000 - Administrative healthcare services
- 98334000 - Wellness services
- 85312300 - Guidance and counselling services
- 85312320 - Counselling services

#### **II.2.3) Place of performance**

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

#### **II.2.4) Description of the procurement**

Wiltshire Council are conducting an Open Procedure for the provision of An Occupational Health Service & Staff Counselling and Wellbeing Helpline/ Employee Assistance Programme

#### **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**

Start date

2 June 2025

End date

1 June 2030

This contract is subject to renewal

No

**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**

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

Date

5 March 2025

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

5 February 2025

Local time

12:30pm

Place

Wiltshire Council - County Hall

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom