

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/009667-2024>

Contract

## **Safeguarding Support for Covid-19 Inquiry**

Minister for the Cabinet Office (The Covid Inquiry) acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2024/S 000-009667

Procurement identifier (OCID): ocds-h6vhtk-03e4c6

Published 25 March 2024, 3:23pm

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

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

Minister for the Cabinet Office (The Covid Inquiry) acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

#### **Email**

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

#### **Telephone**

+44 3454102222

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/ccs>

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

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

---

**Section II: Object**

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

**II.1.1) Title**

Safeguarding Support for Covid-19 Inquiry

Reference number

RM6355

**II.1.2) Main CPV code**

- 85312300 - Guidance and counselling services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

The Cabinet Office has put in place contracts for the provision of Emotional Support service for use by the Covid 19 Inquiry.

The Inquiry has pledged to be trauma-informed across all of its work. A trauma informed

approach means seeking to reduce the risk of re-traumatisation to people who are engaging with the Inquiry. Emotional support is one of the key ways of reducing re-traumatisation by offering timely, sensitive, psychologically informed emotional support to people engaging with the Inquiry's work. Emotional support is not counselling or therapy. The focus is on facilitating the person's engagement with the Inquiry, creating support plans, facilitating stabilisation, providing psychological containment and facilitating the person's journey through their engagement process.

These contracts provide the offer of emotional support for everyone engaging with the Inquiry.

#### **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: £3,267,134.42

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

#### **II.2.1) Title**

Emotional Support for the UK Covid-19 Inquiry - Digital Offer

Lot No

1

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

- 85312310 - Guidance services
- 85312320 - Counselling services

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

NUTS codes

- UK - United Kingdom

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

Lot 1 includes the following:

? Digital service offering

? Website with easy to navigate, downloadable psychoeducation materials including advice, self-guided resources.

? Stories of courage and hope from people impacted by Covid

? Text based support service available to anyone who needs it

? Triage - the digital service provider would triage clients according to need. Pathways into Tier 2 would be swift and robust.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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

### **II.2.14) Additional information**

Crown Commercial Service is acting as the Agent on behalf of the Authority.

## **II.2) Description**

### **II.2.1) Title**

Emotional support services for the UK Covid-19 Inquiry - F2F, video and telephone offer

Lot No

2

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

- 85312310 - Guidance services
- 85312320 - Counselling services

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

NUTS codes

- UK - United Kingdom

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

Lot 2 will include the following:

? Emotional support via telephone, video call (or F2F if at a community event), offering: psychological safety building, support plans, containment, risk assessment where needed.

? Pathway from Tier 1 to Tier 2 for ESM ppts who are significantly distressed by their engagement.

? Everyone could be given the details of the website for resources but some individuals engaging with the Inquiry would go straight into the Tier 2 level.

? Direct entry pathway into Tier 2 enhanced support for:

? ESM Targeted Research ppts

? People engaging in focus groups or activity that is inviting recollection of traumatic events

? Hearings related support - witnesses and CP model from this Tier

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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

### **II.2.14) Additional information**

Crown Commercial Service is acting as the Agent on behalf of the Authority.

## **II.2) Description**

### **II.2.1) Title**

Emotional support services for the UK Covid-19 Inquiry - Staff support offer

Lot No

3

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

- 79633000 - Staff development services
- 80511000 - Staff training services
- 80570000 - Personal development training services
- 85312310 - Guidance services

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

NUTS codes

- UK - United Kingdom

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

Inquiry staff will come into contact with people and materials that could potentially cause distress (e.g. evidential documents, witness testimony etc.) and therefore require additional emotional support beyond the

standard employee assistance programmes.

The supplier would be expected to deliver:

? Staff Training events

? Group reflective support

? 1-on-1 support

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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

### **II.2.14) Additional information**

Crown Commercial Service is acting as the Agent on behalf of the Authority.

---

## **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: [2023/S 000-026537](#)

---

## Section V. Award of contract

### Lot No

1

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

22 February 2024

#### V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 6

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

#### V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street. L3 9PP

Liverpool

L3 9PP

Telephone

+44 3454102222

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: £3,267,134.42

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

As part of this contract award notice the following can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/21f4f848-62f8-430f-9859-a58228f945da>

- 1) Redacted Contracts
- 2) List of Successful Suppliers
- 3) Transparency Agenda

On 02/04/2014, Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders were required to make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

[https://www.gov.uk/government/publications/government-security- classifications](https://www.gov.uk/government/publications/government-security-classifications)

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials

scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

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

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

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

Telephone

+44 3454102222

Country

United Kingdom

##### **VI.4.2) Body responsible for mediation procedures**

Minister for the Cabinet Office (The Covid Inquiry) acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

Telephone

+44 3454102222

Country

United Kingdom