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Tender

## **BBC Employee Assistance Services**

The British Broadcasting Corporation (BBC)

F02: Contract notice

Notice identifier: 2024/S 000-012552

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

Published 17 April 2024, 4:33pm

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

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

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

#### **Contact**

Rob Overton

#### **Email**

[rob.overton@bbc.co.uk](mailto:rob.overton@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/>

**I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Other activity

Broadcasting

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## **Section II: Object**

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

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

BBC Employee Assistance Services

Reference number

PROC 2023 92

#### **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.1.5) Estimated total value**

Value excluding VAT: £3,195,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3

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

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

Global Employee Assistance Programme

Lot No

Lot 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**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £1,460,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 December 2024

End date

30 November 2027

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: 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

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

The contract value range does not represent committed spend but instead represents the maximum spend that could be made over the contracts total term. The total value range includes anticipated spend from BBC Commercial Holding Limited.

## **II.2) Description**

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

Critical Incident Support

Lot No

Lot 2

### **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**

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.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £535,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 December 2024

End date

30 November 2027

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: 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

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

The contract value range does not represent committed spend but instead represents the maximum spend that could be made over the contracts total term. The total value range includes anticipated spend from BBC Commercial Holding Limited.

## **II.2) Description**

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

Reflective Practice

Lot No

Lot 3

### **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**

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.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £1,200,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 December 2024

End date

30 November 2027

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: 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

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

The contract value range does not represent committed spend but instead represents the maximum spend that could be made over the contracts total term. The total value range includes anticipated spend from BBC Commercial Holding Limited.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Where there is more than one economic operator, the BBC reserves the right to require a grouping of economic operators to take a particular legal form or to require a single economic operator to take primary liability or to require that each party undertakes joint and several liability.

Please register your interest in this project by taking the following steps:

1 - Register your company on the Jaggaer eSourcing portal (this is only required once):

1.1 Go to <https://bbc.bravosolution.co.uk>

1.2 - Click the link on the login page to register.

1.3 Accept the terms and conditions and click 'Continue'.

1.4 - Enter your correct business and user details.

1.5 - Note the username you chose and click 'Save' when complete.

1.6 - You will shortly receive an email with your temporary password.

2 - Express an interest in the tender:

2.1 - Login to the portal with the username/password.

2.2 - Click the 'PQQs/ITTs Open to all Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier).

2.3 - Click on the relevant PQQ/ITT to access the content.

2.4 - Click the 'Express Interest' button at the top of the page. This will move the PQQ/ITT into your 'My PQQs/My ITTs' page. (This is a secure area reserved for your projects only).

2.5 - You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ITT Details' box.

### 3. Responding to the tender:

3.1 - Click 'My Response' under PQQ/ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining).

3.2 - You can now use the 'Messages' function to communicate with the buyer and seek any clarification.

3.3 - Note the deadline for completion, and then follow the onscreen instructions to complete the PQQ/ITT. There may be a mixture of online and offline actions for you to perform (there is detailed online help available).

3.4 You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance, please consult the online help, or contact the Jaggaer eSourcing help desk.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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

Date

24 May 2024

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: 4 (from the date stated for receipt of tender)

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

Date

24 May 2024

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

## **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

The BBC 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 BBC 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, 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.