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Tender

001706 Employee Assistance Programme (Telephone)

Durham County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-015253

Procurement identifier (OCID): ocds-h6vhtk-05033b

Published 15 April 2025, 1:59pm

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Scope

Reference

001706

Description

This Invitation to Bid is for the provision of a telephone based Employee Assistance Programme with includes a 24 hour, 365 days per year telephone advisory and counselling service for all Durham County Council employees, academy schools/colleges and other public sector organisations including town councils contracted to Durham County Council Occupational Health Services (including support for managers), elected members and care leavers in respect of any personal or emotional matter whether work or non-work related as specified in this and related documents. Similar services have been available since 2006.

Additionally, the Council is also seeking a Critical Incident stress/trauma Response Service on an 'as needed basis' which has also been in place since 2006, although to date this has not been utilised.

Durham County Council are looking for a single specialist provider who can deliver this service.

The following key elements are required of the telephone-based Employee Assistance Programme.

Confidential Telephone support, advice and counselling

Online employee and manager advice

Launch of Service

Critical Incident Stress Response Service

Total value (estimated)

- £110,400 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 August 2025 to 31 July 2027
- Possible extension to 31 July 2029
- 4 years

Description of possible extension:

2 x 12 months extensions are available subject to performance, funding and commissioner approval.

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services
- 85312310 - Guidance services
- 85312320 - Counselling services

Contract locations

- UKC14 - Durham CC

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

30 April 2025, 11:59pm

Tender submission deadline

16 May 2025, 10:00am

Submission address and any special instructions

Tender documents may be accessed free of charge at www.open-uk.org

Tenders may be submitted electronically

Yes

Award criteria

Technical questions 80%

Price 20%

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: procurement.decisions@durham.gov.uk

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government