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Planning

Occupational Health and EAP Services

Government Legal Department

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-0504fa

Published 17 April 2025, 2:50pm

Scope

Reference

GLD057 2025

Description

RFI Scope

GLD requires information on the ability of providers to deliver a contemporary Occupation Health and EAP service.

We offer providers the opportunity to attend a Teams event to see presentations about our needs which will be on 19th May 2025 and then make written contributions to shaping our need.

We will also, at our discretion be selecting a number of providers in the market to demonstrate their systems so we can experience the range of options available. This will be on first come basis.

We will then alert the market to the next steps in securing a finalised service.

To express an interest in this opportunity please email bids@governmentlegal.gov.uk

Background To The Contracting Authority

The Government Legal Department is the largest provider of legal services across government, working on high profile matters that are frequently scrutinised in Parliament and the media. Our work includes:

- Developing and drafting legislation
- Providing legal advice on policies
- Securing our economic and trade relationships
- Ensuring value from commercial contracts worth billions of pounds
- Providing the Civil Service's employment law advice
- We are at the heart of delivering the Government's priorities and our success depends on our people.

GLD is a non-ministerial government department, sponsored by the Attorney General. We are headed by the Treasury Solicitor, our Permanent Secretary and employ over 3000 people, including over 2000 legal professionals. Our offices include London, Leeds, Bristol, Croydon and Manchester as well as overseas. We provide specialist legal services including Litigation, Employment and Commercial Law as well as advising most Government Departments on the policies and services they deliver.

GLD also depends on a range of vital corporate services. These are essential to the smooth and efficient running of the Department and provide the foundation to enable GLD to deliver outstanding legal services. Our corporate functions include Strategy, HR, Finance, Digital, Data and Technology, Communications, Security, Commercial and Project delivery.

Our vision is to be an outstanding legal organisation and a brilliant place to work where everyone can thrive and fulfil their potential. This is an exciting time for GLD, with cutting edge legal work on global issues and a transformation agenda which is ensuring the Department exemplifies the Modern Civil Service.

Background To The Requirement

Our Requirements

GLD's HR Department require an Occupational Health and Employee Assistance Programme (EAP) that supports GLD to promote and maintain employees' health and wellbeing at work. This includes support to address health and attendance issues, identify the preventable measures that can be taken to minimise the overall risk of sickness absence and ensure compliance with legal requirements to make reasonable adjustments.

We need access to an EAP that provides access to confidential support, professional advice and short- term counselling to support GLD employees to manage their personal and professional wellbeing.

What do we need? Occupational Health

We need a comprehensive Occupational Health and EAP service that allow managers and individuals to easily make new referrals and access progress of existing referrals. Ideally, this would be via a system which integrates with GLD's existing technology avoiding any additional log-on.

New referrals should be received and triaged promptly with appointments issued directly to the employee and copied to the referring manager.

Occupational health appointments should be available virtually (via telephone or video conference) and in person clinic appointments.

Reports should be issued after every appointment including, but not limited to: an assessment of the condition, expected prognosis and implications for fitness to work; identification of work related health and safety risks linked to the case; a determination if the Equality Act 2010 is likely to apply; clear recommendations for reasonable adjustments; a review of whether ill-health retirement should be considered and inclusion of GP and/or specialist reports where that is appropriate.

Case conferences should be available on an ad-hoc basis for complex cases and as requested by GLD.

We will need recommendations about eligibility for ill-health retirement and support providing evidence for cases from time to time.

We need a service which provides pre-appointment checks including recommendations about fitness for proposed duties and any workplace adjustments and specialist equipment which may be required.

We need a service that undertakes workstation and workplace assessments, diagnostics

and adjustments including working on the GLD estate and employees working remotely from home.

Workplace assessments should be appropriate for GLD employees with a wide range of conditions, including but not limited to neuro-diverse conditions, dyslexia, autism, hearing and visual impairments and ergonomic and display screen equipment assessments.

Workplace assessments should be followed by a report which clearly explains any recommended adjustments, ideally with diagrams to visualise the physical changes required where appropriate.

We need a clear cancellation and failure to attend appointments process, including rebooking appointments and communication with the employee and referring managers.

We need to provide flu vaccination, and possibly Covid-19 vaccinations from time to time. Ideally the provider would be able to support this activity.

What do we need? EAP

The EAP must be available to employees 24 hours per day, 7 days per week and 365 days per year.

We need a telephone advice line service staffed by appropriately qualified staff to triage calls and where appropriate deliver immediate support which may include a range of counselling services.

We need the EAP to provide a focused short-term face-to-face and virtual counselling service supported by an appropriate case management process.

As part of the EAP offer, a secure GLD branded online portal should be available, providing web-based resources and guidance that support GLD employees' wellbeing. This should include but is not limited to self-help podcasts, videos, webinars, and downloadable guides as well as computerised CBT, health-check questionnaires and advice and guidance on musculoskeletal, mental health and healthy lifestyles.

Ideally, a mobile application will also be provided which can be downloaded to employee work and person mobile devices.

We need comprehensive and robust management information (MI) delivered via a secure digital platform or extracted monthly to verify that services are being delivered to the required standard, providing quality outcomes and providing value for money.

We need MI in a format which is compatible with our reporting systems and can be analysed alongside other employee and wellbeing data. MI must be available to be drilled down at

organisation, agency, business unit level and by geographical location.

Important Considerations

We want a clear understanding of the commitment to quality assurance in how the appointments are conducted, clinical assessments and the quality of reports.

We need clear management information, available in a format which is compatible with GLD overall people reporting processes.

We want a named and suitably qualified Contract Manager to oversee the service, monitoring performance, supporting continuous improvement and providing transparency of pricing and savings. The Contract Manager will act as a point of escalation for enquiries and complaints. Ideally this would include monthly contract review meetings.

We want support to promote the services, particularly the EAP, including the provision of high quality, inclusive publicity materials and direct engagement with GLD employees which could include attendance at events, delivery of webinars etc to support broader GLD wellbeing activities.

The Services shall be available to all GLD personnel including those working remotely, both in the UK and in postings overseas and/or travelling overseas.

What the service must deliver

The Supplier shall ensure all staff at suitably experience, skilled and qualified to deliver the services for which they are employed.

A secure online portal to support the services.

Agreed SLAs for triage of referrals, appointments and the receipt of case reports which include relevant patient consents.

Services must comply with all GDPR and data security regulations.

The services must comply with discrimination legislation including the Equality Act 2010 and Gender Recognition Act 2004.

Contract dates (estimated)

- 1 December 2025 to 30 November 2028

- Possible extension to 30 November 2030
- 5 years

Main procurement category

Services

CPV classifications

- 85140000 - Miscellaneous health services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

12 June 2025

Engagement process description

GLD requires you to provide the following:

- Expression of Interest to attend the event on 19th May 2025 2pm
- Provider to make any written submissions by 12th June 2025
- Expressions of interest to demonstrate system, and these will be allocated on a first

come, first serve basis and at the discretion of the Contracting Authority and take place on the 11th and 12th June 2025.

Write to bids@governmentlegal.gov.uk for the bid pack.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Procedure

Special regime

Concession

Contracting authority

Government Legal Department

- Public Procurement Organisation Number: PGPQ-1671-NQQJ

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London

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United Kingdom

Email: bids@governmentlegal.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government