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Contract

The Provision of an Employee Assistance Program and Consular Wellbeing Services

Foreign Commonwealth and Development Office

F03: Contract award notice

Notice identifier: 2022/S 000-016115

Procurement identifier (OCID): ocds-h6vhtk-03050b

Published 13 June 2022, 11:26am

Section I: Contracting authority

I.1) Name and addresses

Foreign Commonwealth and Development Office

King Charles Street

London

SW1A 2AH

Email

cpq.enquiries@fcdo.gov.uk

Telephone

+44 02070081467

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

Buyer's address

<https://fcdo.bravosolution.co.uk/web/login.html>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of an Employee Assistance Program and Consular Wellbeing Services

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The requirement is for the provision of an all-inclusive Employee Assistance Programme (EAP) for the Foreign, Commonwealth & Development Office (FCDO) and FCDO Services (FCDOS).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,411,390

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The FCDO and FCDO Services (the Authority) are looking for an all-inclusive Employee Assistance Programme to cover officers and qualifying adult dependants who are posted to our Embassies and High Commissions overseas and for officers only who are based in the UK.

Briefly, the service should provide a confidential and efficient problem assessment and identification services to employees with personal issues that affect their performance at work. Referral of employees for assessment, support and assistance with case management and followup services.

The FCDO and FCDO Services operate in over c274 locations in 169 countries and territories overseas on all continents and it is essential that any successful bidder must be able to provide services across the network. We are seeking a provider who will be responsive and able to deploy in-country Counsellors when requested.

We expect this opportunity will be of interest to providers of Employee Assistance Programmes in not only the UK but also who have a worldwide network of affiliates who are able to provide the service across the FCDO/FCDO Services overseas network.

Also included in this requirement is the Wellbeing Supervision Programme (WSP), which provides the global network of Consular staff in public facing roles quarterly (and on demand where necessary) individual sessions with clinical supervisors to support their wellbeing. These sessions give consular staff the opportunity to regularly discuss the challenging and often distressing nature of their work, and are designed to help them acquire tools for resilience when managing the complex casework they face.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

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

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: [2021/S 000-032148](#)

Section V. Award of contract

Title

The Provision of an Employee Assistance Programme & Consular Wellbeing Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 May 2022

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

CNLR Horizons T/A CiC Wellbeing

18 Mansell Street, London

TBC

E1 8AA

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: £1,411,390

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Foreign, Commonwealth & Development Office

London

SW1A 2AH

Country

United Kingdom