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Planning

Provision of Safeguarding Support for Covid-19 Inquiry

The Covid 19 Inquiry acting through Crown Commercial Service

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-019877

Procurement identifier (OCID): ocids-h6vhtk-03e0ec

Published 12 July 2023, 8:28am

Section I: Contracting authority

I.1) Name and addresses

The Covid 19 Inquiry acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

jack.rowan@covid19.public-inquiry.uk

Telephone

+44 7516684654

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Other type

Covid 19 Inquiry

I.5) Main activity

Other activity

Public Procurement

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Safeguarding Support for Covid-19 Inquiry

Reference number

RM6355

II.1.2) Main CPV code

- 85312320 - Counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service, intends to put in place contracts for the provision of Emotional Support services 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 retraumatisation to people who are engaging with the Inquiry.

Emotional support is one of the key ways of reducing retraumatisation 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.

The contracts shall provide the offer of emotional support for everyone engaging with the Inquiry. This engagement will occur through three main routes:

1. Public Hearings

People will engage with the Inquiry through public hearings, whether that be as a witness

or a member of the public attending hearings

2. Every Story Matters

The Inquiry will use its Listening Exercise, Every Story Matters to gather people's experiences of the pandemic through online form submission, targeted research, commemoration activity and engagement events.

3. Inquiry Staff

Inquiry staff will be exposed to potentially distressing materials throughout the lifetime of the Inquiry.

The services will be divided into 3 separate Lots:

- Lot 1 Digital emotional support service with accessible offer for ALL (phone call equiv to texts)
- Lot 2 Phone based and face to face emotional support
- Lot 3 Staff-related tender for reflective practice, 1:1 emotional support for staff and training rollouts

II.1.5) Estimated total value

Value excluding VAT: £7,645,650

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Digital emotional support service with accessible offer for ALL (phone call equiv to texts)

Lot No

1

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services

- 85312310 - Guidance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

- 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

- Triaging - the digital service provider would triage clients according to need. Pathways into Tier 2 would

be swift and robust.

II.2) Description

II.2.1) Title

Phone based and face to face emotional support

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

- 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) Description

II.2.1) Title

Staff-related tender for reflective practice, 1:1 emotional support for staff and training rollouts

Lot No

3

II.2.2) Additional CPV code(s)

- 79633000 - Staff development services
- 80511000 - Staff training services
- 80561000 - Health training 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 programs.

The supplier would be expected to deliver:

- Staff Training events
- Group reflective support
- 1-on-1 support

II.3) Estimated date of publication of contract notice

8 August 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

A Future Opportunity on contract finder can be found here:

<https://www.contractsfinder.service.gov.uk/Notice/e6dc55f8-f035-48cc-8499-e317d6a70b20>

This Prior Information Notice is to signal an intention to commence market engagement with those within the Emotional Support/Guidance market.

The UK Covid-19 Inquiry intends to hold two Virtual Market Engagement events prior to the launch of the formal procurement process for the Inquiry's emotional support requirements. The procurement is currently expected to commence in August 2023.

The purpose of this notice is to invite interested potential bidders to participate in the Virtual Market Engagement events on the 18th July 2023. The two events will cover two separate aspects of the procurement:

1. This will cover the requirements for the Inquiry's Tier 1 and Tier 2 emotional support for Inquiry hearings, Every Story Matters (the Inquiry's Listening Exercise), Commemoration activity and all external emotional support.

Lot 1 is primarily focused on our digital offering

Lot 2 is primarily focused on our In-person and telephone offerings

2. The event at 13:15-14:00 on 18th July 2023 (Lot 3)

This will cover the emotional support requirements for the Inquiry's staff

3. Both events will include a Q&A sessions where you can raise questions

4. Written questions will be accepted after the events and please be aware that all questions and responses will be shared among all interested bidders.

Further information will be provided at both events.

Any potentially interested parties can join one or both of the Virtual Market Engagement Events and the Inquiry intends to share a brief overview of the requirements prior to the event. Both sessions will be recorded for anyone who is unable to attend, however, pre-registration is mandatory and prospective bidders will need to confirm their attendance via email to the named person below by 9am on the 17th of July 2023 with the subject heading Virtual Market Engagement - RM6355 Provision of Safeguarding Support for Covid-19 Inquiry. The email needs to include the name, position, organisation and email addresses of all colleagues wishing to attend.

Contact: Jack Rowan - Planning and Delivery, UK Covid-19 Inquiry

Email: jack.rowan@covid19.public-inquiry.uk

To ensure the smooth running of the event we are limiting the number of individuals from each potentially interested organisation to 3. As part of this event email addresses will be shared with the other attendees. If you don't wish to disclose this information with other organisations please advise of this when you register.