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Planning

Employee Assistance Programme 2025

National Highways

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

Notice identifier: 2025/S 000-021154

Procurement identifier (OCID): ocds-h6vhtk-0512d0

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Scope

Description

National Highways are at the early stages of understanding market capability in respect of Employee Assistance Programme providers. This is in advance of the current contractual agreement for these services expiring in 2026. The types of services envisaged under this contract include (but are not limited to),

- Psychological Treatment including counselling, other talking therapies provided via telephone, web chat and face to face, online self-directed and supported counselling and EMDR
- Psychological assessments
- Trauma and Critical Incident Support
- Support and guidance for Mental Health First Aiders including ongoing support, development and guidance
- National coverage 24/7, 365 days a year - EAP helpline and APP availability
- Education and Awareness Programmes

- Publicity and Promotion
- Functionality of organisational engagement for team challenges with the ability to access data
- Chat functions (on app) with non-AI solutions
- Common occurrence and conditions toolkits for managers and individuals for self-management and signposting
- Bespoke specialist support materials
- On-site training as required
- Financial Wellbeing
- Legal services support
- Addiction support
- People manager and senior leader specialist communications
- Robust complaints / feedback process

National Highways now wish to understand the current market offering for these types of services, including capacity and mobilisation timescales.

Please note the values are estimates only at this stage and it is likely that the actual values will be somewhere between £450,000 and £540,000 (including VAT) for the whole life of the contract, including any extensions.

Alongside this Notice, National Highways have published a survey for interested suppliers to take part in. Details of which can be found below.

Once the closing date for responses have passed, we will analyse the results and this will inform a procurement, the details of which are still to be determined. Any learning gained from this early engagement will be shared with interested parties.

Routes to market under existing Frameworks that are available to National Highways are being appraised separately.

Total value (estimated)

- £450,000 excluding VAT
- £540,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 85147000 - Company health services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

27 June 2025

Engagement process description

National Highways would like interested suppliers to take part in a survey

https://forms.office.com/Pages/ResponsePage.aspx?id=sp9QKa9_i0-3ojL5bsXebBEkYvg9WydBnl76oHpzESBUMFpIR1IOMzhFRE9ENzkxNThBTThETFdCUy4u

Responses to the survey will be accepted until the Engagement Deadline of Friday 27th June 2025 at mid-day.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 October 2025

Contracting authority

National Highways

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Organisation type: Public authority - central government