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Planning

## **Provision of Safeguarding Support for Covid-19 Inquiry**

Provision of Safeguarding Support for Covid-19 Inquiry

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-021311

Procurement identifier (OCID): ocds-h6vhtk-03e4c6

Published 24 July 2023, 2:18pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Provision of Safeguarding Support for Covid-19 Inquiry

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

#### **Email**

[jack.rowan@covid19.public-inquiry.uk](mailto: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 Inquiry

**I.5) Main activity**

Other activity

Public Procurement

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**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**

- 85312300 - Guidance and 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 service 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, divided into 3 separate Lots:

Lot 1 Digital emotional support service with accessible offer for ALL

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)**

- 85312310 - Guidance services
- 85312320 - Counselling 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

? Triageing - 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

- 80570000 - Personal development training services
- 85312310 - Guidance 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**

9 August 2023

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## **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: No

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## **Section VI. Complementary information**

### **VI.3) Additional information**

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

The Authority are requesting information for their proposed requirement.

A Future Opportunity on contract finder can be found here:

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

Please see within the attachments area added 20/07/23 relating to the Request for information, Clarifications to bidders questions and Technical specifications.

Please see the attached document titled 'RM6355-Request for Information v1.0' for further information.

Potential Providers must be registered on the Crown Commercial Service e-Sourcing Suite in order to respond to the future Procurement opportunities. If you have not yet registered on the e-Sourcing Suite, this can be done online at <https://crowncommercialservice.bravosolution.co.uk> following the link 'I am a New Supplier User'.

Please see the attached document titled 'RM6355 - Potential Provider eSourcing suite instructions' for further information on how to register and express your interest in this procurement.