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Planning

Provision of Safeguarding Support for Covid-19 Inquiry

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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

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

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

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
- 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

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

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.