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Contract

Department for Transport Group Employee Assistance Programme

Department for Transport

F03: Contract award notice

Notice identifier: 2024/S 000-022553

Procurement identifier (OCID): ocids-h6vhtk-048305

Published 19 July 2024, 4:10pm

Section I: Contracting authority

I.1) Name and addresses

Department for Transport

Great Minster House

London

SW1P 4DR

Email

GroupCommercialDirectorate@dft.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-transport>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Department for Transport Group Employee Assistance Programme

Reference number

TRHR3293

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract covers provision of an Employee Assistance Programme to the members of DfT-Group - namely:

1. Department for Transport Central (DfTc), including:

- Government Car Service (GCS)
- Active Travel England (ATE)
- Rail Accident Investigation Branch (RAIB)
- Air Accident Investigation Branch (AAIB)
- Marine Accident investigation Branch (MAIB)
- Road Safety Investigation Branch (RSIB)
- Office of Zero Emissions (OZEV)
- Traffic Commissioners (ALB sponsored by DfT group)

2. Driver and Vehicle Licensing Agency (DVLA)

3. Driver and Vehicle Standards Agency (DVSA)

4. Maritime and Coastguard Agency (MCA)

5. Vehicle Certification Agency (VCA)

Provision of an Employee Assistance Programme (EAP) service supports the Department for Transport's (DFT) health and wellbeing strategy, providing support and advice to staff and managers when required.

The contract, which was awarded to PAM Wellbeing Limited after a further competition under CCS Framework RM6182, has an initial period of two years, culminating on 31st May 2026. It incorporates the option to extend for a maximum of a further two years, with extensions to be approved in one year intervals.

The maximum contract value is £296,124 per year, with the option to uplift the contract by up to an additional £94,640 per year. Actual spend levels will be determined by demand for the service – and the maximum value incorporates significant contingency in case of increases in demand beyond what is anticipated.

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: £592,248

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Supplier shall provide the core mandatory requirements of an EAP service which shall include, but not be limited to:

- Online Portal

- Digital Services including Live Chat and a mobile phone application downloadable to personal devices.
- Telephone, face to face and virtual Triage and Support Services which shall include, but not be limited to:
 - Advice and support.
 - Management support Services.
- Counselling Services.
- Case Management.
- Trauma and critical incident support.
- Consultancy, and clinical supervision.
- Education, Support and Training.
- Promotion of the Employee Assistance Programme.
- Therapeutic Interventions.
- Bullying and harassment support.
- Whistleblowing Services.
- Mediation.
- Coaching Services
- Structured Professional Support; and
- Interactive health kiosks.

The Supplier shall provide the following additional services:

- Access to SC cleared counsellors (as outlined in paragraphs 14.4 - 14.6 of this Statement of Requirements);
- Training and Support for Mental Health First Aiders;
- Any preventative healthcare offer you have in place or intend to implement and how you

will measure success;

- Additional support for Commemorative and Wellbeing events throughout the year (e.g. tailored webinars, workshops or materials).

II.2.5) Award criteria

Quality criterion - Name: Services / Weighting: 55

Quality criterion - Name: Contract Management and Implementation / Weighting: 35

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

The contract, which was procured through a further competition under CCS Framework RM6182, has an initial period of two years, culminating on 31st May 2026. It incorporates the option to extend for a maximum of a further two years (to 31st May 2027; or 31st May 2028).

The maximum contract value is £296,124 per year, with the option to uplift the |contract by up to an additional £94,640 per year. Actual spend levels will be determined by demand for the service – and the maximum value incorporates significant contingency in case of increases in demand beyond what is anticipated.

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This contract has been awarded using a framework agreement. There is no legal requirement to publish a call for competition when awarding a contract based on a framework.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 July 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

PAM Wellbeing Limited

Warrington

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: £592,248

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom