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Planning

Employee Assistance Programme & Consular Well-Being

Foreign Commonwealth and Development Office

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-026031

Procurement identifier (OCID): ocids-h6vhtk-02ed1c

Published 18 October 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Foreign Commonwealth and Development Office

King Charles Street

London

SW1A 2AH

Email

cpg.enquiries@fcdo.gov.uk

Telephone

+44 02070081467

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/fcdo

Buyer's address

<https://fcdo.bravosolution.co.uk/web/login.html>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Employee Assistance Programme & Consular Well-Being

Reference number

project_7502

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The requirement is for the provision of an all-inclusive Employee Assistance Programme (EAP) for the Foreign, Commonwealth & Development Office (FCDO) and FCDO Services (FCDOS).

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The FCDO and FCDO Services (the Authority) are looking for an all-inclusive Employee Assistance Programme to cover officers and qualifying adult dependants who are posted to our Embassies and High Commissions overseas and for officers only who are based in the UK.

Briefly, the service should provide a confidential and efficient problem assessment and identification services to employees with personal issues that affect their performance at work. Referral of employees for assessment, support and assistance with case management and follow-up services.

The FCDO and FCDO Services operate in over c274 locations in 169 countries and territories overseas on all continents and it is essential that any successful bidder must be able to provide services across the network. We are seeking a provider who will be responsive and able to deploy in-country Counsellors when requested.

We expect this opportunity will be of interest to providers of Employee Assistance Programmes in not only the UK but also who have a worldwide network of affiliates who are able to provide the service across the FCDO/FCDO Services overseas network.

Also included in this requirement is the Wellbeing Supervision Programme (WSP), which provides the global network of Consular staff in public facing roles quarterly (and on demand where necessary) individual sessions with clinical supervisors to support their wellbeing. These sessions give consular staff the opportunity to regularly discuss the challenging and often distressing nature of their work, and are designed to help them acquire tools for resilience when managing the complex casework they face.

The Contracting Authority intends to use an e-tendering system for the procurement.

II.3) Estimated date of publication of contract notice

25 November 2021

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

The Contracting Authority will be holding Supplier Engagement events online from the 25th October. The supplier engagement sessions will take the form of 45 minute 1-1 meetings and will take place in two parts. Part 1 will offer a chance to brief suppliers on our requirements and procurement approach, and Part 2 will provide an opportunity for supplier questions.

The 1-1 meetings will take place online using Microsoft Teams in the following slots, available on a first come first served basis:

Monday 25th October: 11.00-11.45, 11.45-12.30, 12.30-13.15

Thursday 28th October: 13.00-13.45, 13.45-14.30, 14.30-15.15

Suppliers that wish to attend a 1-1 meeting should register their interest, along with a preferred slot and the details of planned attendees, by replying to this message on the Jaggaer system by 17.00 on Friday 22nd October at the latest.

HOW TO REGISTER ON JAGGAER:

If you are not already registered on the Jaggaer e-procurement portal, go to: <https://fcdo.bravosolution.co.uk/web/login.html>, click "Register" and follow the on-screen instructions. registration is free of charge and takes approximately 10 minutes.

Please also be aware that the portal operates the "Two-factor Authentication" process when logging in. Therefore it is important that unregistered interested suppliers download, read and follow the instructions included in the "Two Factor Authentication" Guide which is available from the Jaggaer homepage.

Once you are registered and have logged in to the system, search for project_7502 / pqq_1140