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Tender

Safeguarding Support for Covid-19 Inquiry

Minister for the Cabinet Office (The Covid Inquiry) acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2023/S 000-026537

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

Published 7 September 2023, 5:14pm

The closing date and time has been changed to:

11 October 2023, 9:00am

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Minister for the Cabinet Office (The Covid Inquiry) acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crownccommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://crowncommercialservice.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://crowncommercialservice.bravosolution.co.uk>

Tenders or requests to participate must be submitted to 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

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

The Cabinet Office 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. The full specification is set out in Contract Schedule 2 (Specification), of the ITT.

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

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3

II.2) Description

II.2.1) Title

Emotional Support for the UK Covid-19 Inquiry - Digital Offer

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

Lot 1 will include the following:

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.

The full requirements for Lot 1 are set out in Contract Schedule 2 (Specification) of the ITT

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £4,522,132

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial contract term will be for 24 months with the option to extend the contract for 2 separate periods of up to 12 months, a maximum overall contract term of 4 years (2+1+1).

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Crown Commercial Service is acting as the Agent on behalf of the Authority.

Places to be awarded is one per Lot.

II.2) Description

II.2.1) Title

Emotional support services for the UK Covid-19 Inquiry - F2F, video and telephone offer

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

Lot 2 will include the following:

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

The full requirements for Lot 2 are set out in Contract Schedule 2 (Specification) of the ITT

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £2,981,322

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial contract term will be for 24 months with the option to extend the contract for 2 separate periods of up to 12 months, a maximum overall contract term of 4 years (2+1+1).

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union

funds: No

II.2.14) Additional information

Crown Commercial Service is acting as the Agent on behalf of the Authority.

Places to be awarded is one per Lot.

II.2) Description

II.2.1) Title

Emotional support services for the UK Covid-19 Inquiry - Staff support offer

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 programmes.

The supplier would be expected to deliver:

Staff Training events

Group reflective support

1-on-1 support

The full requirements for Lot 3 are set out in Contract Schedule 2 (Specification) of the ITT

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £142,195

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial contract term will be for 24 months with the option to extend the contract for 2 separate periods of up to 12 months, a maximum overall contract term of 4 years (2+1+1).

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union

funds: No

II.2.14) Additional information

Crown Commercial Service is acting as the Agent on behalf of the Authority.

Places to be awarded is one per Lot.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Candidates will be assessed in accordance with Section 5 of the 2015 Public Contract Regulations (implementing the directive) on the basis of information provided in response to an invitation to tender (ITT) registering for access.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-021311](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

5 October 2023

Local time

3:00pm

Changed to:

Date

11 October 2023

Local time

9:00am

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

5 October 2023

Local time

3:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/ad50157-eda4-4f65-a768-db3515f56c99>

1) Contract notice transparency information for the agreement;

2) Contract notice authorised customer list;

3) Rights reserved for CCS framework.

The Government Security Classifications (GSC) Policy came into force on 2 April 2014 and describes how HM Government classifies information assets to ensure they are appropriately protected. It applies to all information that Government collects, stores, processes, generates or shares to deliver services and conduct business.

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

Refer to <https://www.ncsc.gov.uk/information/cyber-essentials-fags> for more information.

Some purchases under this framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the invitation to tender documentation). In such cases, Call-offs from this Framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

Registering for access:

This procurement will be managed electronically via the eSourcing suite. This will be the route for sharing all information and communicating with bidders. If you have recently registered on the eSourcing suite for another CCS procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:
<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

For assistance please contact the eSourcing Help desk operated by email at eEnablement@crowncommercial.gov.uk or call 0345 410 2222.

VI.4) Procedures for review

VI.4.1) Review body

Minister for the Cabinet Office (The Covid Inquiry) acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

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Telephone

+44 3454102222

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