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Tender

Employee Assistance Program and Consular Wellbeing

Foreign Commonwealth and Development Office

F02: Contract notice

Notice identifier: 2021/S 000-032148

Procurement identifier (OCID): ocds-h6vhtk-03050b

Published 22 December 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Foreign Commonwealth and Development Office

King Charles Street

London

SW1A 2AH

Email

adam.james@fcdo.gov.uk

Telephone

+44 02070081467

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

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

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

Employee Assistance Program and Consular Wellbeing

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.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

London

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 followup 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.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,500,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 x 12 month optional extension years are available in addition to the initial contract period

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.6) Information about electronic auction

An electronic auction will be used

Additional information about electronic auction

The Authority reserves the right to use an electronic auction (e-auction) at its sole discretion.

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

Date

1 February 2022

Local time

5:00pm

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

2 February 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Important Information for all Potential Suppliers

In order to participate and gain access to the Invitation To Tender documentation in relation to this procurement, potential suppliers should access the FCDO's e-

procurement portal, JAGGAER ONE, available via the below link.

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

Once logged in, search for project reference 7502 and / or itt_4775

If a potential supplier is not registered on the portal, click the link above to be taken to the home page, click the “Click here to register!” button, and follow the on-screen instructions to complete registration.

Please note that the portal operates a Two-Factor Authentication (2FA) login process and unregistered suppliers should read the guidance document available on the portal home page.

Registration takes approximately 5 minutes and is free of charge.

VI.4) Procedures for review

VI.4.1) Review body

FOREIGN, COMMONWEALTH & DEVELOPMENT OFFICE

King Charles Street

LONDON

SW1A 2AH

Country

United Kingdom