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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](mailto: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

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## **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

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### **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

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### **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

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## **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