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Tender

## **Employee Wellbeing and Support Service (Norfolk Support Line)**

Norfolk County Council

F02: Contract notice

Notice identifier: 2022/S 000-033278

Procurement identifier (OCID): ocds-h6vhtk-0387cd

Published 23 November 2022, 4:03pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH - East of England

## **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

## **I.3) Communication**

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

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

## **I.4) Type of the contracting authority**

Regional or local 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 Wellbeing and Support Service (Norfolk Support Line)

Reference number

NCCT42522

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Norfolk County Council wishes to enter into a contract for an Employee wellbeing and support Service (Norfolk Support Line). The Employee Wellbeing and Support Service (Norfolk Support Line) is an employee assistance programme that helps employees to stay in work and be productive through helping them to address issues affecting their psychological health, supports managers in relation to the psychological aspects of managing employees, and support teams where critical incidents have taken place.

**II.1.5) Estimated total value**

Value excluding VAT: £650,000

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.2) Description****II.2.2) Additional CPV code(s)**

- 85100000 - Health services

**II.2.3) Place of performance**

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

**II.2.4) Description of the procurement**

Norfolk County Council wishes to enter into a contract for an Employee wellbeing and support Service (Norfolk Support Line).

### **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: £650,000

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

Duration in months

60

This contract is subject to renewal

No

### **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.1.8) 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

23 December 2022

Local time

10:00am

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

23 December 2022

Local time

10:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Please note services are required in the County of Norfolk. The value of the contract is subject to change depending on the number of employees eligible to access the service.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Nplaw

Norwich

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Council has voluntarily decided to incorporate a standstill period at the point when information on the proposed award of the contract is communicated to tenderers. The standstill period, which will be for a minimum of ten calendar days, provides time for unsuccessful tenders to challenge the award decision before the Contract is entered into. Aggrieved parties who have been harmed or are at risk of harm by any breach of the Council's obligations may take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.