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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): ocids-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

Country

United Kingdom

NUTS code

UKH - East of England

Internet address(es)

Main address

<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

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

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.1.8) 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

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.