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Tender

Employee Assistance Programme and Psychological Services

Network Rail Infrastructure Ltd

F02: Contract notice

Notice identifier: 2024/S 000-040355

Procurement identifier (OCID): ocds-h6vhtk-04c82d

Published 13 December 2024, 9:36pm

Section I: Contracting authority

I.1) Name and addresses

Network Rail Infrastructure Ltd

Waterloo General Offices

London

SE1 8SW

Contact

Becky Spencer

Email

Becky.spencer@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.networkrail.co.uk

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Employee Assistance Programme and Psychological Services

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Network Rail is inviting tenders for the provision of a comprehensive Employee Assistance Programme (EAP) (Lot 1) and Work Focused Psychological Services (Lot 2) as part of its ongoing commitment to employee health and wellbeing. These services will support Network Rail's vision of sustainable health during Control Period 7 (1 April 2024 – 31 March 2029). The initiative aims to provide accessible, confidential resources to help employees manage personal and work-related challenges, enhancing productivity, engagement, and workplace satisfaction.

The successful provider(s) will deliver services that align with Network Rail's Occupational Health, Hygiene, and Wellbeing Strategy, fostering a positive, inclusive workplace culture while complementing existing initiatives. Further information is available on our website: www.networkrail.co.uk.

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: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

2

II.2) Description

II.2.1) Title

Employee Assistance Programme

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85100000 - Health services
- 85147000 - Company health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

1. EAP Service: to provide an industry leading employee assistance programme [EAP] and robust critical incident response service to support the health and wellbeing of our employees, whilst effectively managing the organisational risk relating to reduced worker performance, incapacity, and sickness absence levels.

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: £10,600,000

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

Start date

8 August 2025

End date

7 August 2028

This contract is subject to renewal

Yes

Description of renewals

Initial term of three years with option to extend for two plus two (3+2+2) years.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

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) Description

II.2.1) Title

Psychological Services

Lot No

2

II.2.2) Additional CPV code(s)

- 85121270 - Psychiatrist or psychologist services

- 85147000 - Company health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

2. Psychological Service: to provide specialist psychological services that provides assessment and ongoing care for individuals with mental ill health, psychological disorders and mental health needs associated with increased risks; impairment to functioning and/or complex problems and who may have difficulties engaging in support and treatment.

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: £10,600,000

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

Start date

8 August 2025

End date

7 August 2028

This contract is subject to renewal

Yes

Description of renewals

Initial term of three years with option to extend for two plus two (3+2+2) years.

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 5

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

13 January 2025

Local time

3:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

17 March 2025

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Network Rail Infrastructure Limited

Waterloo General Office

London

SE1 8SW

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court

The Strand

London

WCA 2LL

Country

United Kingdom