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Planning

EMPLOYEE ASSISTANCE PROGRAMME (EAP) SERVICES

The Chief Constable for Devon and Cornwall Police

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066773

Procurement identifier (OCID): ocds-h6vhtk-05cfec

Published 20 October 2025, 2:55pm

Scope

Reference

SWPPS 1325

Description

Avon & Somerset Police, Devon & Cornwall Police, Dorset Police, Gloucestershire Police and Wiltshire Police have a Contract for an EAP Service in place which expires on 30th June 2026.

The South West Police Procurement Service (SWPPS), on behalf of Avon & Somerset Police, Devon & Cornwall Police, Dorset Police, Gloucestershire Police and Wiltshire Police, are currently undertaking early market engagement and considering various route to market options in order to run a successful procurement process for their future EAP Service requirements.

The primary purpose of the Employee Assistance Programme (EAP) is to provide rapid short-term access to welfare assistance and support to Staff and their Families. Psychological absence is one of the Forces' largest areas for absence, and therefore

requires a proactive and reactive approach, both at work and home whilst also reducing short term and long-term absenteeism for the Forces. Support is required in the following areas:

? Personal matters - health, relationships, family, financial, emotional, anxiety, alcohol, drugs, legal information (signposting only inline with HMRC Guidelines - <https://www.gov.uk/expenses-and-benefits-counselling>) and other related issues.

? Work matters - work demands, working relationships, personal and interpersonal skills, work/life balance, stress and other related issues.

Forces currently use a 6-session model for counselling (which offers individuals both virtual and in-person face to face counselling options); whereby the individual is entitled to receive one set of structured counselling sessions (up to 6-sessions) per issue, per year. Couples counselling is a separate entitlement of up to 8-sessions in any 12-month period.

The purpose of the Prior Information Notice (PIN) is for early engagement with the market prior to undertaking a formal tender process which is anticipated to commence in the coming months. Through this market engagement we wish to openly consult with the wider marketplace to share our requirements and gather information whilst also providing information on our current position. We are seeking input from the supply market to inform our requirements, to help refine our specification for the services and help inform our procurement strategy and route to market.

If you are interested in supporting SWPPS with this engagement, please respond to this PIN to hannah.whiting@devonandcornwall.pnn.police.uk, and you will be emailed a pre-market engagement questionnaire, which includes some customer background information. The closing date for expressions of interest is Friday 7th November 2025.

SWPPS are committed to ensuring fairness, openness and transparency, and to follow the Procurement Act 2023. The PIN is issued solely for the purpose of conducting pre-procurement market testing and engagement. Interested parties will not be prejudiced or advantaged by any response or lack thereof to the PIN. This PIN does not constitute a call for competition to procure any services, supplies or works for SWPPS. SWPPS are not liable for any costs, fees, or expenses incurred by any party in replying to the PIN.

Contract dates (estimated)

- 1 July 2026 to 30 June 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services

Engagement

Engagement deadline

7 November 2025

Engagement process description

The purpose of the Prior Information Notice (PIN) is for early engagement with the market prior to undertaking a formal tender process which is anticipated to commence in the coming months. Through this market engagement we wish to openly consult with the wider marketplace to share our requirements and gather information whilst also providing information on our current position. We are seeking input from the supply market to inform our requirements, to help refine our specification for the services and help inform our procurement strategy and route to market.

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Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Contracting authority

The Chief Constable for Devon and Cornwall Police

- Public Procurement Organisation Number: PJZW-2866-PYJW

Middlemoor

Exeter

EX2 7HQ

United Kingdom

Email: hannah.whiting@devonandcornwall.pnn.police.uk

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government