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Planning

Post Incident Support

Scottish Fire and Rescue Service

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-072460

Procurement identifier (OCID): ocids-h6vhtk-05ddd6

Published 10 November 2025, 2:20pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Fire and Rescue Service

Headquarters, Westburn Drive

Cambuslang

G72 7NA

Email

flexibleprocurement@scotland-excel.org.uk

Telephone

+44 1416464637

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://firescotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19543

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Post Incident Support

II.1.2) Main CPV code

- 85121270 - Psychiatrist or psychologist services

II.1.3) Type of contract

Services

II.1.4) Short description

Scottish Fire and Rescue Service (SFRS) is preparing to retender its Post Incident Support Services contract.

This Prior Information Notice (PIN) is being issued to engage with the market early and gather insights from potential suppliers. The aim is to inform the development of the upcoming tender documentation and ensure the specification reflects current capabilities, innovations, and best practices in trauma support and mental health service delivery.

The service provides specialist support to SFRS staff who have been exposed to traumatic incidents in the course of their duties. It complements SFRS's internal Post Incident Support Policy (PISP), which outlines a referral pathway for affected staff. Historically, the service has focused on operational personnel, but the scope will be expanded to include support staff and preventative mental health interventions.

SFRS is particularly interested in understanding:

- Supplier capability to deliver trauma support and mental health awareness training
- Geographic coverage across all regions of Scotland, including remote and rural areas
- Digital tools and innovations that enhance service delivery and accessibility
- Risk management, business continuity, and safeguarding practices
- Qualifications and experience of clinical staff – specific to trauma support and therapies
- Contract management and performance monitoring approaches

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Geographic coverage across all regions of Scotland, including remote and rural areas

II.2.4) Description of the procurement

The Scottish Fire and Rescue Service (SFRS) intends to establish a contract for the provision of Post-Incident Support Services to safeguard the psychological health and wellbeing of staff exposed to potentially traumatic events during operational duties. This service will form a critical component of SFRS's Health, Safety and Wellbeing Policy and Mental Health Strategy.

Scope of Services:

Early Identification and Assessment:

Screening staff following critical incidents using agreed questionnaires.

Clinical assessment for those identified as at risk.

Treatment Provision:

Delivery of evidence-based psychological interventions tailored to individual needs.

Provision of initial, interim, and summary reports to SFRS Health and Wellbeing Department.

Ongoing monitoring of treatment outcomes and cumulative exposure impacts.

Psychological Resilience and Education:

Development of health education packages to promote resilience and self-support strategies.

Training and support for Wellbeing Champions, including accreditation opportunities in areas such as Psychological First Aid, mental health awareness, and suicide prevention.

Psychological First Aid (PFA):

Collaboration with SFRS to embed PFA principles and good practice across the organisation.

Support managers in responding to staff affected by traumatic events.

Partnership Working:

Engagement with internal and external partners (e.g., counselling providers, NHS specialists, charities).

Development of bespoke welfare responses during major or extended incidents.

Service Delivery Requirements:

Nationwide coverage across Scotland, ensuring equal access for all staff regardless of location.

Access to a multidisciplinary team of qualified clinicians (psychologists, psychological therapists, psychiatrists).

Responses to this PIN will help shape the final tender specification, technical questions, and selection criteria. Suppliers are invited to respond to the attached questionnaire, which covers the areas outlined above.

Please note that this PIN is not a call for competition and does not commit SFRS to any procurement process at this stage.

Responses should be emailed to flexibleprocurement@scotland-excel.org.uk by 5:00 PM on 20th November 2025.

II.2.14) Additional information

Scotland Excel (SXL) will be acting on behalf of Scottish Fire and Rescue Service (SFRS) in the execution of this procurement exercise but will not be party to the contract or the management of the contract throughout its lifetime.

II.3) Estimated date of publication of contract notice

8 December 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

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NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=815040.

(SC Ref:815040)