



Occupational Health Services, Employee Assistance Programmes and Eye Care Services

Framework reference: RM3795

Start date: 23 May 2017 – Lot 4

Start date: 31 May 2017 – Lots 1, 2 and 3

End date: 22 May 2020

What you can buy through this framework

This agreement covers the provision of Occupational Health Services, Employee Assistance Programmes and Eye Care Services:

- Occupational Health Services include attendance management advice and assessments, health education, ill-health retirement and workplace assessments
- Employee Assistance Programmes include coaching and counselling services, bullying and harassment support, and health and wellbeing promotion
- Eye Care Services include mobile services

A full list of services available can be found in the lot descriptions on pages 2 and 3.

Who can use this framework

All public and third sector and government organisations can use this agreement.

Why choose us

- Compliant – fully compliant with the Public Procurement Regulations 2015
- Free to use – no customer fees or charges
- Choice – choose from a range of suppliers, all of which can provide national coverage, from small businesses (either as prime supplier or within the supply chain) to large organisations
- Easy to use – simple way to access a comprehensive range of services
- Support – we will provide support and advice on the further competition process

Benefits of using the framework

- Extensive engagement with customer and industry stakeholders during the development of the framework has ensured it reflects the diverse needs of our customers
- Flexible solution - choose lot 1 to combine occupational health and employee assistance programme services, or use lots 2, 3 and 4 to access individual services
- Comprehensive specifications make call-off easier, with clear guidance on the services provided and what is included in the price
- A choice of service options for employee assistance programmes (see page 5 for more details), so you can opt for the most cost-effective option for your organisation
- All-inclusive service options for Occupational Health Services, with clear price structures
- A comprehensive range of service levels specific to the services covered by the framework means you can decide which are most important to your organisation, and should attract a service credit

How the framework is structured

Choose from 4 service options (known as lots):

Lot 1: Full Service for Occupational Health Services and Employee Assistance Programmes:

Occupational Health Services include:

- Telephone Support Services and Online Portal
- Attendance Management Advice and Assessments
- Ill-Health Retirement
- Pre-Appointment and Pre-Enrolment Checks
- Health Education and Consultancy
- Fitness for Task and Safety Critical Work Services
- Treatments (vaccinations, medications and blood tests)
- Workplace Assessments and Adjustments

Employee Assistance Programmes include:

- Online Portal
- Support Services including:
 - Coaching and Counselling Services
 - Bullying and Harassment Support
 - Whistleblowing
 - Mediation
- Trauma and Critical Incident Support
- Health and Wellbeing Promotion and Awareness
- Mediation
- Interactive Health Kiosks

Lot 2: Occupational Health Services:

- Telephone Support Services and Online Portal
- Attendance Management Advice and Assessments
- Ill-Health Retirement
- Pre-Appointment and Pre-Enrolment Checks
- Health Education and Consultancy
- Fitness for Task and Safety Critical Work Services
- Treatments (vaccinations, medications and blood tests)
- Workplace Assessments and Adjustments

Lot 3: Employee Assistance Programmes:

- Online Portal
- Support Services including:
 - Coaching and Counselling Services
 - Bullying and Harassment Support
 - Whistleblowing
 - Mediation
- Trauma and Critical Incident Support
- Health and Wellbeing Promotion and Awareness
- Mediation
- Interactive Health Kiosks

Lot 4: Eye Care Services:

- Display Screen Equipment Eye Care Services
- Safety Eye Care Services
- Mobile Services

How you can buy through this framework

There are 2 options to choose from:

1. Direct award

You can only use this option if you can determine that:

- your service requirement can only be met by one supplier
- the supplier provides the most economically advantageous solution for your requirement and,
- the call-off terms do not need amending

2. Further competition (recommended)

The further competition process is the recommended option, as it is designed to help you get best value for money from the framework by inviting all capable suppliers in the relevant lot to tender for your requirement.

You can run a further competition through our free to use eSourcing portal or your own sourcing system.

(If you are a central government department that we provide an assisted service for the customer operations team in Newport can carry out the further competition on your behalf.)

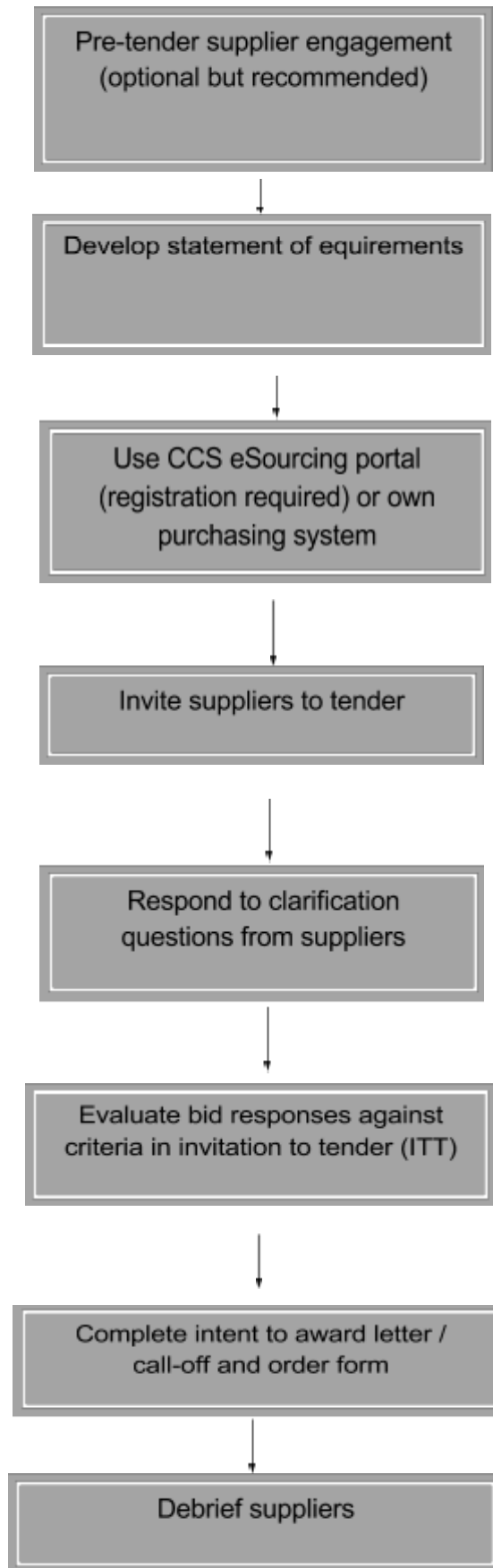
During the further competition process suppliers should be invited to develop proposals to suit your specific statement of requirements.

In line with recommended best practice, you are advised to undertake early pre-tender engagement with suppliers, particularly if you require Occupational Health Services. You must invite all framework suppliers in the relevant lot to bid to ensure transparency, equality and fairness.

The benefits of early market engagement are:

- improved market knowledge and understanding of available service
- insight to the market possibilities and potential innovative solutions
- test the market/concept and inform the procurement strategy
- understand risks and issues not previously considered

Further competition flowchart



Developing your statement of requirements

For Occupational Health Services (OH) and Employee Assistance Programmes (EAP) you have 2 contracting options and need to decide which option best fits your needs:

1. The full service option under lot 1 should be used if you want one supplier to provide both services. Lot 1 cannot be used for only one of the services
2. Access separate services under lot 2 (OH) and lot 3 (EAP), if you only require one of the services or would like different suppliers to provide each service

Eye Care Services are provided as a separate option (lot 4).

By using the framework specifications you will be able to develop your own comprehensive specific requirement clearly and concisely.

For EAP provision, consider which of the 2 service model options is most suitable for your organisation -

Option 1 – Fully inclusive headcount model:

- Online Portal
- Telephone Services
- Bullying and Harassment Support
- Whistleblowing Services
- Management Support Services
- Coaching and Counselling Services – including therapeutic interventions (up to 6 sessions per year per employee)
- Case Management
- Publicity and Promotion

With this option Trauma and Critical Incident Support, Mediation, Interactive Health Kiosks, additional Coaching and Counselling Services (over the inclusive 6 sessions) and Health and Wellbeing Promotion and Awareness are not included in the fully inclusive headcount model.

Option 2 – Telephone Advice and Online Portal headcount model:

- Online Portal
- Telephone Services
- Bullying and Harassment Support
- Management Support Services
- Publicity and Promotion

With this option all other services including Coaching and Counselling Services are paid on a per use basis.

Pricing

Maximum rates have been agreed with each supplier at framework level. The price schedules are available to view in the [CCS eSourcing tool](#). You will need to register to use the site. Guidance on registering is on the link above. Under the further competition process you may obtain reduced prices. Suppliers should not, however, exceed these maximum rates unless you request services and delivery models that exceed the levels set in the framework specification. Please advise us if maximum rates are exceeded.

Price schedule templates have been developed for you to use in a further competition (these are available on the CCS website). Instructions for completion are included on the individual schedules. Headcount and estimated annual volume figures must be inserted, where indicated, to enable suppliers to submit informed bids. Any service elements and/or sheets on the template(s) covering services that are not required can be deleted. Please ensure that price schedules accurately reflect your Statement of Requirements.

Evaluation criteria

All bids have been evaluated at framework level using the criteria of most economically advantageous tender

You can vary the framework evaluation weightings at call-off stage by +/- 10%. The table below details the range for each lot:

Lot	Criteria	Framework weightings	Percentage weightings to be set by the Contracting Authority
1, 2 and 3	Price	40%	30% - 50%
1, 2 and 3	Quality	60%	50% - 70%
4	Price	70%	60% -80%
4	Quality	30%	20% - 40%

Services levels

Service levels are included in Annex A of each of the framework specifications and are relevant to the specific service (specifications are available to view on the documents tab of the webpage). These have been specifically developed for the services offered in this framework as a means to ensure high quality and consistent service delivery.

You may use either the standard service levels in Schedule 6 of the Call-Off Contract or those contained in the specifications. If the latter are used a number of Call-Off Terms and Conditions will need to be amended - guidance is provided on Annex A.

You will need to determine which service levels are important to your organisation i.e. which will have the most significant impact on the operation of your business. You will then need to apply an appropriate service credit.

Please note that not all service levels will attract a service credit.

Specific areas for consideration

All price schedules MUST include information on headcount and estimated annual volumes:

- You should carefully consider before requesting additional services as these may already be covered in a service already specified. Please contact us for advice.
- Specialist phone lines (EAP) are part of the standard service i.e. bullying and harassment, whistleblowing. Requesting an additional line may result in unnecessary expense.
- Consider using the range of delivery options available online, telephone services and face to face.
- Does TUPE - Transfer of Undertakings (Protection of Employment) - apply to your requirement? Ensure Call-Off Schedule 10 is completed (whether or not TUPE applies).

Help and advice

If you would like help deciding which service or buying option will best meet your specific needs please get in touch with our category experts:

- Email info@crowcommercial.gov.uk
- Call 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

www.gov.uk/ccs



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