



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

14 July 2017
EMA/452490/2017
European Medicines Agency
Administration and Corporate Management Division

Ex ante publicity of a negotiated procedure

EMA/2017/22/ST – Employee Assistance Programme

The European Medicines Agency (hereinafter referred to as “the Agency” or “EMA”) is a decentralised agency of the European Union (EU) currently based in Canary Wharf in the Docklands area of London (E14). It began operating in 1995. Please note that the Agency might need to relocate to another EU Member State during the contractual term now that the UK has notified the EU of its intention to leave the EU under Article 50 of the Treaty on European Union.

The Agency intends to procure services for an Employee Assistance Programme and Helpline through conclusion of a framework contract for a period of 24 (twenty-four) months with the possibility to renew twice, each for an additional period of 12 (twelve) months, up to a total maximum duration of 48 (forty-eight) months under the same conditions.

The scope of this contract shall be:

To provide to all agency employees and their families a straight forward and confidential employee assistance programme and helpline 24/7 by qualified specialists, counsellors and legal and financial advisers.

The Employee Assistance Programme and Helpline should include a comprehensive, user friendly, easy to navigate website; a helpline that provides an opportunity to talk through and obtain guidance with any personal or work-related issues, some of which may be affecting performance at work as well as the possibility to have some individual face to face counselling.

A negotiated tender with a maximum budget of £60,000 is planned to be launched in August 2017 and the contract awarded will be for a period of 24 (twenty-four) months with the possibility to renew twice, each for an additional period of 12 (twelve) months, up to a total maximum duration of 48 (forty-eight) months under the same conditions.

Prices must be submitted in pound sterling.

Interested economic operators meeting the minimum technical requirements and the criteria below may express their interest by sending an e-mail indicating the reference number and subject of the procurement to: EAP.22.ST@ema.europa.eu together with the name, address and business details before noon (GMT) on 31 July 2017.

The following minimum technical requirements shall apply to this framework contract:

30 Churchill Place • Canary Wharf • London E14 5EU • United Kingdom

Telephone +44 (0)20 3660 6000 **Facsimile** +44 (0)20 3660 5555

Send a question via our website www.ema.europa.eu/contact

An agency of the European Union



- Compliance with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU.
- The telephone helpline and counselling services must be available 24/7 and be free of charge for calls made from the UK.
- Face-to-face counselling must be included as part of their services. The first appointment with a face-to-face counsellor should be arranged within 5 working days of referral.
- The website availability must be 24/7 at 98% level of service including downtime for maintenance. 98% is the minimum availability requirement.
- The employee assistance programme service provider shall comply at all times with the applicable EU data protection legislation including Regulation (EC) No 45/2001, the Data Protection Directive (95/46/EC), Regulation (EU) 2016/679 and all applicable laws and regulations related to the processing of personal data and privacy and shall not perform their obligations under the Contract in such a way as to cause either party to breach any of its obligations under the Data Protection Legislation. The employee assistance programme service provider shall immediately notify the Agency in the event that it becomes aware of any data security breach.

Interested economic operators should comply, at least, with the following criteria:

- All tenderers must have authorisation to perform the contract under national law.
- The average annual turnover of the tenderer must be a minimum value of £30,000 for each of the last two financial years.
- Relevant previous experience of the tenderer in the provision of services in the fields covered by this procurement procedure: the tenderer must have handled three contracts of at least similar size and nature within the last three years.
- Staff providing the Helpline (advisors) must be professionally qualified as well as those providing counselling services. For advisors, at least Citizen Advice trained or equivalent; for counsellors, a qualification to at least diploma level (BACP, BPS, UKCP accredited or equivalent). In addition, counsellors must have a minimum of 5 years counselling experience.
- The number of staff available (both for the helpline and the counselling services) must be sufficient to execute the contract adequately and to a high standard of quality.
- Measures established to ensure high quality and timely services to customers.

This publication does not constitute any obligation on the part of the Agency to invite any economic operator having expressed its interest to tender. Only the candidates invited to tender by the Agency will be admissible. Registering interest to receive an invitation to tender in a negotiated procedure of this type does not create any legal right or legitimate expectation on the part of any economic operator.