

## New Enterprise Allowance Phase 2 CPA12a Post Tender Clarifications (PTC)

Date	Question	Clarification	Response
04/03/2019	1.4.5	<p>In response to question 1.4.5 regarding Premises for delivery of NEA Phase 2, you have provided a list of 114 locations for delivery of NEA including local JCP offices and stated that you will deliver LUSUs, Mentoring and Initial Assessments from these locations. Can you provide full details of who has agreed delivery can be in JCP offices for each location, and the amount of space they have agreed to release to you as, as you are aware, this may be chargeable. Where no such agreement has been made, these offices should not be included as a delivery location, and Appendix 4 of question 1.5.4 should be amended accordingly.</p>	<p>With such a tight turnaround of 2 weeks for a new CPA we did have to put this together quickly, we had a team researching and calling the range of venues in the region to get a understanding of availability, facilities, price, capacity etc Regarding the JCP's, in the main we took this from the current incumbent who listed these particular JCP's as locations they currently deliver from, so we hoped there would be an appetite to continue the relationship if we were the new successful NEA provider</p> <p>For ease we have removed them for now and would welcome a conversion if successful about the availability and pricing of some JCP's. We also state in the ITT we would have the facility to do Online and Telephone appointments, particularly in the more remote parts of the CPA</p>
05/03/2019	1.4.6	<p>Within your response to question 1.4.6 Delivery Proposal you have detailed workshops will be monthly in smaller towns. Given a LU:SU must be held within 15 days of referral please explain how you will meet this timescale?</p>	<p>Our proposal for smaller geographical volume areas was monthly depending on demand, we expect to build relations with local JCP's so they know when LU;SU's will be happening so we can both make best use of time and resource. In the Interim period we would of course be able to conduct LU:SU as and when customer demands and if needs be on a 1 to 1 basis via telephone and Online</p>
05/03/2019	1.4.6	<p>Under Quality you have stated Our workshop opens with a welcome, domestics &amp; icebreakers, e.g. Business in a Box. How does this work in a virtual environment and how many participants will be allowed in a virtual situation?</p>	<p>Our virtual workshops will still have a welcome and domestics, this would be tailored accordingly for Online delivery, i.e. when the breaks will be, Introduction to NEA and other people etc Icebreakers and Exercises can still be competed by the group, with participants having the ability to see the trainer therefore follow the workshop and also the option to interact, feedback and ask questions. We expect no more than 20 will attend a Virtual session, with a more regular group size of 5-10.</p>

05/03/2019	1.4.11	<p>You have provided details of your Best Practice Methodology which is designed to drive up performance and has shown a REDACTED% uplift in trading starts.</p> <p>You have stated REDACTED% IA to BP cohort conversion is achievable however Commence Trading is only REDACTED%. This is inconsistent with the narrative provided around your performance within the ITT and the supporting information .</p> <p>Please explain why you anticipate a significant drop off rate from REDACTED% of BP approval to REDACTED% CT, or consider revising this figure.</p>	<p>Apologies for any confusion caused. Firstly, in regards to the best practice methodology section:</p> <p>'Best Practice Methodology: This pure cohort &amp; caseload management model is proven as successful and has resulted in higher performance levels E.g. The improvement in CPA 11 performance has been far greater than for any CPA, where all MPLs rose above profile, with REDACTED% average uplift for Starts &amp; Pre-Starts &amp; REDACTED% uplift across Trading Starts &amp; 26 Week Trading.'</p> <p>This was provided as an example of where PeoplePlus has improved overall performance and relates back to when we inherited Scotland from the Wise Group. We state an average uplift in performance for Starts on Schemes and Pre Starts of REDACTED% and an average of REDACTED% for TS and 26 weeks. For TS and 26 weeks, this meant that when we inherited the CPA we improved the performance from where it was by an average of REDACTED%, taking Scotland to now achieving its MPL of REDACTED% for Trading Starts.</p> <p>We believe the situation in CPA12 is slightly different, the actual conversion rates are good, but we believe this is due to the low volume of Starts onto the Scheme, averaging under REDACTED a month in the last few months, which has made it financially unviable. We want to use our track record and experience to drive higher Start Volumes which would increase the volume of outputs also.</p> <p>Secondly, our Trading Starts MPL is listed at REDACTED% as we had to consider the financial envelope available for this CPA, the risks involved and the overall commercial viability. That coupled with our knowledge of NEA nationally that indicates a high drop off rate in-between BP and Trading Start where customers can drift, be applying for a loan, find a paid job etc.; the challenging geography; and the current situation in the CPA, leads us to believe that REDACTED% is a realistic target for CPA12, but of course and as mentioned, this is our baseline target and that we will look to exceed this where possible.</p>
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07/03/2019		<p>In the Pricing Summary Tab, Table 1C, this does not seem to be calculating properly, it is over calculating the prices ( Just row 80 ) and we cannot manually override, we believe there is an error in the formula. For the purposes of clarity Table 1B is correct for total contract value, as is I64 and if successful what we would expect to be paid upon”</p> <p>This is as result of the formula calculating 40% of the total contract value cost (cell I64) rather than 40% of the total costs of the NBS in cell L64. This effected cell M80, M83 and M90 in table 1C, “Income” and cell I99 in table 1D “Working Capital” as a result</p> <p>The Authority has now amended this error in your returned pricing schedule (attached to this message).</p> <p>In addition, the authority has amended some other cells conditional formatting to eradicate the red and false flags with no effect on any of your calculations. The changes specifically are:</p> <p>The red false flags in O56, O62 and J99 in the “1 Pricing Summary CPA12a” tab and Cell J940 in the “2. Assumptions CPA12a” tab (which were as a result of rounding errors).</p> <p>The red conditional formatting of O70-73 which did not require conditional formatting.</p> <p>Could you check you are content with these changes, and therefore the pricing schedule attached. If so, could you return the attached pricing schedule as a reply to this message to confirm that this new version is your current bid submission.</p>	New Annex S re submitted
07/03/2019	<p>Quality Question 1.4.2 Management Structure First Paragraph, Page 3</p>	<p>Could the bidder please clarify what the cost for the “National Operations Manager”, “Enterprise Manager” and “Managing Director” is, and how much FTE will require? As they are not listed in the pricing schedule.</p>	<p>There is no cost associated to these roles in pricing schedule, PeoplePlus will fund the related costs associated to this</p>
07/03/2019	<p>Quality Question 1.4.2 Management Structure Last Paragraph, Page 3</p>	<p>The Quality states “Alongside potential TUPE transfer, if required, we will launch a recruitment campaign to create a high performing team”. There were no recruitment costs mentioned in the pricing schedule. The Authority wants clarification on how this will be funded?</p>	<p>There is no cost associated to recruitment in pricing schedule, PeoplePlus will fund the related costs associated to this</p>

07/03/2019	CCR, 2. Assumptions CPA 12A, Cell G52. Quality Document 1.4.3 Staff Resources, Table presented at the top of Page 3	Can the bidder clarify which is correct? In the CCR it states that 4.41 FTE Business Advisors will be recruited, but in the Quality Document it mentions the 5 FTE Business Advisors will be available at peak times.	The finance model is correct at 4.41 Business Advisors and 0.2 Growth Advisors, totalling 4.61, and takes an average over the years. The narrative asks for a peak period, which will be in the middle of year to and higher than the average of 4.41, so was averaged up to 5.0.
07/03/2019	Quality Document 1.4.3 Staff Resources Page 4	Can the bidder clarify how it will fund the 'dedicated support staff based at PP's head office, working solely on NEA: Claims Validators, Customer Service Advisors, Quality & Compliance'? As there were no overhead costs or support staff listed in the pricing schedule.	There is no cost associated to support staff in pricing schedule, PeoplePlus will fund the related costs associated to this
07/03/2019	Quality Document 1.4.15 Quality page 3, line 12 and 13	Could the bidder please clarify what the costs for the, "Head of Business Support & Assurance"" and "Commercial Director" are and how much FTE this will require as they are not listed in the pricing schedule.	There is no cost associated to these roles in pricing schedule, PeoplePlus will fund the related costs associated to this
07/03/2019	Quality Document 1.4.15 Quality page 3, line 18	The Authority wants to know the cost of "Contract Assurance Officers (CAOs) who complete contract assurance monitoring of each direct delivery site & each subcontractor, on a 6-monthly cycle, against our Contract assurance strategy." as they are not listed in the pricing schedule.	There is no cost associated to these roles in pricing schedule, PeoplePlus will fund the related costs associated to this
07/03/2019	Quality Document 1.4.15 Quality Page 3, line 47 to 49 continuing on to page 4 line 1,	Can the bidder clarify how it will fund "The validation of claims & PRaP processing is administrated by our national claims team, who are managed by our National Claims Manager, who reports to the Commercial Director, ensuring a separation of duty between those reporting performance & those submitting claims."? There are no National Claims Manager, or any claims staff costs listed in the pricing schedule.	There is no cost associated to these roles in pricing schedule, PeoplePlus will fund the related costs associated to this
07/03/2019	Pricing Schedule, Assumptions, Corporate Overheads, section 3L.	Within the pricing schedule the bidder states "To cover the Management cost of the Enterprise management team, Enterprise Director who oversees and has ultimate accountability for the contracts, Enterprise National Operations manager who manages the contract managers, Enterprise Business development manager who lead putting the bids together and works to enhance NEA. Enterprise Growth and Implementation manager who if successful would implement these contracts, bring innovation and resources to the contracts. Also covers other central functions like but not restricted to HR, Finance, Commercial and IT". However, the pricing schedule corporate overheads has no costs input, please clarify.	There is no cost associated to contribution to corporate overheads in pricing schedule, PeoplePlus will fund the related costs associated to this. Apologies the narrative in the Assumption box related to Corporate Overhead should not have been there and has been removed

04/04/2019		Can/Will DWP insert into the contract the approval as we discussed In the kick off meeting to use 'Virtual Delivery' for each element of the customer journey and end to end if appropriate	As a point of clarification, and as discussed at the start up meeting, Virtual Delivery of each element of the customer journey is acceptable, but we also expect there to be significant face to face delivery within the contract. It is accepted that for some customers, particularly ESE, virtual delivery may be preferable, however for other customer groups face to face is more beneficial and no action should be taken to deter people from face to face delivery. During this discussion, you agreed that your expectation was that virtual delivery would be for a minority of customers, and you do not anticipate take up of virtual delivery for the majority. Where a LUSU is delivered virtually, you should ensure that the number of participants is broadly in line with that in the Specification (i.e.15) and not significantly higher than this, to ensure the effectiveness of the session.
04/04/2019		Can DWP confirm what is required from DWP side in order for PeoplePlus to set up live webinars, i.e. does anything need to be input into DWP IT systems, how do JCP's book customers onto Webinars etc Can you share the current process already in use for this please.	Any virtual delivery must be through Peopleplus IT systems, and is subject to approval of your Security Plan. This has no impact on DWP systems, and DWP will not fund any additional requirements you may have to deliver any element of the service virtually. In terms of referrals to the programme, this will be the same process as detailed in the specification and it will be for Peopleplus to determine how that referral is handled on their side where a virtual delivery method is being used.