# **Request For Proposal (RFP)**

**Information and Instructions for potential suppliers**

**August 2022**

**Category: Performance Review Services**

in relation to an evaluation of Seetec Pluss’s performance on the Work and Health Programme: Job Entry Targeted Support (WHP JETS) - Southern Region

## RFP reference: SP/PR&E – 08/2022

### Contents

This document contains several different sections detailing the services required and outlined further below. Please ensure that this document is reviewed in its entirety for completeness. If any section(s) is/are found to be missing, please contact the appropriate Seetec Pluss representative named within this document without delay. **Failure to do so may compromise the integrity of any subsequent submission, with any incomplete proposals deemed to be non-compliant. Any non-compliant proposal is subject to exclusion from the evaluation process at the sole discretion of Seetec Pluss.**

**Note:**

Any required additions and/or corrections to the original RFP document will be communicated in writing to all recipients.

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### Contact details

Should you have any queries relating to this RFP or require any further explanation, communications should be directed to the representative named below:

|  |  |
| --- | --- |
| Name | Andrew Jarvis |
| **Position** | Senior Procurement Category Manager |
| **Mobile Telephone** | 07548 096689 |
| **E-mail** | andrewj.jarvis@pluss.org.uk |

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### Seetec Pluss Ltd (Seetec Pluss) Overview

Seetec Pluss is a leading provider of work and wellbeing services that inspires thousands of people to find and progress in work each year.

We work closely with our participants, commissioners, local communities and businesses to empower people to feel good, find work, gain independence and take control of their lives.

### Seetec Pluss Procurement

Our vision is to ensure we achieve the best possible services at the right price to ensure we can continue to work with and deliver against our wide-ranging employment and health services programmes, that support participants in overcoming barriers, enabling progression and helping them to progress through the programme.

Further information on Seetec Pluss, including who we are and what we do can be found by visiting: https://www.seetecpluss.co.uk/

### Requirement Information

**Scope**

* This RFP document gives both current and potential suppliers the opportunity to submit proposals for the supply of services required by Seetec Pluss Ltd.
* The RFP is designed to help suppliers provide consistent and comparable proposals.
* The scope of this RFP covers the supply of a performance review and evaluation of Seetec Pluss’s contract with DWP to provide services under the Work & Health Programme: Job Entry Targeted Support (“**WHP** **JETS”)** programme, which Seetec Pluss have been delivering since October 2020. It is expected that the supplier will deliver a report that identifies best practice to support Seetec Pluss’s existing employability programmes, alongside recommendations for future modelling & delivery of Employability programmes.

**Submission**

* Supplier proposals must be returned **no later** than 4pm BST on 30th August 2022
* All supplier responses are to be made via e-mail in the stipulated format and application. Any deviation from this may inhibit our ability to assess your submission, any may result in disqualification from further review.
* No hard copy is to be submitted in response to this RFP unless specifically requested by the originator of the RFP named in the “Contact Details” section.
* By submitting a response to this RFP suppliers/contractors accept all of the provisions of this document including service level expectations and the application of Seetec Pluss terms and conditions of purchase.

**Evaluation**

* The RFP contains specific instructions detailing the type and format of information that is required. **Failure by a supplier to either follow the requested format or respond to all questions may inhibit our ability to evaluate your proposal and result in proposal rejection**. The RFP is intended to permit Seetec Pluss to evaluate all sourcing options that are available and identify an option which meets our objectives of cost, quality and service optimisation. Completeness of response is vital to allow valid evaluation.
* Each proposal submitted will be evaluated impartially against the same set of criteria which may include, but not necessarily be limited to, the following:
* Service level capability
* Relevant experience / expertise and references
* Service / purchase price competitiveness
* Any information relating to spend or volume is to be regarded as indicative only and is not to be interpreted or construed as any commitment or obligation regarding future business levels.
* Should the indicative values be exceeded significantly during the term of the agreement then the parties agreed that rebates may apply, therefore please provide examples of the structure of any possible rebate mechanisms that you are willing to adopt/apply
* Creativity and proactive approaches to reduce overall costs will be taken into consideration.
* Suppliers are encouraged to provide any additional information (in a concise format) that may support their proposals.
* Seetec Pluss may need to contact suppliers for clarification or additional information concerning their proposal and may request presentations both electronically and/or via site visits. **Due to the desire of Seetec Pluss to limit environmental impact and dispersed working locations, it is highly likely that any required presentations will be undertaken remotely.**

**Responsibility for supplier Proposal costs**

* Any and all costs incurred by suppliers in the development of proposal responses and their subsequent submission are entirely the sole responsibility of the proposing party and shall not be charged in any form or manner to Seetec Pluss.

**Contract Duration**

* Any contracts/agreements will include a specific termination clause. Seetec Pluss reserves the right to reconsider at any time any contract/agreement that no longer matches its expectations in terms of service and/or cost profile.
* Contract Duration: c. 6-7 months, from award until mid-April 2023

**Payment Terms**

* Standard Seetec Pluss payment terms shall apply to any contract / agreement.
* Standard payment terms are 30 (thirty) days net monthly account.
* No other payment terms shall be acceptable unless agreed to in writing by a representative of Seetec Pluss.
* Any invoice received that states unauthorised or unagreed payment terms shall automatically default to Seetec Pluss standard payment terms.
* Suppliers are encouraged to respond with invoice payment proposals that minimise the number of payment transactions or reduce administrative burden for invoice payment by any alternative mechanism.

**Withdrawal of Proposal**

* Suppliers may withdraw their proposal from consideration at any time prior to reaching of an agreement by notifying the nominated Seetec Pluss representative in writing.

**Right to Reject**

* Seetec Pluss reserves the right to reject any or all proposals or any portion thereof and is not required to disclose the reasons for rejection.
* Neither receipt of a proposal by Seetec Pluss nor failure to reject a proposal shall impose any legal obligation(s) upon Seetec Pluss.
* Seetec Pluss is under no obligation to procure or contract for the goods or services requested in this RFP document.

**RFP Documents**

* Seetec Pluss reserves the right to retain all proposal submissions.
* No proposals in whole or part, or any accompanying information, will be returned unless such arrangements are made in advance of receipt of the proposal by Seetec Pluss. Any and all costs incurred would be the sole responsibility of the requesting party.

**Proposal Process completion**

* Discussions and/or negotiations will be based upon the initial responses to this RFP. However, if, at the sole discretion of Seetec Pluss, these discussions are deemed unsuccessful with any or all respondents, then Seetec Pluss reserves the right to discontinue the process.
* Notwithstanding any other statement in this RFP, Seetec Pluss is under no obligation to enter into any agreement or contract with any respondent.
* The proposal process will conclude when Seetec Pluss executes an agreement or enters into a contract with a selected supplier, **OR** when Seetec Pluss terminates the proposal process for any reason.
* Seetec Pluss is under no obligation to disclose the reason(s) for termination of the proposal process.

**Proposal Validity**

* Each and every aspect of the supplier proposal must remain valid for a minimum period of 90 (ninety) days from the closing date for receipt of proposals.

**Specification Compliance**

* Suppliers are expected to ensure absolute conformity and compliance with the specification contained within **Schedule (1)** of this RFP.
* Any deviation from the required specification must be highlighted and a supporting statement provided explaining why there is a deviation and how compliance with Seetec Pluss’s performance expectations would be achieved.
* It will be mandatory that following the reaching of any contract/agreement, any proposed changes to the original specification as detailed within this document, encompassing aspects such as product/process/service **must only be instigated with the express and written permission of a representative of Seetec Pluss**, irrespective of whether there is any impact upon performance.
* Any supplier selected by Seetec Pluss will have responsibility for ensuring that all relevant environmental, national and international legislation, directives, approvals, by-laws, standards, regulations and accreditations are fully adhered to and complied with under all circumstances. It is the responsibility of the supplier to ensure that any changes, amendments or updates to such aspects are fully implemented in accordance with requirements no later than the designated date by which such changes, amendments or updates come into force.

**Ordering Method**

* Seetec Pluss is continually striving to purge transactional activity from the supply chain, and therefore will adopt the most effective and beneficial approach to communicating requirements to suppliers.
* The method of order placement will depend upon the type of good/service being requested.
* Options for placement of orders could include, but not necessarily be limited to, the following:
* Individual purchase order generation
* Generation of a ‘blanket order’ covering a specific time period in conjunction with a consolidated list of approved services/goods.
* Ordering method will be determined by Seetec Pluss and will be discussed with selected shortlisted suppliers.

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### Supplier Performance Management

**Performance Monitoring**

* In order to support the levels of organisational performance demanded by Seetec Pluss, suppliers will be expected to consistently achieve specific service levels.
* Accordingly, a high level of technical competence is required of all suppliers such that effective performance-monitoring information reports can readily be provided. It should be noted that Seetec Pluss expects a professional approach from all its suppliers, and performance measurement plays a vital role in ongoing supplier evaluation.
* Performance management is a responsibility of both Seetec Pluss and its suppliers. It is expected that suppliers will participate in evaluation of appropriate performance metrics on a reciprocal basis with Seetec Pluss.
* Achievement of agreed service levels will be reviewed on a regular basis between Seetec Pluss and the Supplier. **Any deviation from agreed parameters will be linked within any contract/agreement to a schedule of financial rebates payable to Seetec Pluss in the event of adverse performance.**
* It is expected that if performance falls below an agreed standard, the selected supplier will make all necessary endeavours to address the issue(s) raised, in order to bring performance back to an acceptable level. Seetec Pluss will work with the supplier when and where appropriate to promote supplier development and performance improvement, however, consistent failure to achieve minimum acceptable standards, sustained deterioration in performance levels, or failure to address the causes of performance deficiencies will be considered as appropriate grounds for Seetec Pluss to consider termination of any/all contracts/agreements that may exist between Seetec Pluss and the supplier.
* Specific Service Level Agreements (SLA’s) and/or Key Performance Indicators (KPI’s) will be in accordance with the requirements of any contract/agreement.
* Regular reviews will be held attended by Senior Management representation of both parties in order to evaluate supplier performance against expectations and obligations.
* **In order to support the anticipated requirements of a programme of supplier performance management, it is expected that selected suppliers will ensure that a defined and empowered account management structure is installed at the outset of any contract/agreement.**

**Audit**

* Seetec Pluss reserve the right to conduct a comprehensive supplier audit as part of the supplier selection programme.
* Following the award of any contract/agreement, periodic audits of systems and procedures will form an integral element of the supplier performance management and development initiative.
* Specific improvement plans will be required to address any audit observations, and these will form part of the improvement targets to be assessed at the regular review meetings.

**Competitive Pricing**

* Seetec Pluss expects suppliers to be highly competitive on the criterion of price at the outset of any business relationship, and just as importantly, on an ongoing basis. Quality and customer service levels must remain of paramount importance and must not be sacrificed or compromised in order to achieve competitive pricing.
* Seetec Pluss also expects that suppliers will continually identify and recommend activities that will contribute to further improvements to quality or service.
* Suppliers must be willing to provide comprehensive cost-breakdown information relating to the provision of goods/services if so requested by Seetec Pluss. Details that may be requested could include, but not necessarily be limited to, aspects such as material cost / direct labour rate / indirect labour rate / overhead contribution / profit margin / packaging costs / transportation / etc.

**Continuous Improvement (CI) philosophy**

* Seetec Pluss has an expectation that all of its suppliers will continually work towards improving their own systems, processes and products with the intention of reducing cost and purging of non-value added activity out of the organisation.
* Suppliers will be expected to demonstrate their proactivity with regard to continuous improvement activity on an ongoing basis.
* Continuous improvement is a part of the supplier management and development programme that will be utilised by Seetec Pluss.

### Submission Instructions

* All proposals are to be returned to the nominated Representative named within this RFP document.
* Submissions are to be returned via e-mail in the stipulated application & format; non-compliance with this requirement may be considered as suitable grounds for disqualification from further consideration.
* No hard copy documentation should be submitted unless explicitly requested by Seetec Pluss Purchasing.
* By submitting a response to this RFP, respondents accept Seetec Pluss’ standard terms and conditions of purchase and understand the context of the requirement.
* Proposal details must only be submitted for those areas that the supplier is both confident and capable of being able to provide. If an item/product group/service is beyond the current scope/capabilities of the supplier, then this aspect should be omitted from inclusion on any proposal.
* All files must be scanned for viruses using a market-recognised and up-to-date computer program prior to return to Seetec Pluss.
* Recipients of the RFP are obliged to promptly notify Seetec Pluss of any ambiguity, inconsistency, or error that they discover upon examination of the RFP documents that could impede their ability to submit a valid proposal within the indicated timescale.
* Any attempts to unduly influence any Seetec Pluss personnel with regard to the outcome of the evaluation and selection process, or any other attempt to distort, restrict, undermine or delay the process will be considered as sufficient grounds for immediate disqualification from the process with no right of appeal. This is at the sole discretion of Seetec Pluss.
* Activities that could be construed as being sufficient grounds could include, but not necessarily be limited to, the following circumstances:

(a) Communicating to a person, other than the person calling for these submissions, the amount or approximate amount of the proposal, or any other commercially sensitive information.

(b) Entering into any agreement or arrangement with any other person that they shall refrain from submitting a proposal or influence the amount of any proposal to be submitted.

(c) Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other submission or proposed submission for the said work any act or thing of this sort described above.

* In this declaration, the word “person” includes any persons and any body or association, corporate or incorporate; and “any arrangement” includes any such transaction, formal or informal, and whether legally binding or not.
* **All proposals must be received by Seetec Pluss NO LATER THAN 4pm BST on 30th August 2022**

### Service Level Expectations

**Purpose**

* The purpose of this section is to unambiguously state service standards expected of the supplier and Seetec Pluss. It details the responsibilities placed on both parties in order to achieve the standards set out in this document. It is to be read in conjunction with the RFP document.

**Amendments**

* Any amendments to this document will only be by agreement of both parties and must be in writing. The document will be re-issued and signed after any amendments are agreed.

**Review**

* Reviews of the Service Level Agreement will be attended by Senior Management Representation from both parties and will include a comprehensive review of all aspects of business performance including adherence to stipulated Service Level Agreements (SLA’s) – Schedule (2).

**Pricing**

* The prices applicable to the Contract must relate to the services/goods being supplied *and must be inclusive of delivery charges*.
* **It must be noted that Seetec Pluss do not accept ‘standard’, ‘blanket’ or ‘annual’ price increases.**
* Seetec Pluss are looking for ways in which to reduce expenditure year-on-year and expects its suppliers to do the same.
* In the event that extraordinary circumstances prevail, then any proposed adjustment to pricing must be submitted in writing to the Seetec Pluss authorised representative no less than 60 (sixty) days in advance of the suggested effective date. Any variations in pricing are subject to discussion. Any invoices submitted by a supplier at a price higher than that agreed and confirmed in writing by a Seetec Pluss authorised representative will be debited back to the prevailing value pending conclusion of any negotiations. **No price is valid until agreed in writing by Seetec Pluss’ authorised representative.**

**Volumes**

* Any volumes indicated within any RFP document or indicated at any other time and in any other medium, including verbally, are to be regarded as indicative only for the purposes of obtaining and evaluating competitive quotations. Any volume information referenced does not impose any obligation or commitment upon Seetec Pluss to take any or all of any items/services listed at the volumes given.
* Any volumes called-off within a particular contract are not to be regarded as either a constant level of demand or as any indication of any trends within the demand profile – historical information should not be used as a baseline for assessment of future demand.

**Purchase Orders**

* For each purchase made, Seetec Pluss will provide a purchase order number The supplier **must** refuse to provide the goods/services should Seetec Pluss staff fail to provide this number. Failure to adhere to this requirement will be regarded as a fundamental breach of this Service Level Agreement.

**Product Specification**

* All products provided under the terms of the agreement must be always compliant with all appropriate and relevant national and/or international standards.

**Schedule (1): SPECIFICATION**

1. **Purpose**
   1. Seetec Pluss Ltd is seeking to establish an Agreement for Evaluation of the Work and Health Programme Job Entry Targeted Support (WHP JETS) it has undertaken, in line with Commissioner requirements (DWP and European Social Fund) and to identify any best practice areas, as well as areas for ongoing business improvement.
   2. The Agreement shall be for a period of up to 7 months from the date of contract, with the review to be completed by 31st March 2023 at the latest
2. **Background To Requirement**
   1. In October 2020 WHP JETS was introduced as a separate strand of WHP ‘Core’ programme, to provide early ‘light-touch’ employment support to complement the wider labour market offer of support through a sector-based approach that responds to local priorities.
   2. WHP JETS provides specific support to help those who are unemployed and in receipt of benefits for at least 13 weeks and at the point of referral be in receipt of New Style JSA or UC Intensive Work Search regime. The WHP JETS programme provides early support to complement the wider labour market offer of support through a sector-based approach that responds to local priorities.
   3. The Critical Success Factors which determine the overall effectiveness of the WHP JETS are:
      1. Make support available to people who have been out of work and in receipt of benefits for at least 13 weeks, to help them achieve paid employment.
      2. Maximise the opportunities to support people to find work within the available resources / capacity.
      3. Support each Participant to develop realistic job goals and career paths; identify suitable and achievable steps to realise these goals.
      4. Ensure each Participant receives tailored quality support to overcome barriers to securing employment in the prevailing labour market sector conditions, including sign posting to other support available.
      5. Ensure Providers work closely with employers, local partners and services to respond to key events or labour market changes with positive and innovative solutions.
3. **Scope Of Requirements**

3.1 Seetec Pluss intend to award a contract to the supplier that is able to meet all the needs, objectives and scope of the evaluation as Seetec have outlined below. This list is not exhaustive, and it is envisaged that further research questions may be identified throughout the evaluation work.

1. To review the design, management, and implementation of the programme, highlighting areas of good practice alongside areas for further development and to assess the programme’s suitability in supporting the achievement of the stated Aims and Objectives;
2. To identify key strengths of the programme and any constraints / issues that may have impeded its effectiveness; provide recommendations and lessons learnt from referral to outcome / exit;
3. To assess the performance of WHP JETS against its stated aims and objectives, including a review of the obstacles that participants have faced, and whether / how these have been overcome. Additionally, a review of engagement and participation to understand who are (and who are not) engaging with the programme, and why;
4. To review the performance and determine how well the programme supports delivery to key priority cohorts e.g. those in self-employment, those who are over 50’s, young people, those with Health, Wellbeing or disability needs, veterans, etc.;
5. Compare key performance data for WHP JETS with other programmes and similar cohorts to above – against the other WHP contract and the Restart contract, in order to support improvement on current and future contracts;
6. Summarise key lessons learnt throughout the WHP JETS contract life span to support recommendations for future employability programme strategy and design.

Please note: WHP JETS is ESF match funded, with a set quota for ESF eligible Participants. ESF 2014-2020 requirements should also be met.

* 1. **Experience required**
* Demonstrable track record of delivering such evaluations and reports to organisations in the commercial, public and third sectors;
* Ability to partner & work with / alongside the delivery organisations to get the most out of the review
* Previous experience of evaluating a large scale Employability programme of this type would be valuable

**Schedule (2): SERVICE LEVEL AGREEMENT**

This is to be developed and finalised in conjunction with the successful supplier; however, the below are some of the indicative milestones that Seetec Pluss expect any successful supplier to operate within: -

**High level milestones**

|  |  |
| --- | --- |
| Completion of initial data analysis | End October 2022 (c. 6-8 weeks from contract award |
| Interim Findings / Insight report | Mid-December 2022 (c. 4 weeks from completion of the data gathering & analysis |
| Final / Full Report | Mid-April 2023 |

**Schedule (3): SUPPLIER INFORMATION SUBMISSION**

**Please complete and submit the attached Due Diligence Questionnaires with your competed RFP submission.**

*(attached as separate documents)*

Please note that the Tier 2 Supplier Questionnaire covers Seetec Pluss Ltd as part of the Seetec Group

**Implementation**

|  |
| --- |
| **Should your company be successful in their response to this RFP, how would you manage implementation? *Please include details of any timing plans (including key milestones), resource requirements, etc.*** |
|  |
| **Who would have responsibility for managing contract implementation? *(Name and/or position)*** |
|  |
| **Who would manage the contract on an ongoing basis? *(Name and/or position)*** |
|  |
| **How would you manage the services to ensure that all contract areas are provided with a consistent level of service?** |
|  |
| **What issues could you envisage arising during implementation, and how would you seek to mitigate the potential impact of those issues?** |
|  |

**Schedule (4): REFERENCES**

**References**

Please advise contact details for three references whom Seetec Pluss may approach; ideally references should relate to an organisation of a similar level of complexity and diversity to Seetec Pluss.

The following details are required:

* Contact name
* Contact position
* Contact telephone number, and e-mail address
* Customer name
* Nature of customer business
* Length of trading relationship

*As a matter of courtesy, please ensure that any reference contacts are made aware that they may be contacted by Seetec Pluss.*

|  |
| --- |
| **Reference #1** |
| **Reference #2** |
| **Reference #3** |

**Schedule (5): SUPPLIER PROPOSAL TEMPLATES**

### Appendix (1): Terms and conditions

*(attached as separate document)*

**Appendix (2): Contractor Guidance completion notes**

*(attached as separate document)*

**Appendix (3): Rate Card**

Please include, either as a separate document, or within the Appendix 2 response above, a detailed breakdown of your cost methodology for arriving at the price for your proposal, including any daily rate card for relevant individuals / roles within your organisation who may undertake any effort in supporting the delivery of this requirement.

**Appendix (4): Confidentiality and non-disclosure**

### Confidentiality and Non-Disclosure

* All responses to this RFP will be treated as strictly confidential.
* All Seetec Pluss information provided within this document or disclosed during verbal discussions or provided at any other time and in any other medium is to be treated by your company as strictly confidential and proprietary. Any information provided by Seetec Pluss is to be used by your company solely for the purpose of responding to this RFP document. Unauthorised disclosure of information may result in disqualification from the selection process.
* Seetec Pluss may request at any time that any information that has been provided be returned or destroyed at the sole discretion of Seetec Pluss.
* Notwithstanding the foregoing, neither your company nor Seetec Pluss shall be required to treat as confidential information that is:

1. In the public domain through no fault of yours or ours;
2. Already lawfully in the possession of the receiving party prior to disclosure by your company or Seetec Pluss;
3. Received from a third party, where the third party is not known to be obligated to a party hereto referred to keep such information confidential; and
4. Information requested by any governmental or regulatory body or an arbitrator having jurisdiction over the party directed to make such disclosures.

* Obligations relating to non-disclosure of confidential information shall remain in effect for a period of 7 (seven) years from the date of receipt of such information.
* The provisions, conditions and clauses of Seetec Pluss mutual non-disclosure agreement (NDA) take priority and precedence over any aspect of this summary.

**PLEASE NOTE: In the event that your company decides not to respond to this RFP, please delete this document in its entirety and confirm to Seetec Pluss within seven working days without making or retaining any copies.**