








## **Pertemps People Development Group**

▼ 2. Technical Envelope			
▼ 2.1 DRAFT SECURITY PLAN - Question Section			Questions Answered
			1 (out of 1)
	Question	Description	Response
2.1.1	 Draft Security Plan	* Please provide a Draft Security Plan at Annex E detailing how you will comply with the 'DWP Security Policy for Contractors' guidance and Schedule 6 of DWP Standard Terms and Conditions #or appropriate Framework Schedule#.	REDACTED
▼ 2.2 OFFSHORING (INCLUDING LAND RESOURCES) - Question Section			Questions Answered
			1 (out of 2)
	Question	Description	Response
2.2.1	Offshoring	* Please confirm whether you and/or your sub-contractors are proposing to use Offshoring or Landed Resources in the delivery of this Contract.	No
2.2.2	 Offshore Proposal Questionnaire	If 'Yes' please complete the Annex F DWP Offshore Proposal Questionnaire and upload here	(no file attached)
▼ 2.3 TUPE Transfer of Undertakings (Protection of Employment) Regulations 2006 - Question Section			Questions Answered
			1 (out of 1)
	Note	Note Details	
2.3.1	TUPE - Authority's view	It is the Authority's view that TUPE is unlikely to apply in the letting of this contract. (NOTE: It is the responsibility of the potential supplier to legally establish whether or not TUPE applies in the specific circumstances of your tender).	
	Question	Description	Response
2.3.2	 TUPE - Supplier YES/NO response required.	* Do you agree with the Authority's view that TUPE does not apply in the specific circumstances of your tender? (NOTE: If you answer NO and therefore are offering an alternative view to that of the Authority you must complete Annex G and return it via the Bravo messaging system at least 1 week prior	Yes

		to the tender return date).	
▼ 2.4 Delivery Proposal - Question Section			Questions Answered
			1 (out of 1)
	Question	Description	Response
2.4.1	 Delivery Proposal	<p><b>* Please complete the attached Delivery Proposal document in order to provide a detailed/structured account and breakdown of your proposals for delivery of the 50+ Back to Work Programme provision, as detailed in the Specification.</b></p> <p>Insert your responses to each of the questions in the pre-set shaded spaces on the attached document, observing the stated space limits for each.</p>	See Below
▼ 2.5 Sub-Contractor & Partner Organisations - Question Section			Questions Answered
			1 (out of 2)
	Question	Description	Response
2.5.1	Sub-Contractor & Partner Organisations	<b>* Are you using Sub-Contractor / Partner Organisations to deliver specific elements of the service?</b>	No
2.5.2	 Sub-Contractor & Partner Organisations Questionnaire	<b>If 'Yes', please complete Annex I with details of all organisations proposed to deliver specific elements of the service.</b>	(no file attached)
▼ 2.6 FREEDOM OF INFORMATION ACT - Question Section			Questions Answered
			2 (out of 2)
	Question	Description	Response
2.6.1	Commercially Sensitive Information	<b>* Do you consider any of the information included in your tender to be commercially sensitive?</b>	Yes
2.6.2	 Commercially Sensitive Information Questionnaire	<b>If 'Yes', please complete and attach Annex Q explaining what harm may result from the disclosure following a request to disclose under the Freedom of Information Act.</b>	See Below
▼ 2.7 DECLARATION BY POTENTIAL SUPPLIERS - Question			Questions Answered

Section			1 (out of 1)
	Question	Description	Response
2.7.1	 Declaration by Potential Supplier	<p><b>* Please complete and attach the declaration provided to confirm that all of the information requested by the Authority has been provided and uploaded as part of your tender proposal.</b></p> <p><b>This document is your offer to enter into a contract with the Authority and should act as a final checklist that all information requested has been supplied. Failure to provide all of the requested information will result in your proposal being classed as non-compliant and will result in your disqualification from the procurement exercise.</b></p> <p><b>When completing the template, please ensure that one of the 2 statements relating to TUPE is deleted.</b></p>	See Below

## Service Requirement

### 2.4.1 Delivery Proposal – Provision Content and Delivery Methods

Please provide a detailed / structured account and breakdown of your proposed content and method of delivering the '50+ Back to Work Programme' provision (together with supporting rationale for your approach), as detailed in the specification. Your response should include:

2.4.1.1 proposed arrangements for handling claimant referrals to the provision from JCP, including claimant speed of access;

2.4.1.2 details of the process you will follow (i.e. the content and method of your proposed delivery,) in order to efficiently and successfully deliver all elements of the 2 week course provision requirements outlined in the Specification document;

2.4.1.3 an outline of how you propose to timetable / schedule delivery of the 2 week courses in each of the required locations. This should include provisional dates /

timings;

2.4.1.4 your proposals for delivery of post course Follow-on Support for claimants who progress into work following their participation on the course. Bidders should include an appropriate rationale for the use of any solutions which are seen as being 'innovative';

2.4.1.5 an outline description of the systems your organisation will use to administer the provision effectively (e.g. keep accurate and auditable records on customers, outcomes, claims etc) and to gather / analyse / act upon customer feedback.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 4 sides of A4.

**PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.**

PPDG's **50+ Back to Work Programme** proposal will galvanise experience gained from 8 years delivery experience in the Mercia District & wider expertise as a market leading practitioner supporting those aged 50+ to:

- ✓ reinvigorate participants who have been affected by local industrial decline/ redundancy to identify & recognise the market value of their transferable skills;
- ✓ positively address negative perceptions/perceived limitations regarding their age & instil a 'you can do it too' attitude;
- ✓ equip participants with tools/knowledge to compete in the modern labour market;
- ✓ deploy a specialist team of 50+ employment experts who will harness relationships with 'age friendly' employers & promote the value older workers can bring to a workforce, aligned to the Government's 2015 Older Worker's Champion Scheme.

PPDG's delivery proposal includes:

**2.4.1.1- Referral Management:** PPDG will operate a centralised referral service that provides Jobcentre Plus (JCP) Work-Coaches with a single point of contact. Based on leading best practice from our Work Programme (**98% attachment**), includes:

➤ **Dedicated Contact Centre (CC):** to field and manage referral phone calls & a central booking system, providing a single administration & warm referral service via a dedicated telephone line & expert staff;

➤ **Warm Referral Interview:** tri-part interviews between JCP Work Coach, PPDG Business Support Administrators & participant identifying if the course beneficiary will be the claimant or their partner. Conducting a light-touch assessment capturing key data to plan for specialist requirements e.g. travel & access adjustments & booking onto the next induction/course. Results shows this initial & immediate service personalisation maximises engagement & attendance by removing/planning for any attendance barriers & reluctance, crucial here as this programme is to be accessed on a voluntary basis;

➤ **Central Online Booking System:** participants will be booked onto the next available induction/course within an average of 10 working days. To ensure speed/ease of access participants will be given a choice to attend their closest centre

or neighbouring secondary site dependant on priority of need & course schedule. Our sites are mapped against 50+ JSA/UC/IS claimant counts offering localised & accessible delivery with minimised travel times, including for those participants living in outlying areas;

- **Claimant Tracking System (CTS):** All participant information from JCP referral & paperwork will be recorded onto an individual CTS record, generating/dispatching an appointment letter with attendance/contact details; course aims & participation benefits.
- **Keep-Warm:** dedicated 50+ operatives will maintain contact with the participants to encourage attendance e.g. SMS text alerts/calls prior to course start, issuing a Welcome Pack including 50+ success stories & programme marketing material.

**2.4.1.2 – Course Content & Method of Delivery:** PPDG will follow a clear process to ensure that the programme is efficiently & successfully delivered. Delivery will be a minimum of 4 hours per day (excluding breaks, where complimentary refreshments will be offered in our break-out comfort zones). Sites are open between 9am & 5.30 pm Mon-Thurs, 9am to 5pm Friday & delivery will combine a blend of am & pm sessions to accommodate participants' existing commitments/travel limitations. Content will be delivered via a blend of 1:1 & group delivery & will include:

Day	Course Structure & Content
1	<p><b>Programme Induction:</b> motivating &amp; informative workshop including: <i>Introduction to PPDG:</i> who we are, Code of Conduct &amp; expectations, Complaints procedure, Health &amp; safety. <i>Introduction to 50+ Back to Work:</i> programme aims &amp; objectives &amp; the benefits of positive participation. <i>Being 50+, perception, reality &amp; challenges:</i> Group discussion &amp; self-reflection. <i>Mid-Life Career Review:</i> Self-assessment aligned to the government's extended working lives agenda. Supporting participants to reflect, review their prospects for more fulfilling employment &amp; plan their working futures &amp; flexible retirement. <i>A review of:</i> personal circumstances including care responsibilities or health issues, work experience &amp; skills to date; current aspirations in relation to local opportunities utilising FastPath software, job readiness &amp; perceived barriers. <i>Self-Assessment Analysis &amp; Action Planning:</i> 1:1 session with a 50+ Employment Coach to discuss assessment results identifying individual needs &amp; level of support required. EC &amp; participant will sign &amp; date the action plan.</p>
2	<p><b>Moving Forward:</b> addressing confidence, self-esteem &amp; motivation issues via group tasks/presentations identifying personal successes enabling recognition of individual ability. Discussing comfort zones, self-limiting beliefs/ behaviours &amp; taking responsibility to move forward e.g. undertaking voluntary work.</p> <p><b>Being Positive About Work:</b> motivational Individual Advancement modules &amp; Work Psychology; 'Health equals Wealth'; Case studies/examples from our successful local Careers Relaunch provision &amp; published examples on TAEN 50+ Works. Course completers can become 50+ Champions &amp; return to inspire, mentor &amp; motivate new 50+ Back to Work participants.</p> <p><b>Working Futures:</b> identifying the value of existing skills &amp; experience, &amp; how these are transferable to other sectors &amp;/or employers.</p>
3	<p><b>Local Labour Market Overview:</b> <i>Today's Age Diverse Workforce &amp; Age Positive Employers</i> with visits from sector leaders/local business champions who have successfully diversified their business to evolve with the changing market. Followed by group tasks exploring local sector opportunities, identifying required relevant skills/experience &amp; mapping transferable skills.</p> <p><b>Dealing With Change:</b> IAG regarding change management, coping strategies—managing your emotions &amp; expectations, taking control &amp;</p>

	<p>resilience. Transition planning to ease the move from benefits to wages.</p> <p><b>Financial Inclusion:</b> independent online <b>entitledto</b> calculations highlighting the benefits of work, benefits to wages transition planning, paying the bills.</p>
4	<p><b>Money Management Skills</b> workshop provided with support from the <b>Money Advice Service</b> providing specialist financial advice including debt advice, loan shark &amp; pay day loan awareness, bank account IAG including local credit unions, saving schemes &amp; pension advice.</p> <p><b>Soft Skills Workshop:</b> reintroduction to the modern workplace, employer expectations, employee rights &amp; responsibilities, positive attitudes for work, personal presentation, communication skills, modern workplace etiquette (professional relationships, timekeeping, dealing with difficult situations).</p>
5	<p><b>Digital Jobsearch Skills:</b> Online basics including IT health &amp; safety, Using a mouse &amp; computer components e.g. keyboard, screen, printing. Microsoft Office basics, internet browsing &amp; top tips/online safety. Introduction to Modern Jobsearch e.g. registering/using Universal Jobmatch, job search sites &amp; introducing the 'online suite &amp; tie'. Workplace use of IT e.g. stocktake.</p> <p><b>Week 1 Consolidation &amp; Feedback:</b> Interactive discussion &amp; summary of the week's learning obtaining participant feedback. Introduction to Week 2.</p>
6	<p><b>Week 1 Recap:</b> Summary of the previous week's learning.</p> <p><b>Targeted CVs:</b> Utilising bespoke software to review/create tailored CVs for specific industries/job roles. Targeted CVs enable participants to make themselves more marketable to prospective employers, enabling them to showcase their talents, skills &amp; competencies.</p> <p><b>Employability Skills Workshop:</b> '<i>Finding &amp; Getting a job</i>' Applications &amp; Speculative/Cover Letters, Interview &amp; Assessment Day Preparation, Top 10 Interview Questions. With self-guided tasks &amp; activities including small group role play e.g. mock interviews. With 1:1 personalised EC IAG Sessions.</p>
7	<p><b>Life &amp; Career Choices:</b> broadening aspiration horizons e.g. Flexible Working, 50+ Apprenticeships &amp; Self Employment (including promotion of Princes Initiative for Mature Enterprise support).</p> <p><b>Jobsearch Training:</b> registering for email/Google Docs accounts, online CVs, online persona e.g. creating a LinkedIn profile &amp; applying for jobs online. Modern interview techniques i.e. telephone interviews &amp; video calls e.g. Skype/Google Hangout. Accessing online careers advice e.g. National Careers Service. Self-guided tasks e.g. researching local employers.</p>
8	<p><b>Facilitated Jobsearch:</b> self-guided jobsearch utilising PPDG's dedicated &amp; fully-furnished Jobsearch suites undertaking 'search &amp; research' tasks for specific vacancies. With supported vacancy application &amp; bespoke IAG from PPDG's Job Search Coordinators. <b>Employer O'clock-CV's; Self-Presentation &amp; body language;</b> Positive Disclosure (health, disability &amp; convictions); Transferrable Skills; Lasting Impressions.</p>
9	<p><b>Destination Work:</b> visits from employers recruiting locally e.g. The Range, Kanes Foods, sector taster sessions, providing insight into job roles, required skills, attitudes &amp; competencies in local sectors/occupations aligned to claimant aspirations &amp; targeted job search activities.</p> <p><b>Networking Workshop &amp; Event:</b> Workshop supported by local employers, promoting the Government's Older Worker's Champion Scheme. Including Networking Essential Principles e.g. preparation &amp; personal integrity, Attending Local Networking Meetings e.g. Networking Breakfasts, Use of Social Media. Followed by a networking event involving local employers.</p>



- 10 Career Portfolio:** Creating a record of achievement of current/transferable skills & CV which the participant can continue to add to. Demonstrating participants' have completed employability/vocational development activities. **'Future Proof':** identifying & planning next steps including signposting to local services, e.g. Age UK Hereford & Localities, recommendations for further support & progression e.g. learndirect courses, Skills Support for the Unemployed/Redundancy (where eligible), work placements & voluntary work options. Pension & retirement planning. All documented on the Final Action Plan to be sent to JCP Work Coach on completion with the Exit Report. **Course Review:** obtaining & recording participants' feedback. **Presentation:** recognising each participant's achievements by presenting a certificate of achievement, a final action plan & Career Portfolio.

**Rationale:** PPDG's course meets specification, participant & partner needs by:

- ✓ tackling self-limiting barriers to participation/employment & giving participants the information, tools & solutions to manage their circumstances, e.g. travel support;
- ✓ establishing a new found 'can do' attitude towards life & employment, an approach which may have been lost through participation in mainstream provision; long periods of worklessness/ill health or the effects of localised industrial scarring;
- ✓ placing them in front of employers, re-instilling a sense of self-worth & labour market value & enabling employers to see the value older workers can bring to their workforce.

**2.4.1.3- Delivery Schedule:** PPDG are in a high state of readiness & are able to 'go live' on 20/04/15. We have mapped the provision & assessed our site capacity to ensure an even distribution of course participants across the 8 delivery locations:

Location	Delivery Months	Location	Delivery Months
Hereford	April, June, August, October, December, February,	Worcester	May, July, September,
Rugby		Leamington Spa	November, January,
Kidderminster		Redditch	March
Coventry		Nuneaton	

The above is an indicative schedule designed to offer rotated delivery across the 8 locations. We have mapped neighbouring/cluster sites, e.g. Hereford & Worcester, with courses commencing in alternate months. This ensures participants can start a course within the month they are referred, either at their closest or neighbouring site. If a course is not locally available but need is prioritised we will deploy our driver pick-up scheme to assure participant speed of access. This timetable is indicative only & is fully flexible to meet surges in demand e.g. referral/ subscription.

**2.4.1.4 - Follow-On Support:** Participants entering employment will be supported for up to 6 weeks. Type/frequency of support will be agreed with participant (contacted fortnightly as a minimum during the first month of work). PPDG propose a **50+ In Work Concierge Service** which will support participants through the initial transitional & often overwhelming first weeks in a new job. We will offer:

- **In-Work Support Plan:** developed on a 1:1 basis with the 50+ EC identifying & planning for any immediate needs e.g. travel to & from work & Homecare services & longer term needs e.g. Access to Work Support.
- **Employer Service:** contacting the employer to facilitate reasonable adjustments, matching/allocation of a Work Place Buddy to mentor & familiarise the participant with in-house practices. Offering mediation services if any issues arise.
- **In-Work Support Contact Centre:** well-informed 50+ staff offering rapid response support & IAG via phone (including out of hours & emergency help-line), text & email. Providing immediate responses to arising issues to prevent crises i.e.

budget worries. Referring into local services which will provide specific/wider expertise/support e.g. optional mini-health check/lifestyle review conducted by Jhoots Pharmacy.

➤ **Networking & Social Inclusion:** Enabling participants to build social networks beyond the course/workplace galvanising sustainable mutual & self-help support groups including ‘**pop-up**’ **jobs clubs & 50+ social network** to pass on learning & share experiences utilising PPDG & community sites. Linking into **Over Fifties Friends** website with Job vacancies, Skills, Pension advice & working age legislation.

**2.4.1.5 -Administration & IT Systems:** PPDG will guarantee utilisation of robust systems & an experienced administration team to measure/monitor provision & ensure information sharing with JCP including:

➤ **Claimant Tracking System:** will provide an accurate, individual electronic record of attendance/progress & track labour market status. Updated daily by Multi-Functional Trainer & validated by central claims & administration team;

➤ **Performance Data:** production of auditable performance reports including starts; completions; outcomes; claims & associated evidence i.e. Action Plans; job outcome evidence (employer statements; signed self-declaration, copies of payslips);

➤ **Central Claims & Administration Team:** will validate all performance data & evidence. Once compliance checked they will collate a contract invoice/ performance report, issued to JCP/Regional Operations Director for monitoring & management;

➤ **Participant Feedback/Evaluation:** via electronic surveys at start, mid-course & completion. Feedback will be analysed bi-monthly to implement improvement actions;

➤ **Observation of Learning:** monitored by our Curriculum Development Team via our OFSTED praised Joint Observation of Teaching & Supported Learning Strategy.

## 2.4.2 Delivery Locations / Premises

Please provide details of the venues / premises from which you propose to deliver the ‘50+ Back to Work Programme’ provision. Your response should include:

**2.4.2.1** full address details, including postcodes, for all premises from which you propose to deliver the provision, together with supporting rationale for choosing these premises, i.e. why do you consider them suitable and details of their accessibility for claimants living in outlying areas;

**2.4.2.2** details of facilities available at these proposed delivery premises;

**2.4.2.3** if you intend to use your existing premises for delivery of any element of this provision, please explain how this would fit with their current use. Alternatively, where new premises are proposed, please give an indication of timescales required to secure these premises.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 2 side of A4.



**PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.**

**2.4.2.1:** PPDG will guarantee full geographic coverage of the **50+ Back to Work Programme** provision across the entire Mercia JCP District from 4 PPDG sites & 4 community sites, strategically located within the 8 towns & cities required in the specification. Our proposed premises strategy incorporates the following sites:

<b>Address:</b>	<b>No of Training Rooms &amp; Capacity:</b>	<b>Proximity to JCP:</b>
<b>PPDG Worcester</b> Elgar House Worcs, WR4 9EE	3 x training rooms (each accommodating 12-18 participants ) 25 Jobsearch PCs	11-15 minute walk from Worcester Jobcentre Plus
<b>PPDG Hereford</b> 15 St Owen Street Hereford, HR1 2JB	3 x training rooms (each accommodating 12 participants) 23 Jobsearch PCs	1-5 minute walk from Hereford Jobcentre Plus
<b>PPDG Nuneaton</b> Mill St, Nuneaton, CV11 4DL	6 x training rooms (each accommodating 12-18 participants) 15 Jobsearch PCs	1-5 minute walk from Nuneaton Jobcentre Plus
<b>PPDG Redditch</b> Albert St, Redditch, B97 4DA	3 x training rooms (each accommodating 12 participants) 12 Jobsearch PCs	6-10 minute walk from Redditch Jobcentre Plus
26 Church Street <b>Kidderminster</b> Worcs, DY10 2AR	2 training rooms (each accommodating 12 participants) 12 Jobsearch PCs	1-5 minute walk from Kidderminster Jobcentre Plus
The Old Library <b>Leamington Spa</b> CV31 3PR	2 training rooms (each accommodating 12-15 participants) 12 Jobsearch PCs	15 minute walk from Leamington Spa Jobcentre Plus
Old Library Roseberry Ave <b>Coventry</b> CV2 1NB	2 training rooms (each accommodating 12 participants): 12 Jobsearch PCs	30 minutes from Coventry Cofa Court JCP
Dunmore Business Centre, Spring St <b>Rugby</b> , CV21 3HH	2 training rooms (each accommodating 12 participants): 12 Jobsearch PCs	1-5 minute walk from Rugby JCP

*\*In addition to the premises identified, PPDG are actively exploring options with local JCP Senior Managers to utilise their premises to support delivery of the programme.* **Accessibility for Participants Living in Outlying Areas:** All sites are considered suitable as they are located in the very heart of local communities ensuring close & easy access to key arterial public transport routes. Travel subsistence will be made available, e.g. via existing relationships with local bus companies, ensuring that participants are never 'out of pocket' for accessing provision. Transport links include:

<b>Site</b>	<b>Transport Links</b>
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<b>PPDG Hereford</b>	<u>Bus stops</u> for routes 74S, 75, 75S, 76, 76A and 405 are located on the corner of St Owen Street. <u>Hereford Train Station</u> is a 12 minute walk (0.6 miles) away.
<b>PPDG Nuneaton</b>	<u>Bus stops</u> for routes 1, 7, 17, 41, 48, 55 and 56 are opposite our Centre. <u>Nuneaton Train Station</u> is a 9 minute walk.
<b>PPDG Redditch</b>	<u>Bus stops</u> for local bus routes, i.e. 61, 146, 182 and 183 are a 2 minute walk from our Centre. <u>Redditch Train Station</u> is a 10 minute walk (0.5 miles) away from our Centre.
<b>PPDG Worcester</b>	<u>Bus stops</u> for routes 24, 31, 31A, 31B, 350&356 are outside our Centre. <u>Worcester Shrub Hill Train Station</u> is a 2 min walk.
26 Church Street, <b>Kidderminster</b>	<u>Bus stops</u> for routes 2, 2L, 2S, 4A, 7, 9A, 125 and 291 are a few minutes' walk. <u>Kidderminster Train Station</u> is a 13 minute walk.
The Old Library, <b>Leamington Spa</b>	<u>Bus stops</u> for routes 16, 16A, 18A, 63, 65, 66, 67 and X77 and <u>Leamington Spa Train Station</u> are a 5 min walk away.
Old Library, <b>Coventry</b>	<u>Bus stops</u> for routes, i.e.10, 20A, 21, 21S and 703 are located outside the centre. <u>Coventry Train Station</u> is 3.5 miles away.
Dunmore Business Centre, <b>Rugby</b>	<u>Bus stops</u> for routes 4, 10, 12, 63, 64 and 86 are a 5 minute walk away. <u>Rugby Train Station</u> is a 9 minute walk (0.4 miles) away from the Centre.

We know from our delivery experience in the District that due to the mainly rural conurbation of the area, some participants living in outlying areas will still experience difficulties accessing provision. Mercia has a large number of areas with limited or no public transport & PPDG would never want any participant to 'miss out' because of travel limitations. As such, through delivery in the area, we have developed a range of supported travel options available to support access. These options include: PPDG **driver pick-up scheme** picking up/dropping off participants at sites & PPDG mobile skills bus taking the provision to participants, including an on-board roaming ICT suite.

**2.4.2.2-Facilities:** All sites are welcoming, familiar & non-threatening environments, crucial for delivery of this programme as attendance will be on a voluntary basis & therefore participants must feel comfortable. All sites offer: group learning (via multiple/large training rooms); ICT suites; 1:1 private interview rooms; free telephone access, faxes & photocopying facilities; refreshment & break-out comfort zones. For community venue delivery, we will mobilise our ICT suites with a supply of laptops with high speed Broadband access. Some participants, particularly those on Income Support, may be suffering from health conditions/limited mobility & we can assure that all sites are fully DDA Compliant, with e.g. wheelchair access, loop lines, disabled toilets, hearing loops, lifts & access to specialist equipment e.g. audio software.

**Rationale:** PPDG consider these sites suitable because they:

- ✓ Provide full coverage of the Mercia JCP District Area through 8 sites, geographically positioned far enough apart to offer coverage of the entire area, ensuring that all eligible participants, including those living in outlying areas of Mercia, can access support;
- ✓ Assure locality of services aligned to predicted demand based on NOMIS data (31.7% of the District's 50+ participants sign on at Coventry Cofa Court JCP; 15.5% sign on at Worcester JCP & 9.8% sign on at Redditch JCP);

- ✓ Have the capacity to meet anticipated / increased programme demand e.g. at any one time our combined sites can accommodate 336 participants;
- ✓ Offer participants with health conditions or limited mobility fully DDA compliant premises that support & encourage access & attendance.

**2.4.2.3-Capacity & Fit Within Existing Premises:** PPDG operate a threshold/room booking system, which ensures scheduled/ dedicated areas for programme delivery & minimises risk of disruption/displacement of existing delivery & identifies surplus resource. PPDG have identified/agreed significant capacity across the estate due to lower than predicted volumes on our Work Programme sub-contract in the area & have freed up resources via delivery rationalisation/reconfiguration. This will ensure that programme delivery will have dedicated space/resource required, with contingencies e.g. other partner sites, planned to meet increased demand.

### 2.4.3 Human Resources

Please provide details of your staffing resource, including that of any sub-contractors you propose to employ, in order to deliver and manage all elements of the provision. Your response should include:

**2.4.3.1** Full Time Equivalent (FTE) staff numbers, together with supporting rationale for your proposals;

**2.4.3.2** an outline of the roles and responsibilities for all staff involved (including delivery and management);

**2.4.3.3** an indication of how your proposals fit within your organisations' overall management structure.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

**PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.**

**2.4.3.1 & 2.4.3.2:** PPDG's **50+ Back to Work** provision staffing structure is based on indicative referral volumes mapped against our delivery proposal & utilises best practice from similar experience/expertise supporting JSA, UC & Income Support participants in Mercia, for example, where possible, staff will be 50+ themselves in order to reflect the participant group & serve to positively inspire the participants they are supporting. Our proposed 50+ experts staffing; roles & responsibilities include:

**Delivery Staff (FTEs at programme peak) including:**

➤ **Business Support Administrators (0.11):** Experienced team achieving a 98% referral to attachment ratio on Work Programme: will book induction places &

conduct ice breaker activities with participants to minimise risk of day 1 attrition & maximise potential for full engagement with the programme: vital as the programme is to be accessed on a voluntary basis;

- **50+ Employment Coaches (1):** Will have/be working towards NVQ Level 3 in ERS, Matrix IAG &/or Careers Advice & Guidance (level 3-5) qualified/ accredited will facilitate 1:1 self-assessment analysis & development/creation of Action Plan & 1:1 support during programme e.g. signposting to respite care options;
- **Multi-Functional Trainers (3):** Will be CTTLS/PTTLS/DTTLS qualified & will deliver all elements of the 10 day training/course activity;
- **Jobsearch Co-Ordinators (0.23):** will facilitate group/1:1 jobsearch training & facilitated jobsearch including a bespoke job matching service for all participants;
- **Employer Liaison Co-Ordinators (0.06):** responsible for employer engagement; sourcing of/connecting to genuine & sustainable opportunities, particularly with small & medium sized businesses & 'age friendly employers';
- **50+ Contact Centre Operatives (0.21):** providing 6 week (minimum) in-work tracking/aftercare concierge service e.g. in-work plan; travel planning & budgeting;
- **Central Services Team:** e.g. Health & Safety; HR; Finance; Risk & Management; Curriculum Development; ICT; Facilities & Continuous Improvement Team.

***All delivery staff will report to Site Managers on a daily basis.***

**Management Staff (FTEs at programme peak):**

**1) Site Managers (0.23):** responsible for delivery staff/performance; reports to **2) Regional Operations Director (0.01):** District level delivery management/monitoring of performance/ resource; reports to **3) National Operations Director (0.01):** overall performance/ resource management; reports to Executive Team.

**Rationale:** the proposed staffing structure/levels are appropriate based on:

- ✓ Redeployment of skilled, experienced & qualified local staff that have proven/ evidenced competency to support 50+ JSA, UC & Income Support participants;
- ✓ Have first-hand experience of the challenges that 50+ participants & their partners in Mercia both face & present, i.e. low/no digital modern jobsearch skills; caring responsibility for a partner / dependent child & suffering effects of industrial decline;
- ✓ Delivery experience working with those aged 50+ in the Mercia region on PPDG provision including DWP Careers Relaunch, Work Programme & Flexible Routeways;
- ✓ Utilisation of PPDG's experience/best practice i.e. caseload/participant ratios; staff management ratios & proven performance management structures.

**2.4.3.3-Fit within existing/overall Management Structures:** PPDG propose to utilise an established team of operational & delivery managers with 1) performance management & DWP contract delivery experience in the area including Flexible New Deal, Work Programme, Career Relaunch & Flexible Routeways & 2) existing working relationships with JCP District colleagues across the Mercia JCP District. All managers will have dedicated & allocated time to monitor & manage the programme, ensuring that all performance outcomes are achieved if not exceeded.

#### 2.4.4 Previous experience

Please provide a detailed example which demonstrates your organisation's experience of successfully delivering this type of provision (or similar) and / or your experience of working with the 50+ Back to Work Programme customer group described in the provision Specification.

If your organisation has no previous experience of this type of provision or the 50+ customer group you should provide details of any steps / research you have undertaken in order to gain a sufficient understanding and working knowledge.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

PPDG have built a **strong & market leading reputation for working with over 50's** – a strength which has been recognised, published & shared on '50+ Works', a practitioner's guidance website. PPDG has supported participants who are 50+ & receiving JSA; Universal Credit, Income Support & ESA on mandatory & voluntary provision on a local, regional & national basis i.e. Pathways to Work, Flexible New Deal & Careers Relaunch. Currently on our Prime Birmingham, Solihull & Black Country Work Programme (WP) contract we have supported over **6,160 50+ participants** (**17%** of our overall caseload & **34% of all WP 50+ customers** in the Birmingham, Solihull & Black Country CPA). We have achieved a **99% attachment rate** for these WP customers (voluntary & mandatory) & **62%** of those 50+ supported into work **have successfully sustained employment for a minimum of 26 wks.**

**PPDG's Work Programme 50+ offer:** includes:

- **Diagnostic Assessment**—a whole life assessment of experience & employment history, personal (including partner) circumstances, care responsibilities & health.
- **Group Work**—building peer support networks & improving social inclusion 50+ participant specific modules—**Positive About Work (12 hours)**, **Presenting Yourself to Employers (6 hours)** & **Life & Career Choices (10hours)**, developed utilising participant feedback & delivery staff experience of supporting mature job seekers. We deliver **40+ of these bespoke modules** to an average **500 50+ participants per annum** in Birmingham & Solihull providing:
  - Motivational & confidence activities to re-energise their job search activities
  - Positive Outlooks: Self-analysis & challenges to address self-limiting beliefs; review perceived barriers & establish the reality of ageing workforces
  - Introduction to Industry tasters to broaden aspirations, introduce emerging sectors and tackle any barriers to employment caused by localised declining industry
  - Coping strategies: personalised tool kits to stay well at work; self-manage emotional resilience & recognise when/how to seek support if they need it
  - Health Passport to Work: physical skills check; healthy living & condition management support; disability & health condition disclosure IAG.
- **IT & Digital Skills Training**— e.g. IT skills & social networking e.g. LinkedIn.
- **Supervised Jobsearch**—introducing modern job search/recruitment techniques to refresh & refocus activity & improve vacancy reach/range.
- **Self-Employment Sessions**—promoting the benefits of flexible working options for 50+ participants (flexible hours/times & working from home options)
- **Employability Skills**—personal presentation, communication & team building,

customer service, time keeping, sector-led CVs, mock interviews.

**Specific 50+ Experience:** PPDG have recently been awarded the DWP Flexible Support Fund **Opportunity 50+ in Birmingham, supporting 69 participants so far in Jan 2015**, with **43** successfully completing the course. Delivering motivational group learning addressing skills/knowledge gaps & modules including:

- **Health Passport to Work:** physical skills check; healthy living & condition management support; disability & health condition disclosure IAG;
- **Self-Employment Sessions:** promoting the benefits of flexible working for 50+ participants (flexible hours/times & working from home options).

PPDG have also successfully delivered **targeted IT provision** across the District aimed at those 50+ designed to provide modern computer skills required for life & work & broaden social inclusion & opportunities for networking through online forums. This included a bespoke '**Silver Surfers**' UK Online campaign encouraging those aged 55+ to face their online fears. Through **Learndirect** provision we have engaged **845 50+ participants with 587 (69%)** achieving qualifications (ITQ1 / 2).

## 2.4.5 Knowledge of / Links Within the Mercia District Area

Please provide details of your links within and / or working knowledge / experience of the Mercia District Area. If your organisation has no previous experience of working within the area, you should provide details of any steps / research you have undertaken in order to gain sufficient understanding and working knowledge. Your response should include:

2.4.5.1 local employers / local labour market / employment agencies;

2.4.5.2 JCP;

2.4.5.3 other local organisations / partnerships.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

PPDG have a **strong & established footprint** within the Mercia District Area: we have supported **45,000+** participants during **8 years of delivery** & have built an excellent reputation within the local provider/ services network. We have gained an **unrivalled operational & strategic understanding of the area** & we will utilise this to **inform delivery & ensure success of the 50+ Back to Work Programme**.

**Working Experience Within the Area:** PPDG are recognised locally as leading the way in supporting participants who require intensive, targeted & tailored support to return to the labour market. Our exemplary local track record includes:

Contract:	Target Groups:	Contract Targets:	Achievements:
<b>DWP Flexible New Deal:</b>	Long term unemployed	Starts: 16000 Jobs: 3660	16650 <b>(104%)</b> 5981 <b>(163%)</b>
<b>DWP Flexible Routeways</b>	Day 1 claim, multiple/complex needs	Starts: 2715 Jobs: 1193	6692 <b>(246%)</b> 2345 <b>(197%)</b>



<b>DWP Careers Relaunch:</b>	Pre/post WP; ex-professionals	Starts: 60 Jobs: 45	66 <b>(110%)</b> 32 <b>(71%)</b>
<b>DWP Programme Centre</b>	Day 1 of benefits claim	Starts: n/a  Jobs: n/a	4707 <b>(inc.966 50+)</b> 609 <b>(inc.107 50+)</b>

**Working Knowledge of the Area:** Our presence within the heart of communities in the District has equipped us with a strong understanding of the characteristics of the area & needs/barriers of those residing in it i.e. lack of access to frequent/reliable public transport; an inability/reluctance to broaden horizons & a perceived lack of opportunity. The District has also been significantly affected by industrial decline: notably in Kidderminster (carpet industry); Coventry (manufacturing); Hereford (agriculture) & Nuneaton (textiles). Many 50+ participants are very likely to have had an established & long term role within one of these industries & this could have resulted in the redundancy of them, their partners &/or other family members.

**Links within the Area:** PPDG's close/established local business friendships include:

**Local employers/employment agencies:** including with many '50+ friendly' employers e.g. M & M Direct; Poundworld; Marks & Spencer; Card Factory; B & M; Shire Structures; Kanes Foods; Wishmoor; Waitrose; B and Q; The Range & Debenhams plus Meridian; City Personnel & Flex Force employment agencies.

**JCP:** co-location/referral protocols with all 8 core JCP's plus satellite JCPs e.g. Hereford, Ross on Wye, Leominster, Atherstone, Bedworth & Evesham.

**Other Local Organisations /Partnerships:** e.g. MIND; Start2Great self-employment advice; 2gether Mental Health Services; Age UK; Royal British Legion;

**Utilising links; knowledge & experience:** PPDG will take forward links, knowledge & understanding to ensure 50+ Back to Work Programme provision success via:

- ✓ Co-location with JCP to drive referrals e.g. campaigns to attract a 50+ audience;
- ✓ Offering delivery from 8 fixed sites supported by mobile solutions to ensure full/equal access for all, including those residing in outlying areas or with health/disability issues;
- ✓ Providing meaningful modules that address participants' negative perceptions & self-imposed limitations regarding age & instil a positive 'you can do it' attitude;
- ✓ Ensuring the impact of local industrial decline is mitigated through identifying & positively selling transferable skills that many local employers will find highly desirable;
- ✓ Harnessing relationships with local '50+ friendly' employers to raise awareness of the value that could be added to their workforce through e.g. 50+ apprenticeships.

## FOIA – Commercially Sensitive Information

All information submitted to the Authority may need to be disclosed by the Authority in response to a request under the Freedom of Information Act. The Authority may also decide to include certain information in the publication scheme which we maintain under the Act. If you consider that any of the information included in your tender is commercially sensitive, please identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity. You should be aware that even where you have indicated that information is commercially sensitive, the Authority may be required to disclose it under the Act if a request is received. Please also note that the receipt of any material marked 'confidential' or equivalent by the Authority should not be taken to mean that the Authority accepts any duty of confidence by virtue of that marking. If a request is received, the Authority may also be required to disclose details of unsuccessful tenders.

You may use the table below or another method if you wish. Note specially that attempting to claim 'blanket exemption' on all information provided is unlikely to satisfy the Information Commissioner.

<b>Page Number (in your tender)</b>	<b>Clause/paragraph numbered (or other identification)</b>	<b>Explanation of harm which may result from disclosure and time period applicable to any sensitivity</b>
2.4.1 (Pages 2-5)	Delivery Proposal	This procurement exercise is not a price dependent competition. The differentiating factors in the procurement for the pilot relate to a number of elements. Within these elements there are a number of components that will be considered when tenders are compared and scored. These include (but are not limited to) delivery proposal (which features bespoke & unique offerings from each bidder), staffing approach and management structures. In order to be successful, bidders must differentiate their proposed provision offer in respect of these
2.4.3 (Page 10)	Human Resources	

		<p>components.</p> <p>In many instances, the components set out above have been developed over many years by individual institutions/bidders. They are unique to each organisation and intrinsic to their offer and subsequent success.</p>
2.4.4 (page 12)	Previous Experience	Work Programme Performance Data is not in the public domain
3.1.1	Annex S – Pricing Proposal	Commercial Competition

## Declaration by Potential Supplier

Contract Title: 50+ Back to Work Programme

Contract Reference Number: UI DWP 101535

I have examined the proposed Contract documents issued under the Invitation to Tender (Title and reference above) dated January 2015 and accessed via the DWP e-Procurement Solution Portal. I have taken account of subsequent amendments numbered [insert number if applicable] to [insert number if applicable] inclusive when preparing this proposal.

In compliance with your requirements I include acknowledgement and confirm I have provided responses to the following questions detailed in the Qualification, Technical and Commercial envelopes of this Invitation to Tender.

Response Area (Order they appear in ITT)	Corresponding Annex or type of response needed	Response made and/or Annex uploaded	
QUALIFICATION ENVELOPE			
		Y	N
Consortia and Sub-Contracting	Annex A		N
Grounds for Mandatory Rejection	YES/NO responses only	Y	
Grounds for Discretionary Rejection	YES/NO responses and Annex B if appropriate	Y  Annex B not required	
Declaration of Bona Fide Tendering	YES/NO responses and Annex C if appropriate	Y  Annex C not required	
Economic and Financial Standing	Financial information to be supplied using Annex D or as appropriate.	Y  As brought forward no change	
Technical and Professional Ability  (Regulation 25)	Narrative to be provided as requested.	N/A as per Q&A clarification via BRAVO on 03/02/15	
TECHNICAL ENVELOPE			

Draft Security Plan	Annex E	Y	
DWP Offshore Proposal Questionnaire	Annex F		N
TUPE – Contrary View to that of the Authority <b>(Optional)</b>	Annex G		N
Qualitative Proposal (Specific Service Delivery Responses)	As requested	Y	
Not used	Annex H	n/a	n/a
Proposed Sub-Contractors	Annex I		N
Not used	Annex J	n/a	n/a
Not used	Annex K	n/a	n/a
Not used	Annex L	n/a	n/a
Not used	Annex M	n/a	n/a
Not used	Annex N	n/a	n/a
Not used	Annex O	n/a	n/a
Not used	Annex P	n/a	n/a
Freedom of Information	Annex Q	Y	
Not used	Annex R	n/a	n/a
<b>COMMERCIAL ENVELOPE</b>			
Pricing Proposal & Additional Attachments	Annex S	Y	

I hereby offer to enter into a contract with the Secretary of State for Work and Pensions as stipulated in the conditions set out in the Invitation to Tender, Instructions to Potential Suppliers, Specification and the Terms and Conditions].

This tender is based on there being no transfer of an undertaking to which TUPE would apply.

I warrant that I have all the requisite corporate authority to sign this tender.

I understand that the Authority is not bound to accept the lowest or any Tender. I also understand the Authority has the right to accept only part of a Tender unless I have expressly stipulated otherwise.

This Tender shall remain open for acceptance by the Authority for the period of 180 days after the due date for return of tenders.

I acknowledge that should this Tender be successful that I will be required to submit this form fully signed in hard copy and submitted to the relevant contact point prior to contract signing.

Scanned Signature	<b>REDACTED</b>
Date	06/02/2015
Name	<b>REDACTED</b>
In the capacity of	CEO
Duly authorised to sign Tenders on behalf of	
Name of Company	Pertemps People Development Group Limited (PPDG)