

SCHEDULE 2

TENDER RESPONSE

Contractors tender received in response to CQC's invitation to tender



Retendere Response 201502907 Remploy
Schedule one North.çPart D Solution Propo

SCHEDULE ONE (a) – TENDERER RESPONSE

Expert by Experience Service

Tenderers are required to complete all the sections (taking into consideration the word count limits applied) and return the completed tender to the Authority. Please answer all questions as failure to do so may result in the tender being considered non-compliant and rejected. Where questions do not apply, please mark as "N/a" (Not Applicable) and provide a brief explanation as to why this is so.

SECTION A Organisation details

A.1 Tenderer name

Please confirm the name of the Tenderer*:

Tenderer Name:	Remploy Limited
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- * Full name of organisation tendering (or of organisation acting as the lead contact where a consortium bid is being submitted)

A.2 Contact details*

Tenderers must provide contact details for this tender.

Contact Name*	[REDACTED]
Telephone number	[REDACTED]
Email address:	[REDACTED]
Address:	[REDACTED]

- * Contact is the person responsible for any queries relating to this proposal

A.3 Organisation details

Registered Office Address	18C Meridian East, Meridian Business Park Leicester LE19 1WZ
Company or charity registration number	09457025
VAT registration number	207281428
Name of immediate parent company (if applicable)	MAXIMUS Companies Ltd

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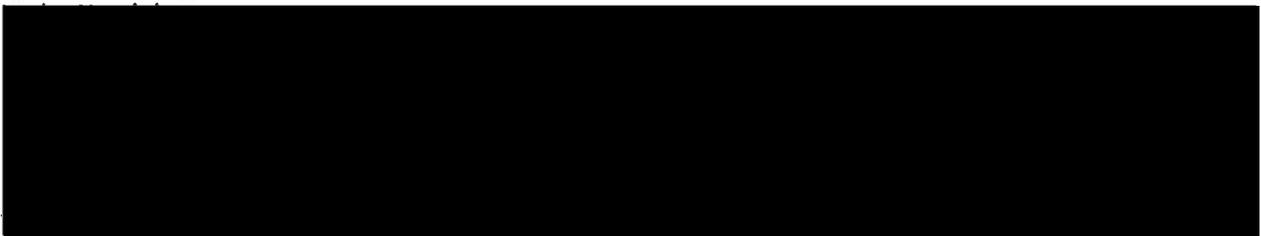
Name of ultimate parent company (if applicable)	MAXIMUS, Inc.
Type of organisation	A Limited Company
If Other, please specify	n/a

A.4 Prime & Sub-Contracting

Please specify the type of Tenderer that is responding to this opportunity:

	Tick one box only
Type A: An organisation able to provide all the requirements itself	<input type="checkbox"/>
Type B: An organisation bidding in the role of Lead Contractor and intends to use third parties to provide some of the services (please provide details below)	<input checked="" type="checkbox"/>
Type C: An organisation / group able to provide all the requirements as a contracting entity	<input type="checkbox"/>

Please indicate the composition of the supply chain/ contracting entity, indicating which member of the supply chain will be responsible for which elements of the requirement. (This may be provided diagrammatically.)



	<ul style="list-style-type: none"> Overall contract management – Remploy will act as the single

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	<ul style="list-style-type: none"> • [Redacted]
<p>[Redacted]</p>	<ul style="list-style-type: none"> • [Redacted] • [Redacted]

[Redacted]

or
 l
 est

Element of service	Delivery Lead		Additional Supply Chain Partner(s)
	Organisation	Details	

[Redacted]

Commercial Remploy Limited tender response

A.6 Grounds for mandatory rejection

In some circumstances, the Authority is required by law to exclude Tenderers from participating further in the procurement.

If "NO" cannot be answered to every section in this question it is unlikely that this application will be accepted.

Please provide a response of "YES" or "NO" to each question below.

Has your organisation or any directors or partner or any other person who has power of representation, decision or control been convicted of any of the following offences?	Response
a) conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA	[REDACTED]
b) corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906, where the offence relates to active corruption	[REDACTED]
c) the offence of bribery, where the offence relates to active corruption;	[REDACTED]
ca) bribery within the meaning of section 1 or 6 of the Bribery Act 2010;	[REDACTED]
d) fraud, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities, within the meaning of	
i) the offence of cheating the Revenue	[REDACTED]
ii) the offence of conspiracy to defraud	[REDACTED]
iii) fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978	[REDACTED]
iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006	[REDACTED]
v) fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994	[REDACTED]
vi) an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993; or	[REDACTED]
vii) destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969	[REDACTED]

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n)

viii) fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or	[REDACTED]
ix) the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of the Fraud Act 2006	[REDACTED]
e) any offence listed— (i) in section 41 of the Counter Terrorism Act 2008(a); or (ii) in Schedule 2 to that Act where the court has determined that there is a terrorist connection;	[REDACTED]
f) any offence under sections 44 to 46 of the Serious Crime Act 2007(b) which relates to an offence covered by subparagraph (e)	[REDACTED]
g) an offence under section 59A of the Sexual Offences Act 2003	[REDACTED]
h) an offence under section 71 of the Coroners and Justice Act 2009	[REDACTED]
i) money laundering within the meaning of section 340(11) and 415 of the Proceeds of Crime Act 2002;	[REDACTED]
j) a) an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;	[REDACTED]
b) an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994	[REDACTED]
k) Any other offence within the meaning of Article 57(1) of the Public Contracts Directive as defined by the national law of any relevant State	[REDACTED]
l) An offence under section 4 of the Asylum and Immigration (Treatment of Claimants, etc) Act 2004'.	[REDACTED]
m) For any situation which is similar to (a) through to (l) above (please provide details below)	
n/a	

A.7 Grounds for discretionary rejection

The Authority is entitled to exclude from consideration organisations to which any of the following apply, but may allow bidding to proceed.

If you cannot answer "NO" to every question, it is possible that your application will not be accepted.

In the event that any of the following does apply, please set out full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by the Authority in considering whether, or not you will be able to proceed any further in respect of this procurement exercise.

Is any of the following true of your organisation	Response
<p>a) <u>Being an individual</u></p> <p>is a person in respect of whom a debt relief order has been made or is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order or a debt relief restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has made any conveyance or assignment for the benefit of his creditors or appears unable to pay, or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state)</p>	
<p>b) <u>Being a partnership constituted under Scots law</u></p> <p>has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate</p>	
<p>c) <u>Being a company of or any other entity within the meaning of section 255 of the Enterprise Act 2002</u></p> <p>has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or has had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of the above procedures or is the subject of similar procedures under the law of any other state</p>	
<p>Has your organisation</p>	
<p>d) been convicted of a criminal offence relating to the conduct of his business or profession</p>	
<p>e) committed an act of grave misconduct in the course of his business or profession</p>	
<p>f) failed to fulfil obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which you are established</p>	
<p>g) failed to fulfil obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which you are established;</p>	

Additional detail	Response
<p>h) The supplier must state whether, from 1st April 2013 onwards, any of its tax returns submitted on or after 1st October 2012:</p> <p>(i) has given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion; and/or</p>	<p>[REDACTED]</p>
<p>(ii) has been found to be incorrect as a result of:</p> <ul style="list-style-type: none"> • HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the "Halifax" abuse principle; or • a tax authority in a jurisdiction in which the supplier is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the "Halifax" abuse principle ; or • the failure of an avoidance scheme which the supplier was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the supplier is established. 	<p>[REDACTED]</p>
<p>If answering "yes" to either h) (i) or h) (ii) above, the supplier may provide details of any mitigating factors that it considers relevant and that it wishes the Authority to take into consideration. This could include, for example:</p> <ul style="list-style-type: none"> • Corrective action undertaken by the supplier to date; • Planned corrective action to be taken; • Changes in personnel or ownership since the OONC; or • Changes in financial, accounting, audit or management procedures since the OONC. <p>In order to consider any factors raised by the supplier procuring Authorities will find it helpful to have the following information:</p> <ul style="list-style-type: none"> • A brief description of the occasion, the tax to which it applied, and the type of "non-compliance" e.g. whether HMRC or the foreign tax authority has challenged pursuant to the GAAR, the "Halifax" abuse principle etc. • Where the OONC relates to a DOTAS, the number of the relevant scheme. • The date of the original "non-compliance" and the date of any judgement against the supplier, or date when the return was amended. • The level of any penalty or criminal conviction applied. 	
<p>n/a</p>	
<p>i) Is guilty of serious misrepresentation in providing any information referred to within this regulation or regulation 41 or 58, or has not provided such information in response to a request by the contracting authority</p>	<p>[REDACTED]</p>
<p>For any situation which is similar to (a) through to (i) above, please provide details below</p>	
<p>n/a</p>	

A.8 Organisational size / headcount

Tenderers should note that this response has no weighting and is not evaluated under this Procurement. The response is required from the Tenderer alone.

Commercial Remploy Limited tender response

Please provide details of the Tenderer's staff numbers. (This is the average annual numbers of both staff and managerial staff employed over the last trading year.)

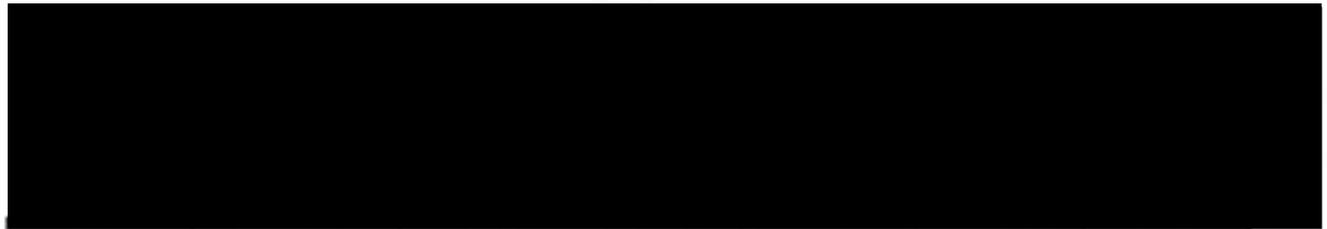
	Reference Year	Average AWU**
The average staff number should be expressed in annual work units (AWU)		

** Anyone that has worked full-time within the enterprise, or on its behalf, during the reference year counts as one unit. Part-time staff, seasonal workers and those who did not work the full year are treated as fractions of one unit.

A.9 Past performance

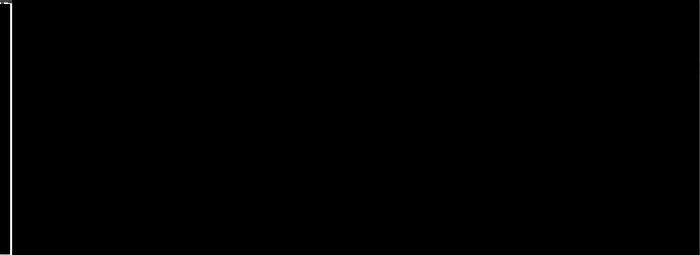
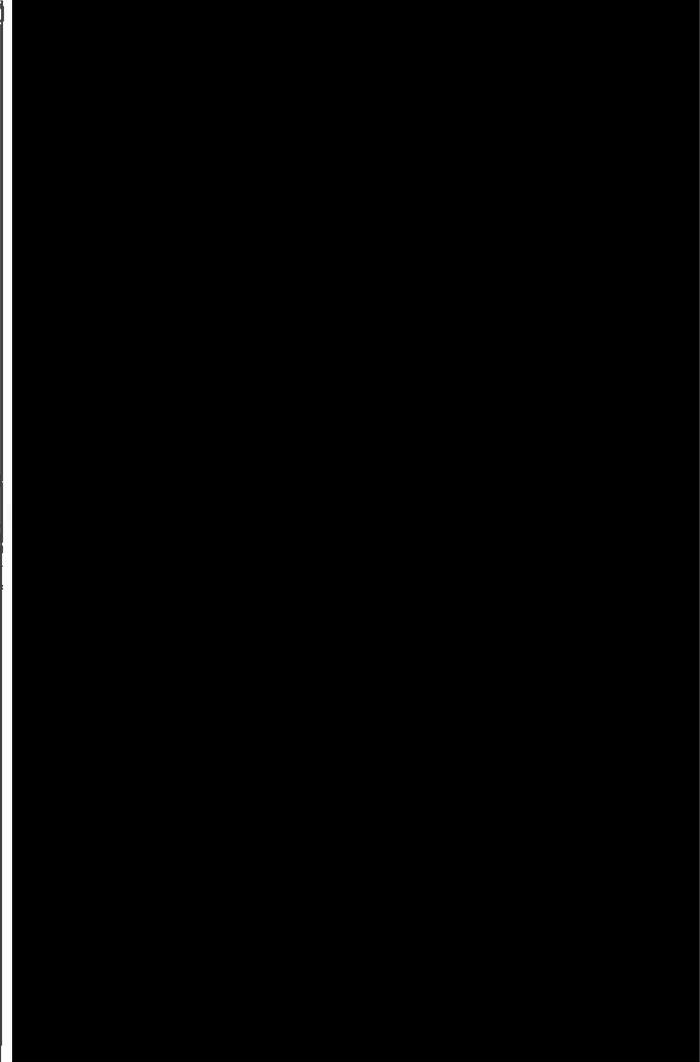
Pursuant to the Cabinet Office Procurement Policy Note 09/12 "Taking Account of Bidders Past Performance":

Please provide a list comprising a statement of the relevant principal services provided by you, in the previous 3 years



Contract Name	Commissioner	Principle Services	Scope & Performance	Contract Value
			Delivered from 60	
[Redacted Content]				
			over 7,000	

Commercial Remploy Limited tender response

			
			80,500,000 
			

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If any such certificate cannot be obtained, please provide an explanation of the steps taken to obtain it and why it is not available and provide self-certification (available in the same form).



Certificate of
Performance

If the certificate does not state that the services have been provided satisfactorily in accordance with the terms of the contract in question, please submit information to show that any reason why services were not so provided will not recur in the performance of the Contract(s) to be awarded as part of this procurement exercise.

Please see Attachment C – Past Performance Certificates

SECTION B Financial information

The purpose of the financial information section is to enable the Authority to confirm the identity and financial capacity and standing (and by inference financial capability) of a Tenderer and/or consortium member. It tests the solvency and ability to meet ongoing liabilities as they fall due, and the financial capability to undertake the procurement. The financial evaluation grading (on a simple Pass / Fail basis) relating to financial status is proportionate to the value of the procurement.

This section must be completed by the Tenderer in respect of itself and each consortium party (if a Type C bidding entity (see question A.4)). A Type B (see question A.4) bidding entity need only respond to this section in respect of itself.

Please identify which organisation to which the following details apply:

Organisation Name	Remploy Limited
Organisation Status	Tenderer

B.1 Financial standing

Please provide one or more in order to demonstrate the contracting entities financial robustness (either by demonstrating a sufficient Financial Net Worth or by provision of guarantees or bonds) set out below

	Status
1. A copy of the contracting entities audited accounts for the most recent two years	n/a
2. A statement of the contracting entities turnover, profit & loss account and cash flow for the most recent year of trading	n/a
3. A statement of the contracting entities cash flow forecast for the current year and a bank letter outlining the current cash and credit position	n/a
4. Alternative means of demonstrating the contracting entities Financial Net Worth if trading for less than a year	Provided as <i>Attachment B- Alternative Means of Demonstrating Financial Net Worth</i>
5 If the contracting entity cannot demonstrate a Financial Net Worth under 1-4 above to the level detailed below, depending on preferred number of lots: 1. One Lot – £500,000 2. Two Lots – £1, 200,000 3. Three Lots – £2,100,000 the contracting entity must provide confirmation that either: (a) a parent company guarantee will be provided from a parent company (with a Financial Net Worth of at least the above levels) guaranteeing the contracting entities obligations and liabilities under the contract(s); or	n/a

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<p>(b) a bond(s) or guarantee(s) will be provided by a reputable financial institution to the level detailed below, depending on preferred number of lots:</p> <ol style="list-style-type: none">1. One Lot – £500,0002. Two Lots – £1, 200,0003. Three Lots – £2,100,000.	
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SECTION C Technical and Professional Ability (Regulation 25)

Where the Tenderer is a special purpose vehicle and not intending to be the main provider of the services, the requested information should be provided in respect of the principal intended provider(s) of the services.

C.1 Organisational capability

Please provide details of the experience that the Tenderer (as an organisation) has in the delivery of services similar to those required under this contract. This experience should be evidenced with the contract examples provided in response to question C.2. If the Tenderer is operating in a "management" capacity, then this management integration capability should be evidenced along with the operational delivery activities.

Please also indicate the percentage (%) level of turnover this contract would contribute to the overall turnover of the Tenderer. Please provide percentages on all lots bid.

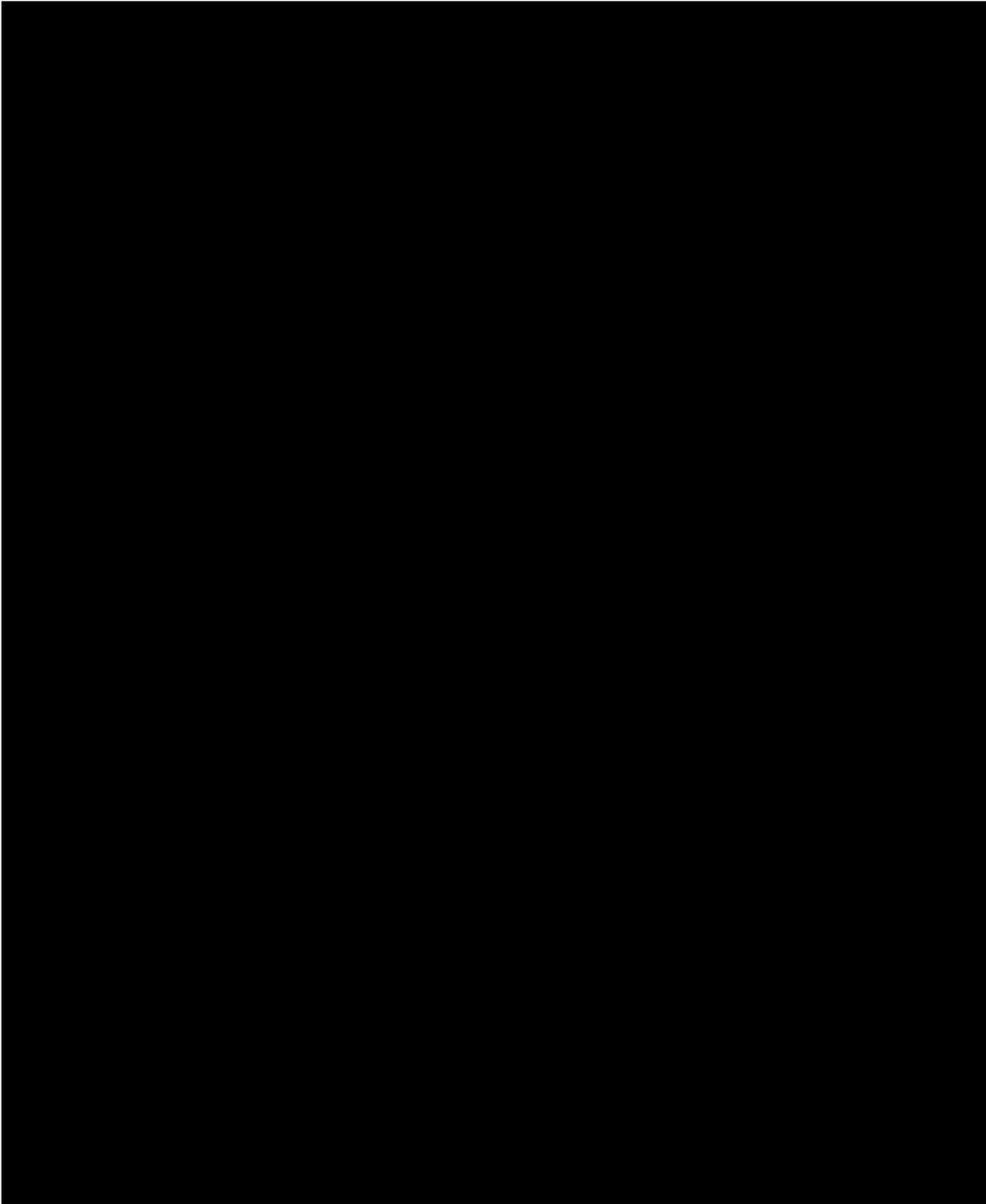
The response should detail:

- the organisational governance arrangements and quality assurance tools and infrastructure available to the Tenderer that ensures effective and efficient delivery of the requirement(s)
- the relevance of the experience that the organisation has to the requirements of this procurement; and
- how the organisational experience can help provide for effective delivery of the requirement(s).

TENDERER RESPONSE

Please see response on next page

Commercial: Remploy Limited tender response

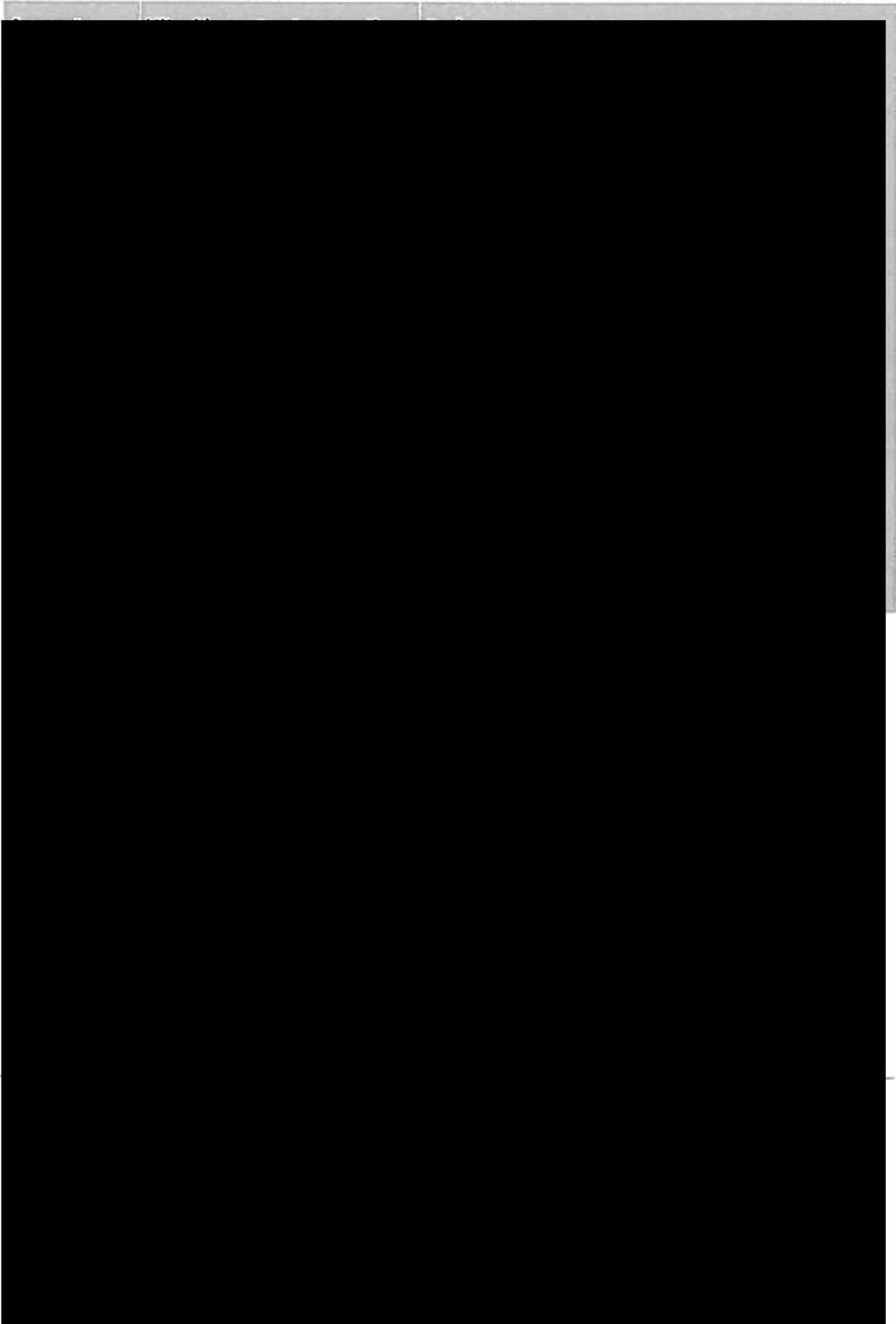


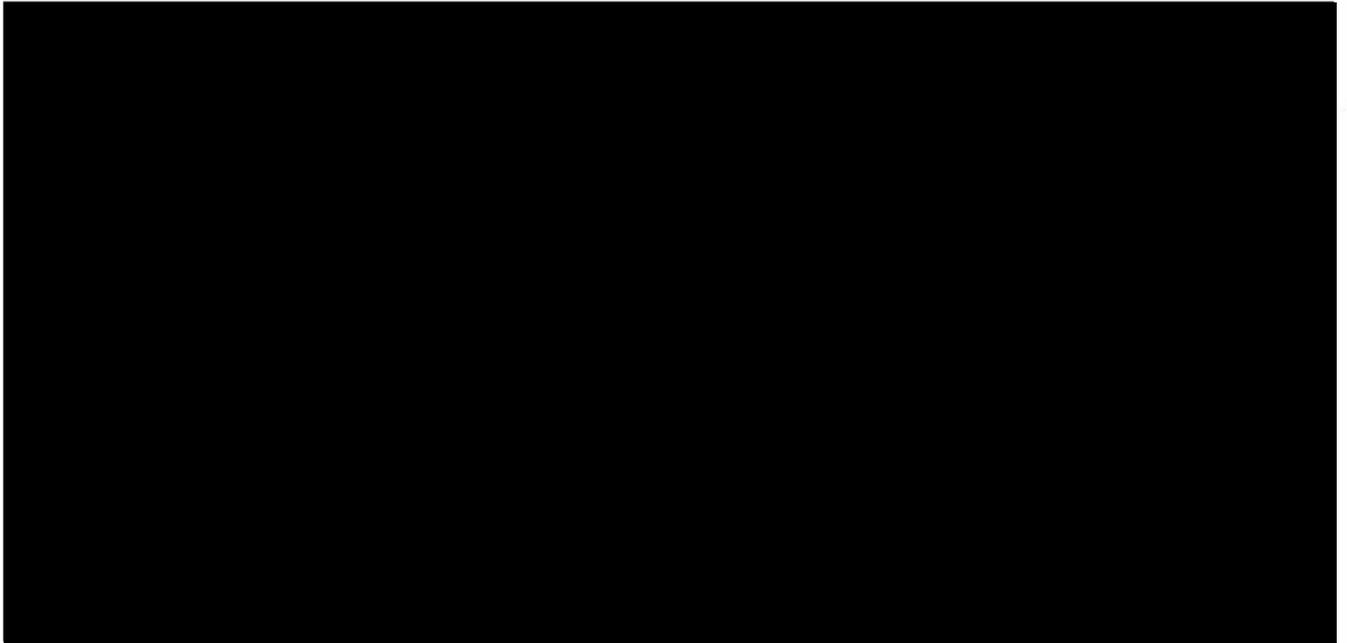
Commercial: Remploy Limited tender response

Contract	Operational scope	Relevance to ExE
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C.2 Contract examples

Please provide details of up to three contracts from either, or both, the public and private sectors, that are relevant to the Authority's requirement(s). Contracts for the supply of goods or services should have been performed during the past three years.

(The customer contact should be prepared to speak to the Authority to confirm the accuracy of the information provided below.)

Contract 1	Response
Organisation name	[Redacted]
Customer Contact name, phone & email	
Contract start & completion date	
Contract Value	
Brief description of contract (max 150 words) including evidence as to your technical capability in this market	
<ul style="list-style-type: none"> • [Redacted] • [Redacted] • [Redacted] 	[Redacted]

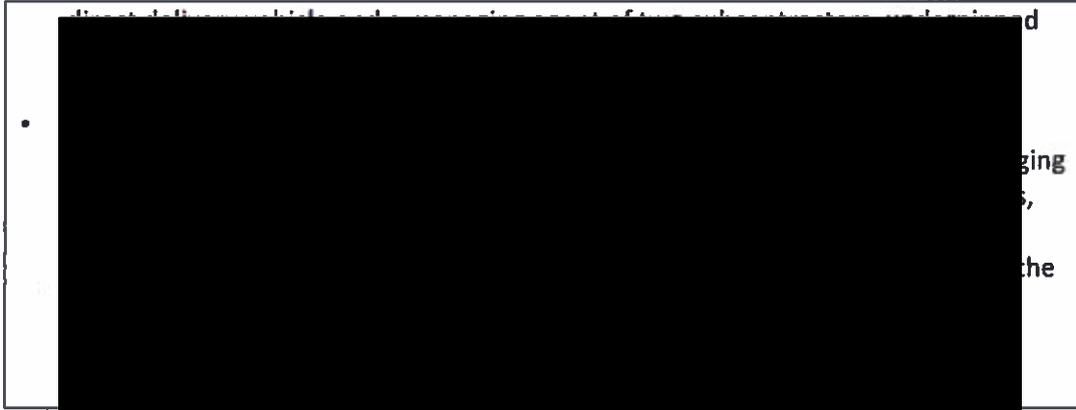
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Contract 2	Response
Organisation name	
Customer Contact name, phone & email	
Contract start & completion date	
Contract Value	
Brief description of contract (max 150 words) including evidence as to your technical capability in this market	
<ul style="list-style-type: none"> • • 	

Contract 3	Response
Organisation name	
Customer Contact name, phone & email	
Contract start & completion date	
Contract Value	
Brief description of contract (max 150 words) including evidence as to your technical capability in this market	
<ul style="list-style-type: none"> • 	

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C.3 Operational Capability (leadership/management)

Please provide details of the qualifications and experience of senior staff, who have led similar projects/contracts where they were responsible for ensuring the delivery of a contract (highlighting the role each has undertaken) (This may be a Partner, Project Manager, Lead Consultant or similar. If there is a specific Project / Delivery Lead for each (or a set of) specific deliverables or geographical lots, then the details for all Project / Delivery Leads should be provided.)

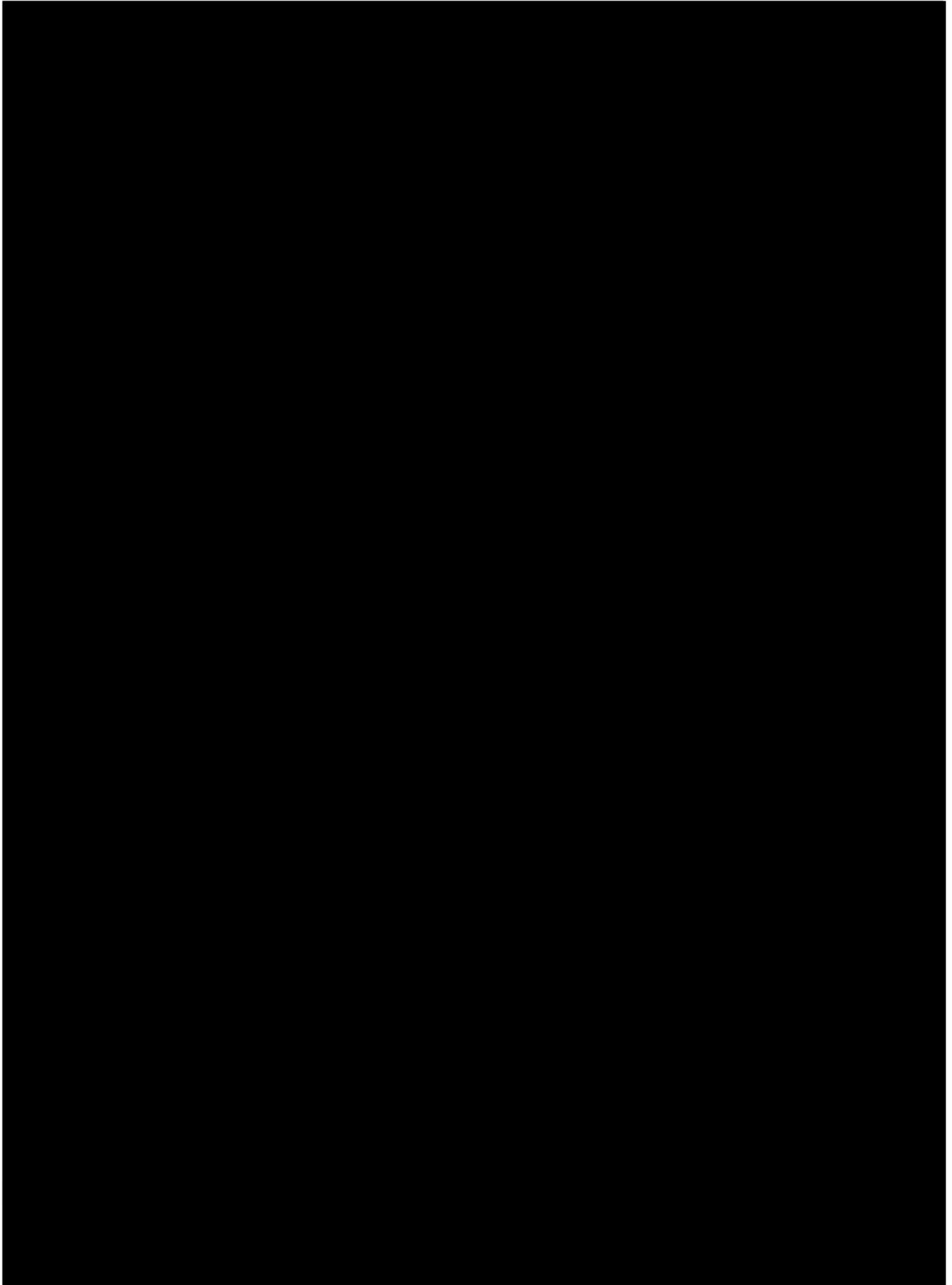
Please also identify where possible the Contract Manger for the Project. If they cannot be currently identified please demonstrate how they will be identified, appointed and in a position to manage the contract in lines with the timetable indicated in Section One in ITT Part A

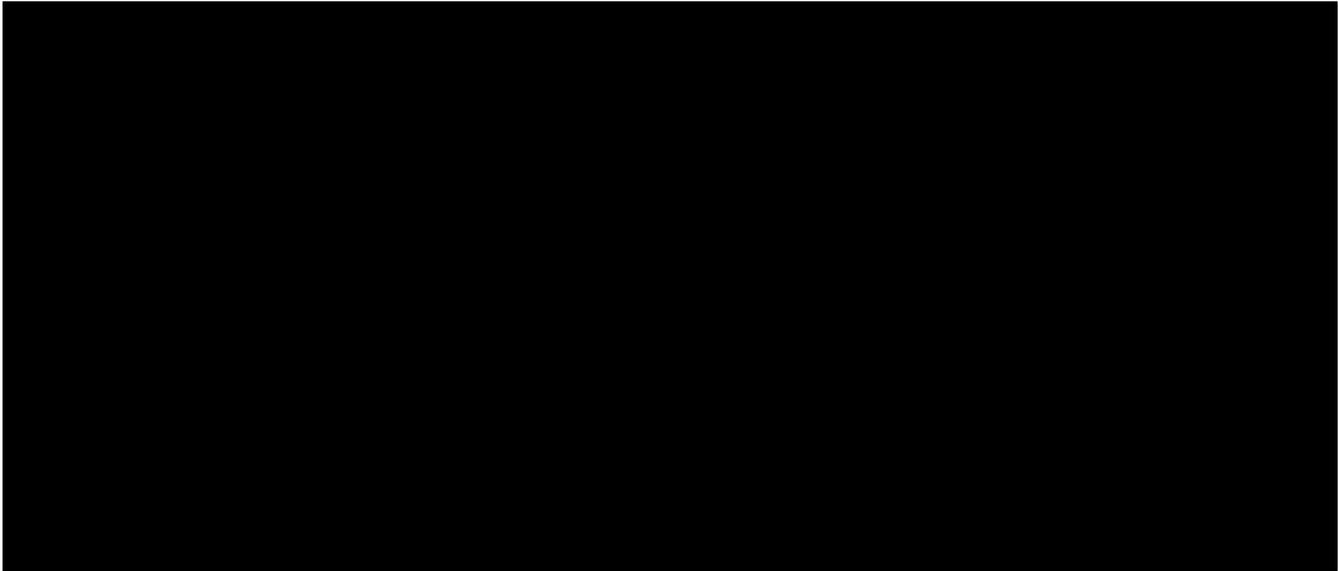
Tenderers must demonstrate that the personnel proposed have the appropriate skills, qualifications and experience for the scope of service delivery requirements..

TENDERER RESPONSE

Please see response on next page

Commercial: Remploy Limited tender response





C.4 Technical capability (Service Delivery)

Please provide details of the key team members (highlighting the role each will undertake) in delivering the requirement(s) for each Lot applied for within this tender. Tenderers must demonstrate that the personnel proposed have direct experience of being involved with similar requirements and that each member has the relevant skills and competencies to fulfil the specific roles identified..

Tenderers must demonstrate that the personnel proposed have the appropriate skills, qualifications and experience for the scope of service delivery requirements.

TENDERER RESPONSE

Please see response on next page

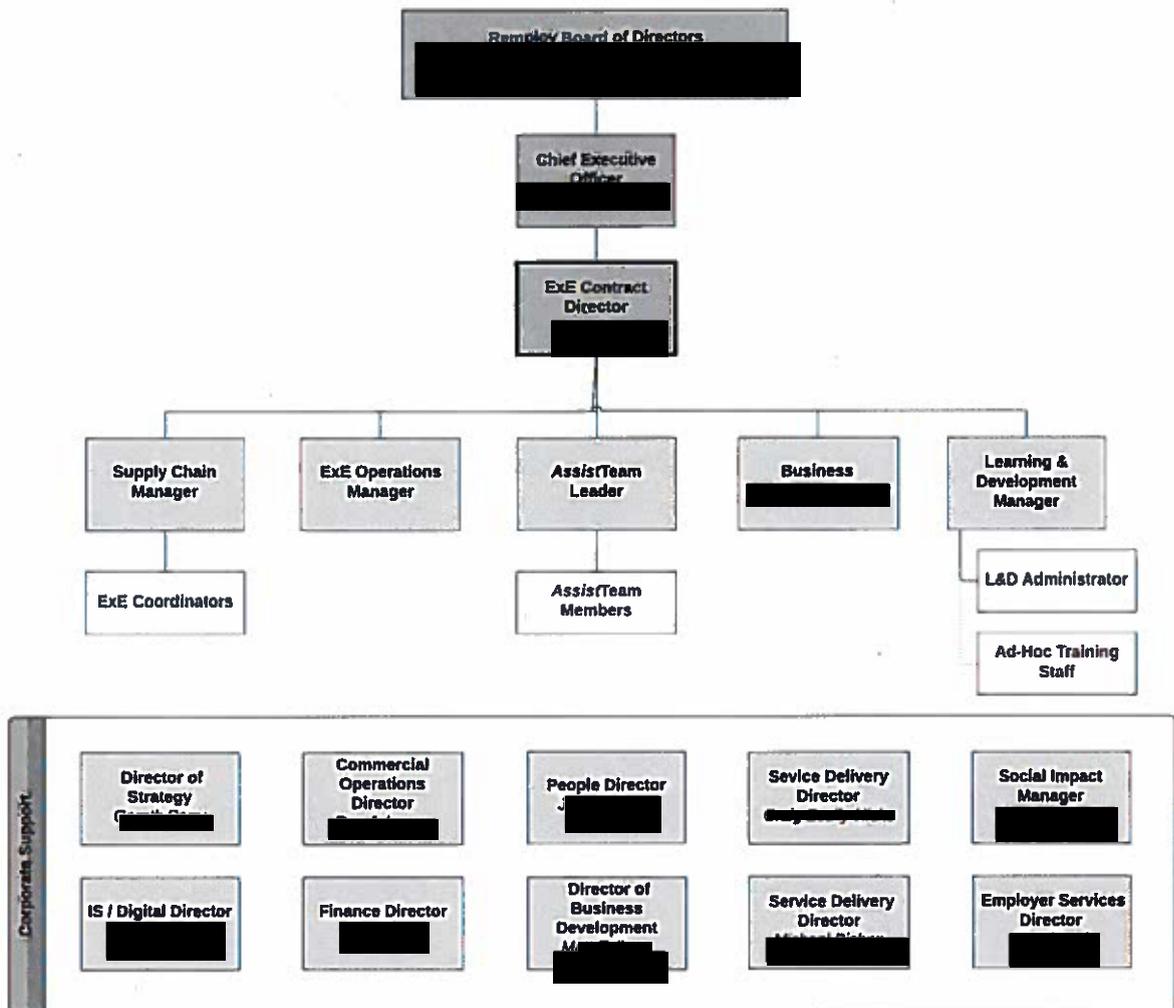
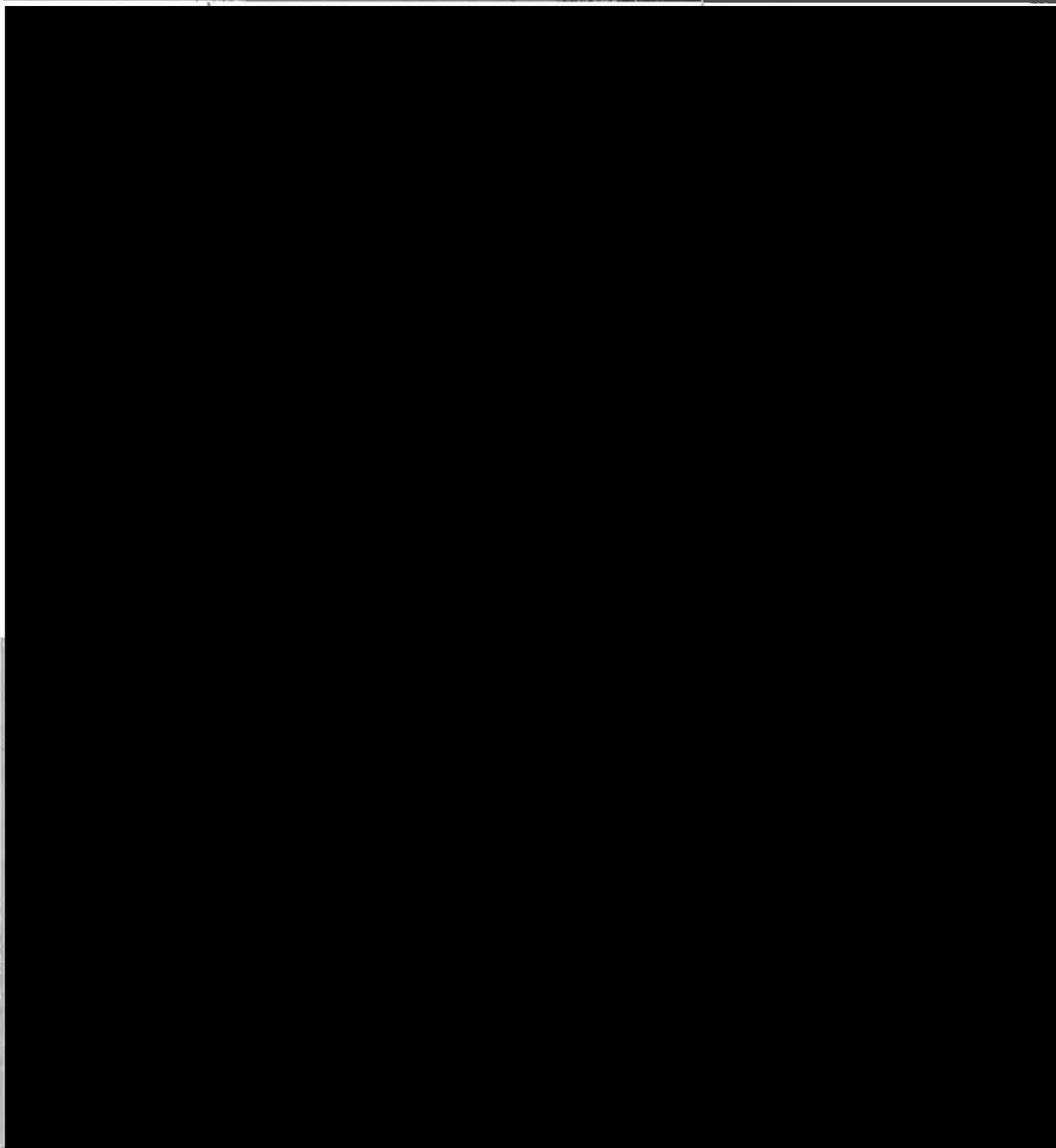


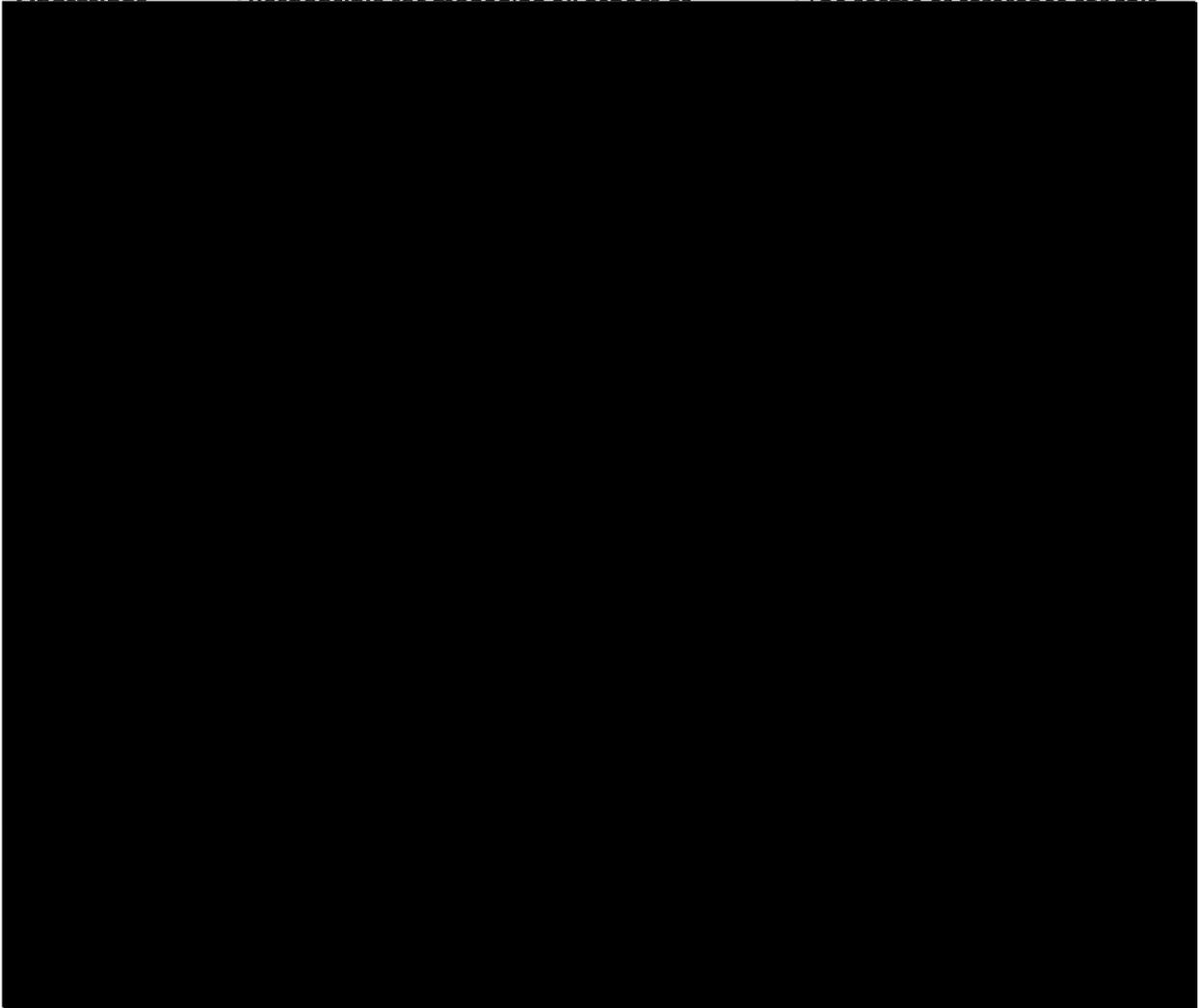
Exhibit C4.1 – Organisational Structure: shows the proposed roles for this contract, and includes the already in place corporate support roles.

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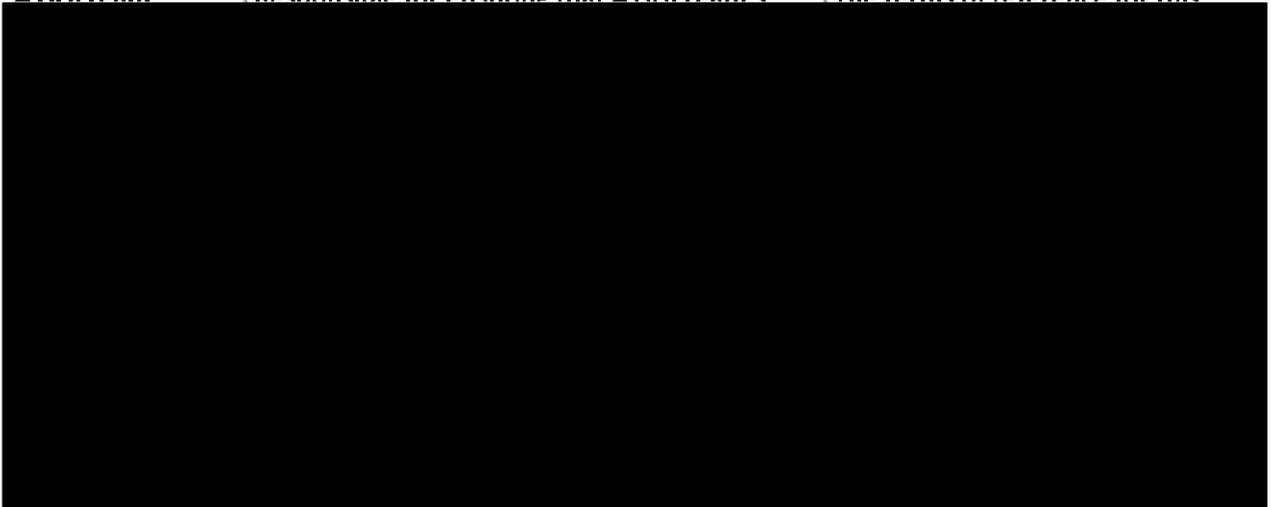
Role	Responsibilities	Relevant Experience & Competencies
		

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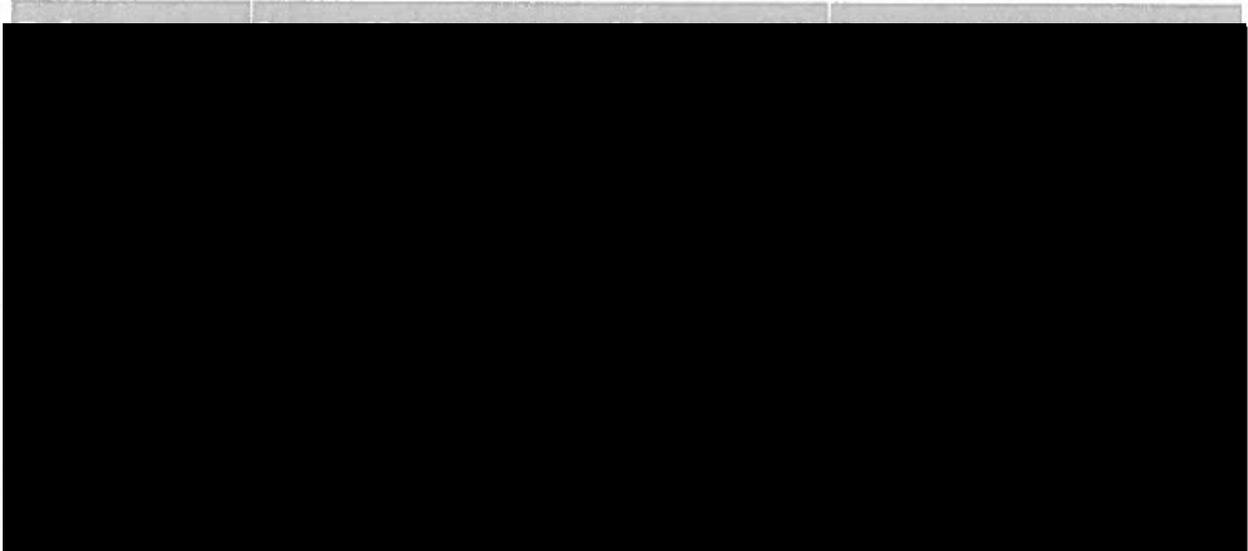
Operations | Responsible for ensuring all content of | The terms of reference for this



AssistTeam | Responsible for ensuring that AssistTeam's | The terms of reference for this



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The above team is supported by our central corporate functions in HR, strategy, commercial, ICT, social impact, digital, and business development. This team has directly relevant experience, skills and competencies and will help ensure the scope of service delivery requirements are met.

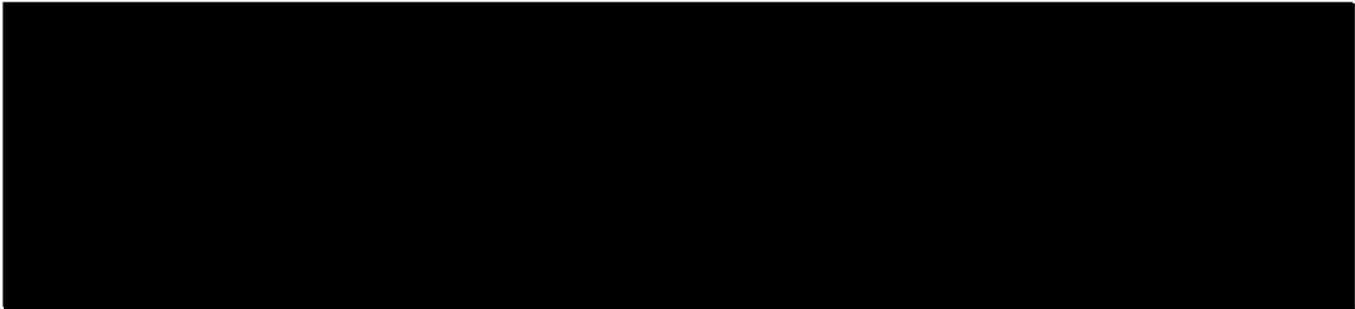
C.5 Staffing (knowledge base)

Please detail the number of staff available to the Tenderer (including consortia members and named sub-contractors where appropriate) carrying out of services directly relevant to those required.

TENDERER RESPONSE

Please see response on next page

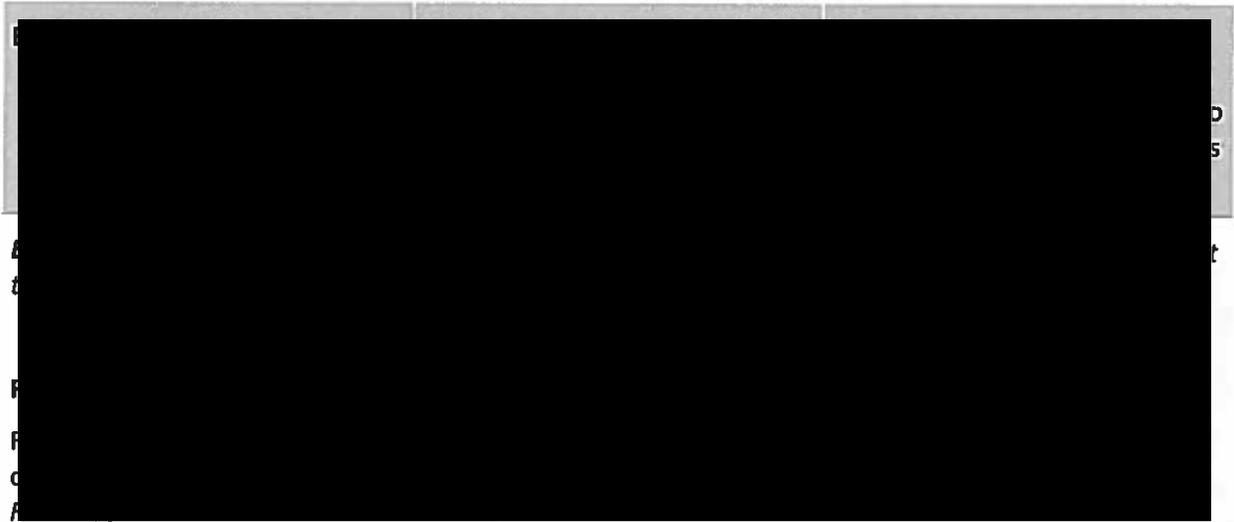
Commercial: Remploy Limited tender response



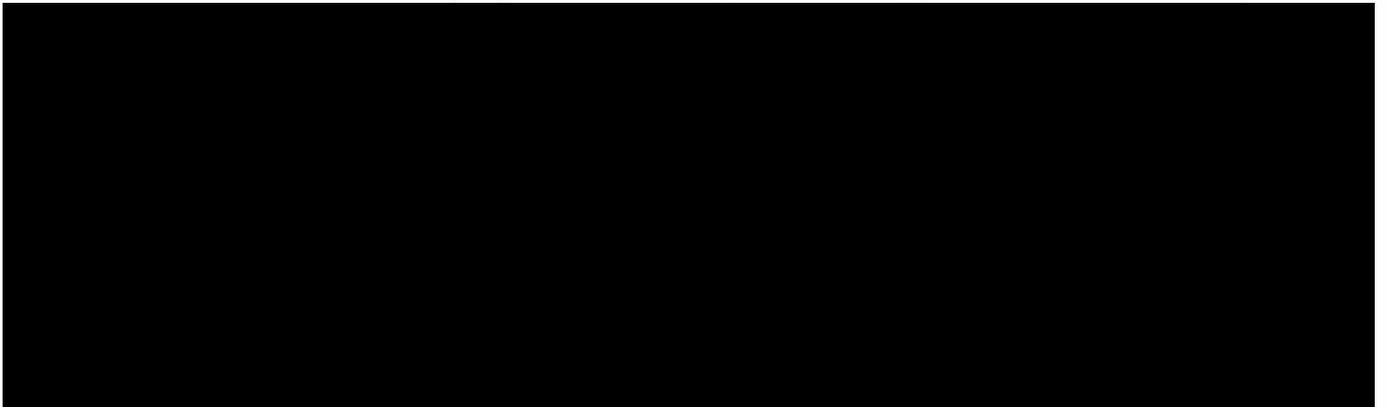
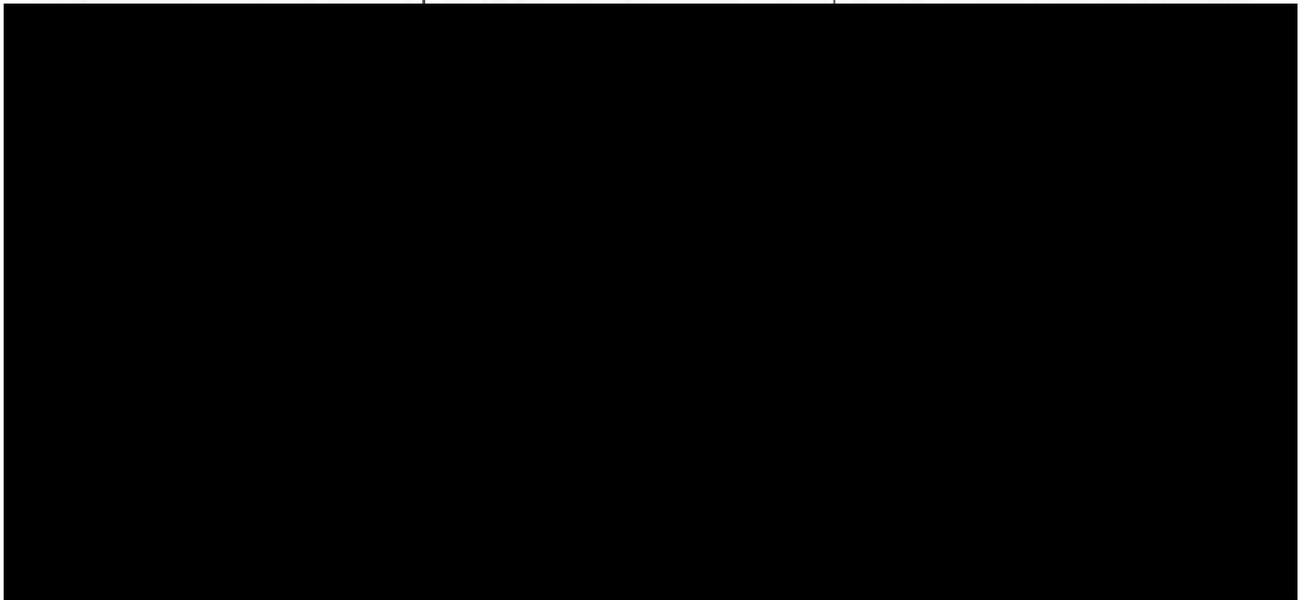
Resource.

Team	Resource	Resource Base Capable of Mitigating Delivery Risk

Commercial: Remploy Limited tender response

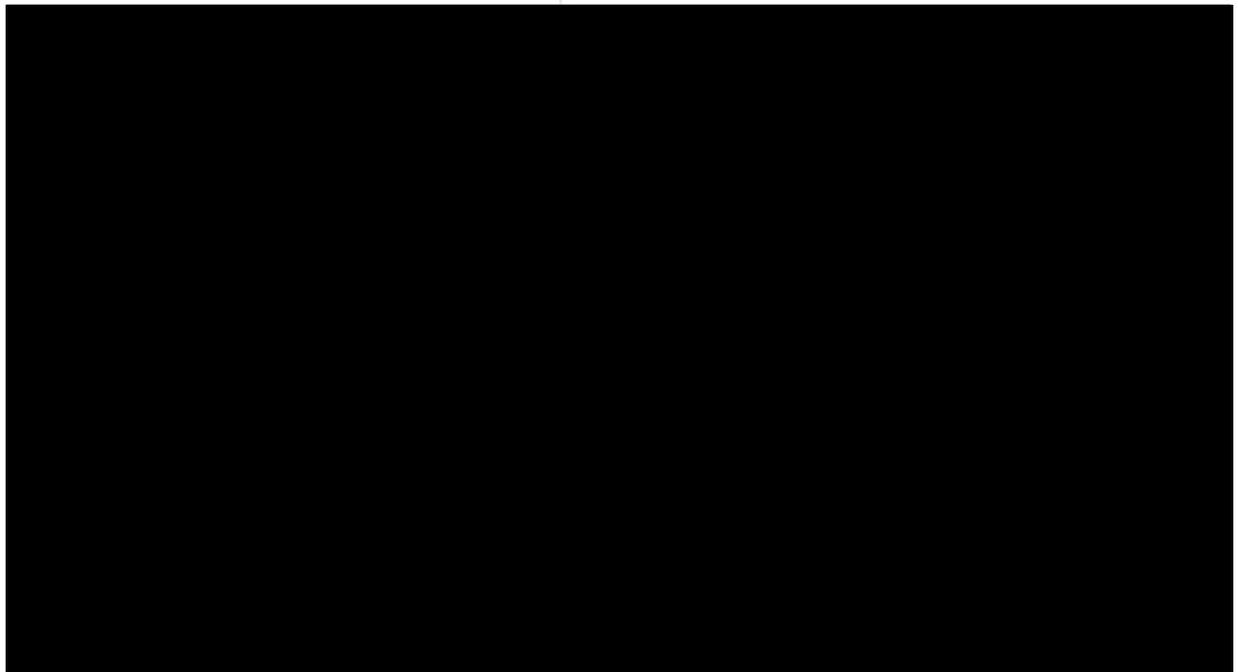
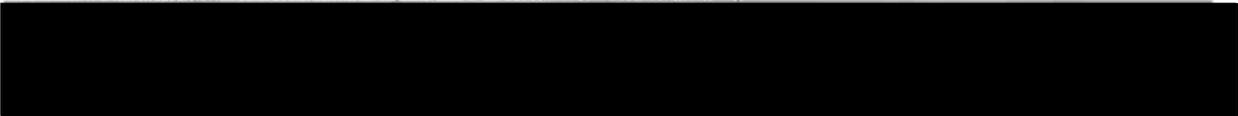
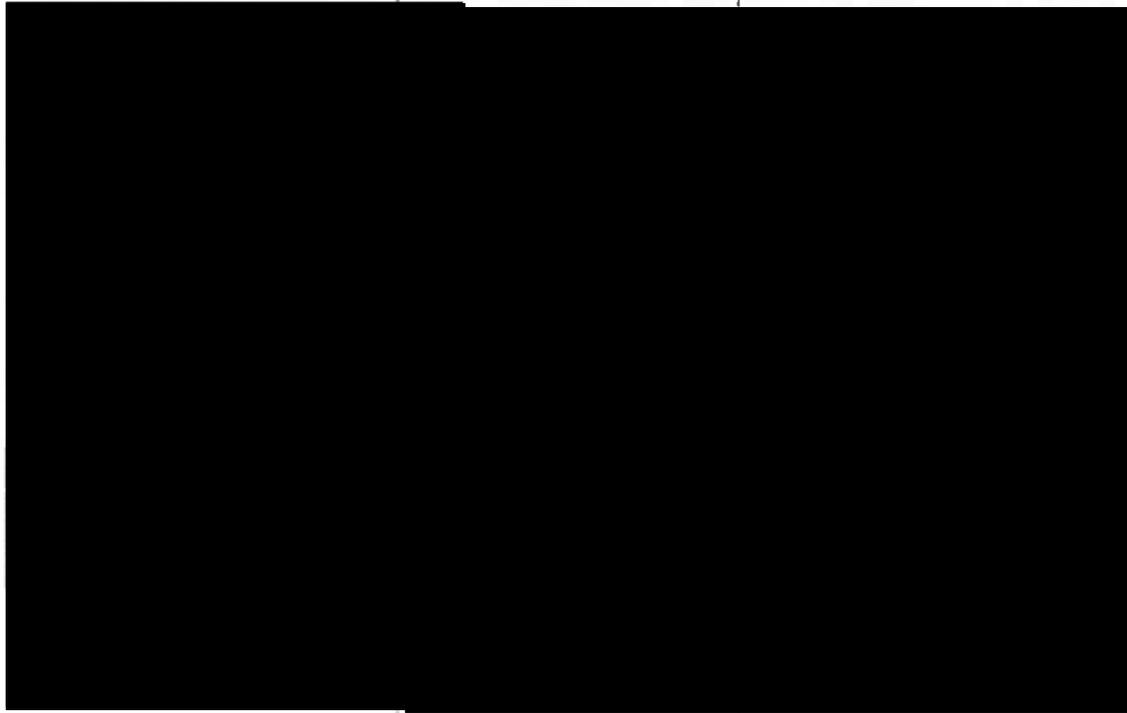


Team	Resource	Resource Base Capable of Mitigating Delivery Risk
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Supply Chain Partner	Named Contract Lead	Organisation providing contingency resource
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Commercial: Remploy Limited tender response

Tenderers should note the following:

- The weightings provided indicate the relative importance of each question (which should be taken into consideration when constructing a response);
- Tenderers should reference Section Three, paragraph 6 of Part A of the ITT for further detail.

SECTION D Solution Proposal

QUESTION	D.1	WEIGHT	None	WORD LIMIT	750
INFORMATION REQUEST	Tenderers must provide a concise summary highlighting the key aspects of the proposal. Including the combination of lots for which they are tendering plus their ranked preference for the award of single and combined multiple lots. (Up to a maximum of three but not exceeding 70% of the volumes in Annex 1 Part B).				
SUBJECT	Overview				
CRITERIA	Not evaluated (used to provide context)				

TENDERER RESPONSE / ADDITIONAL COMMENTARY

Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.



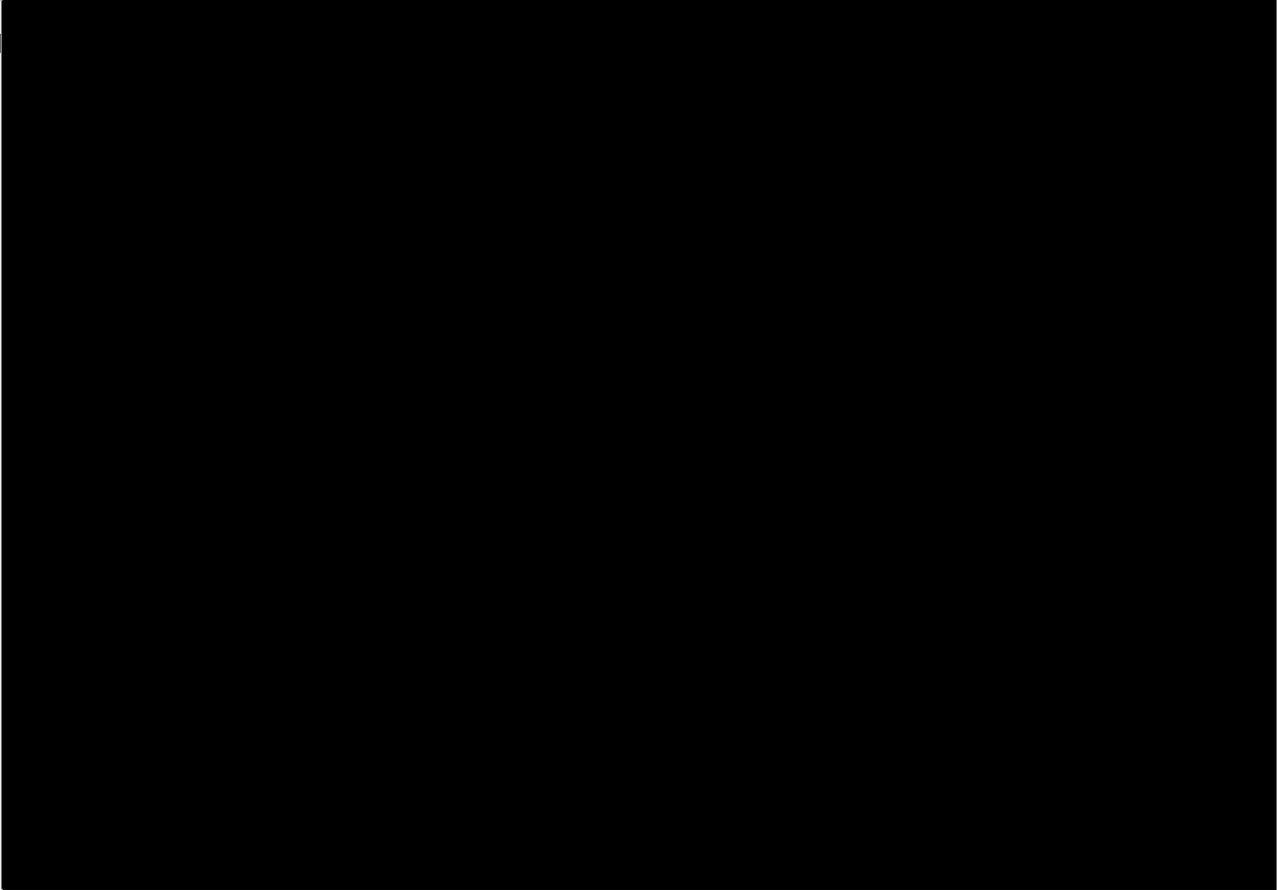
Remploy is excited by the opportunity to work with the CQC to deliver the Experts by Experience Programme in the Northern Lot. We recognise the power of this Programme to deliver lasting improvements to the quality of Health and Social Care throughout England, while at the same time making a meaningful impact on the wellbeing and life prospects of those people taking part.



Our Proposal



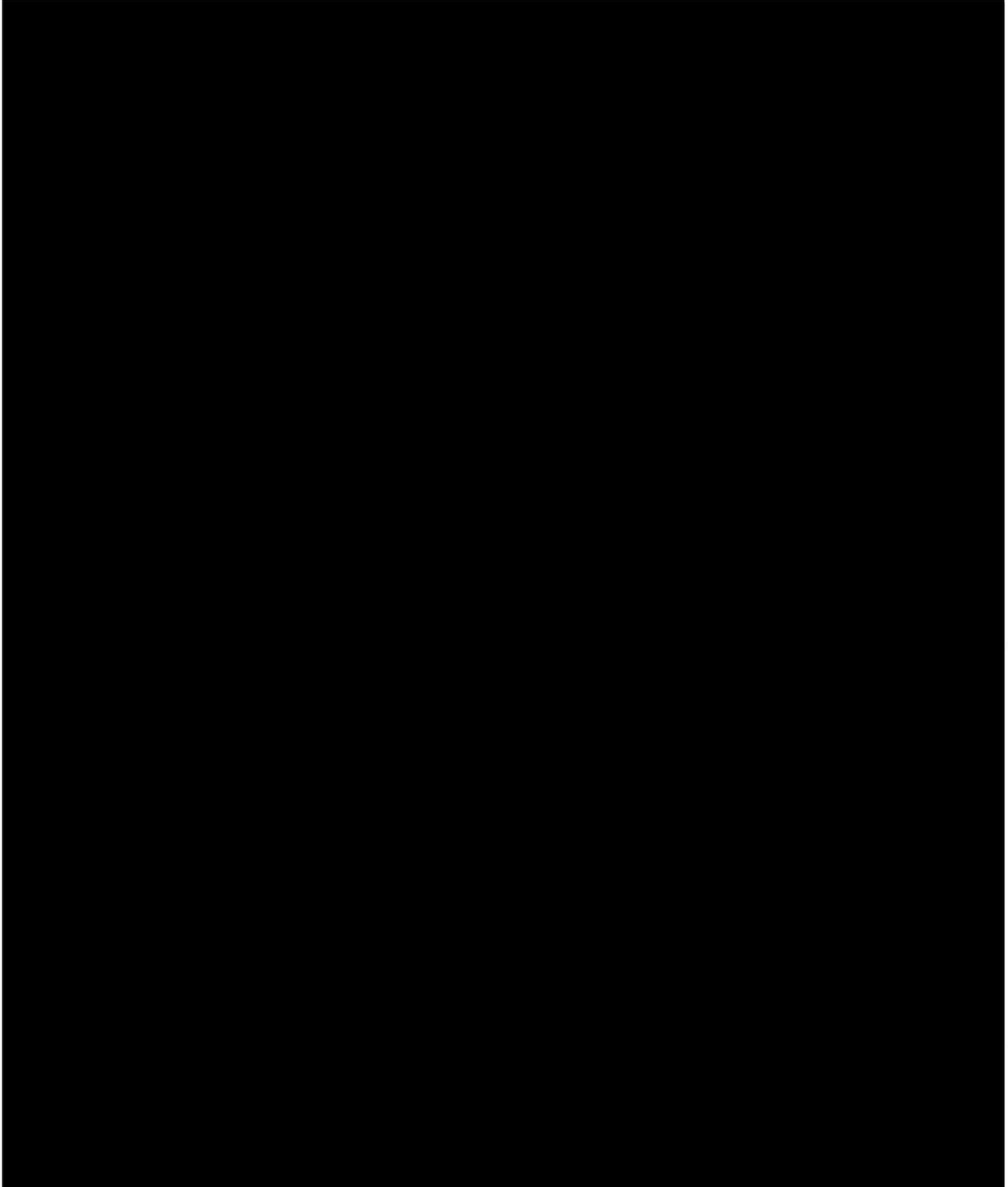
Combination of Lots and Preferences



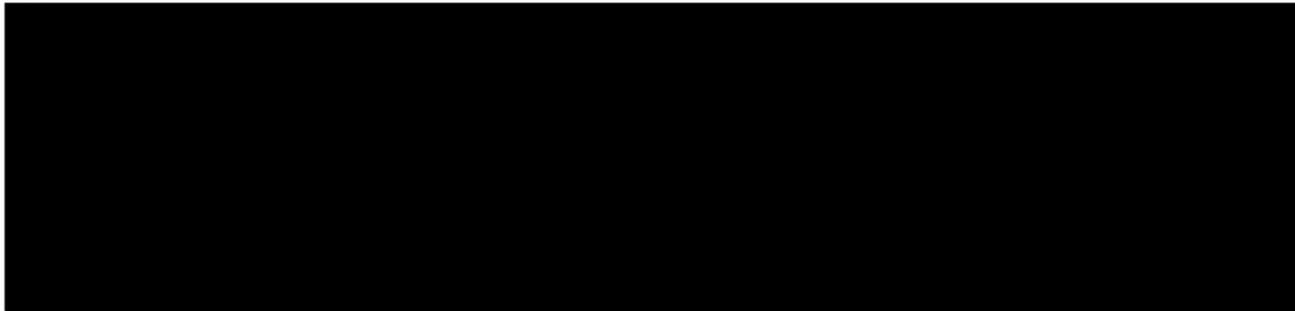
Commercial: Remploy Limited tender response



Exhibit D1.1 – Ranked Preferences.



Commercial: Remploy Limited tender response



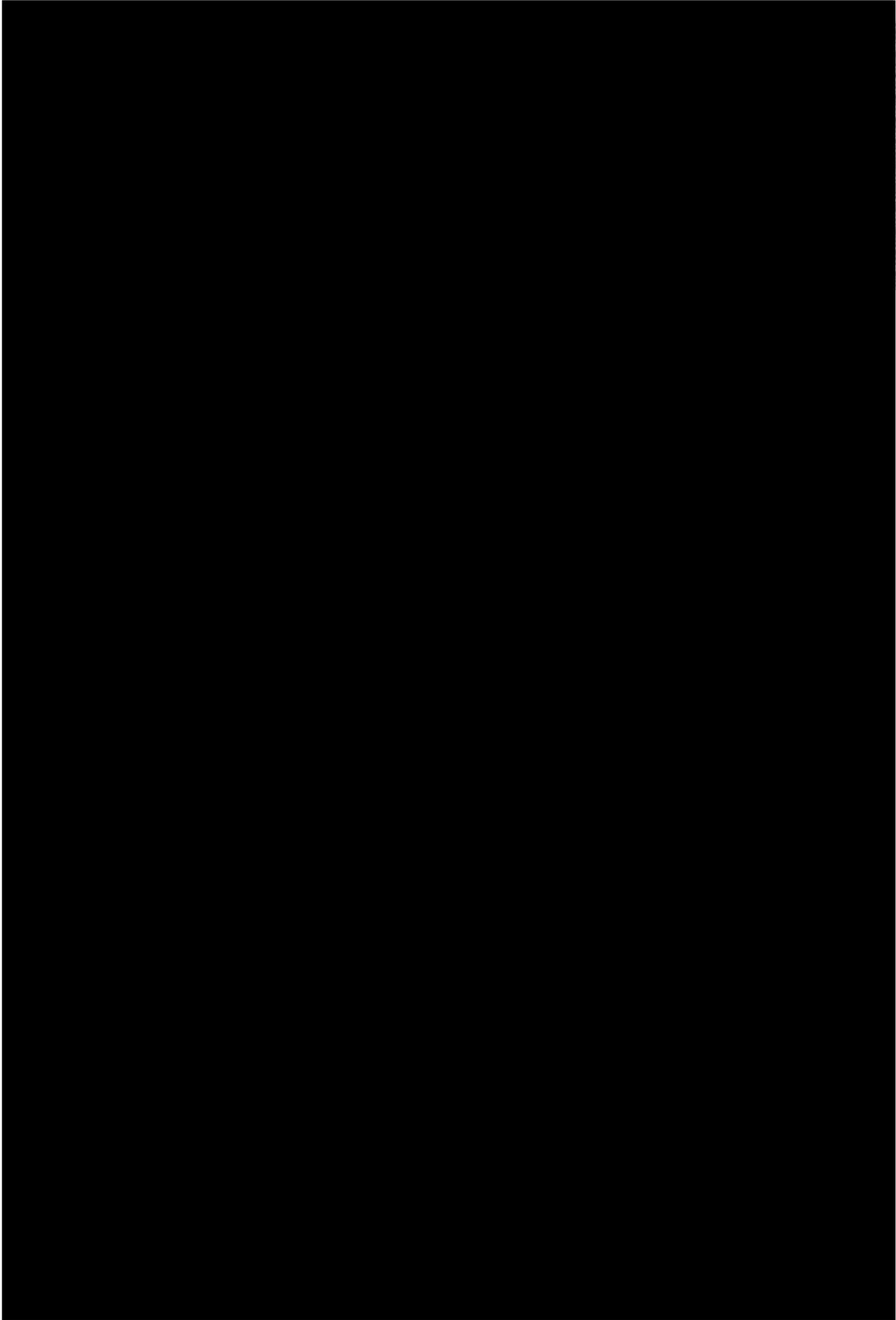
QUESTION	D.2	WEIGHT	15%	WORD LIMIT	2000
INFORMATION REQUEST	Tenderers must provide a description of the resourcing model and how it will deliver the requirements. This should include a description of how it is intended to obtain, deliver and sustain the services for all aspects of the Requirement.				
SUBJECT	Resource Model				
CRITERIA	<p>Seeks to establish that the Tenderer has understood the resource Requirements and has a credible plan for delivering sustainable successful outcomes</p> <p>The Tender Response shows that it:</p> <ul style="list-style-type: none"> • Has a sustainable /resource delivery model that delivers the requirements and reflects continuous improvement as outlined in part B of the ITT paragraph 7 Has a defined and coherent way of working with any sub contracted supply chain within the resource model to ensure delivery of the volumes and maintenance of quality • Assures that quality resources can be maintained throughout the life of the contract but demonstrates innovation on how they will access these resources • Has a credible and sustainable resourcing model to ensure diversity across each type of ExE that is representative of not only the protected characteristics but the broader service user community. • Has a viable strategy to source appropriate Support Workers for individual EXE (as maybe required) • Has appropriate objective processes and protocols that will determine their use of support workers. 				

TENDERER RESPONSE / ADDITIONAL COMMENTARY

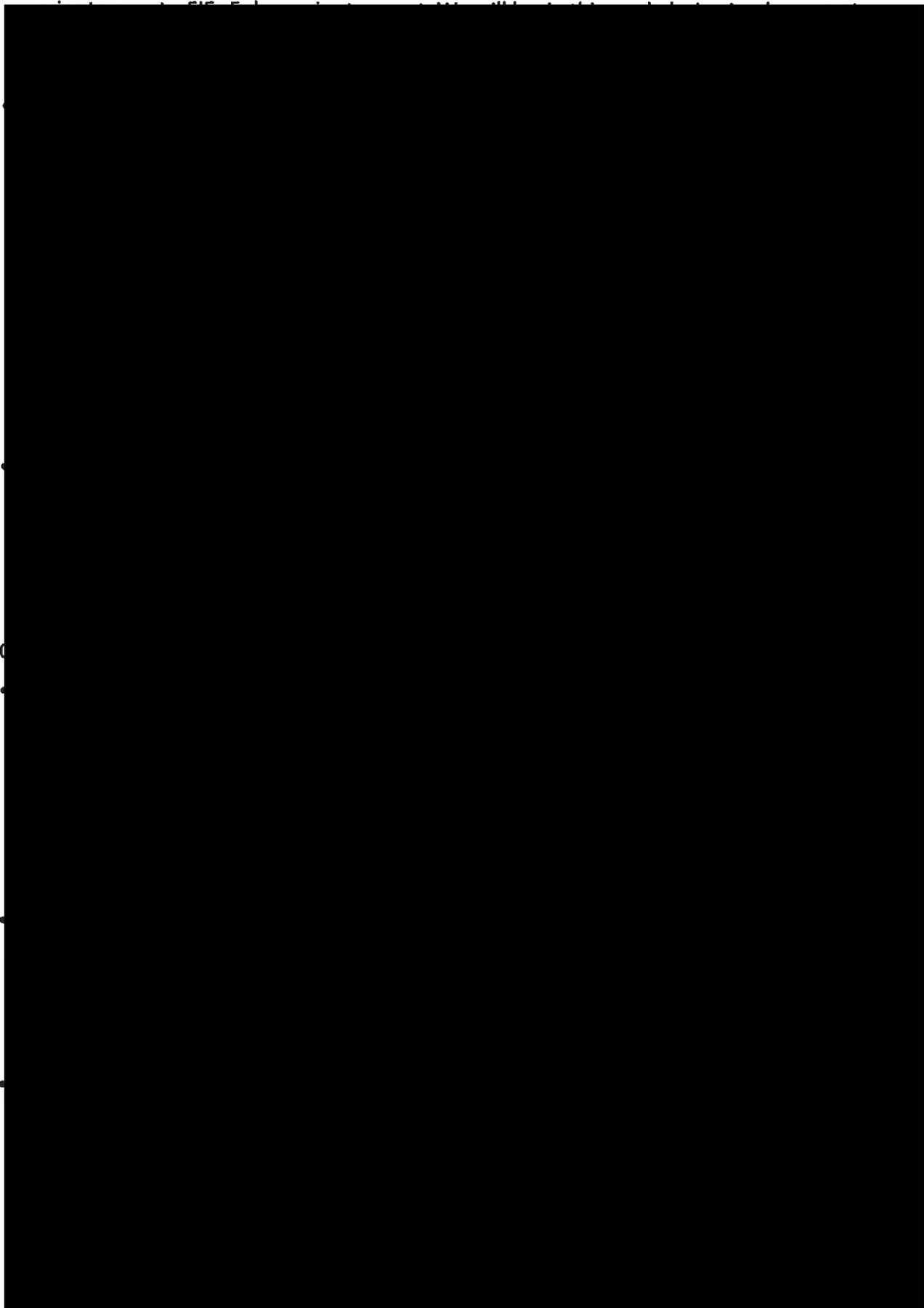
Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

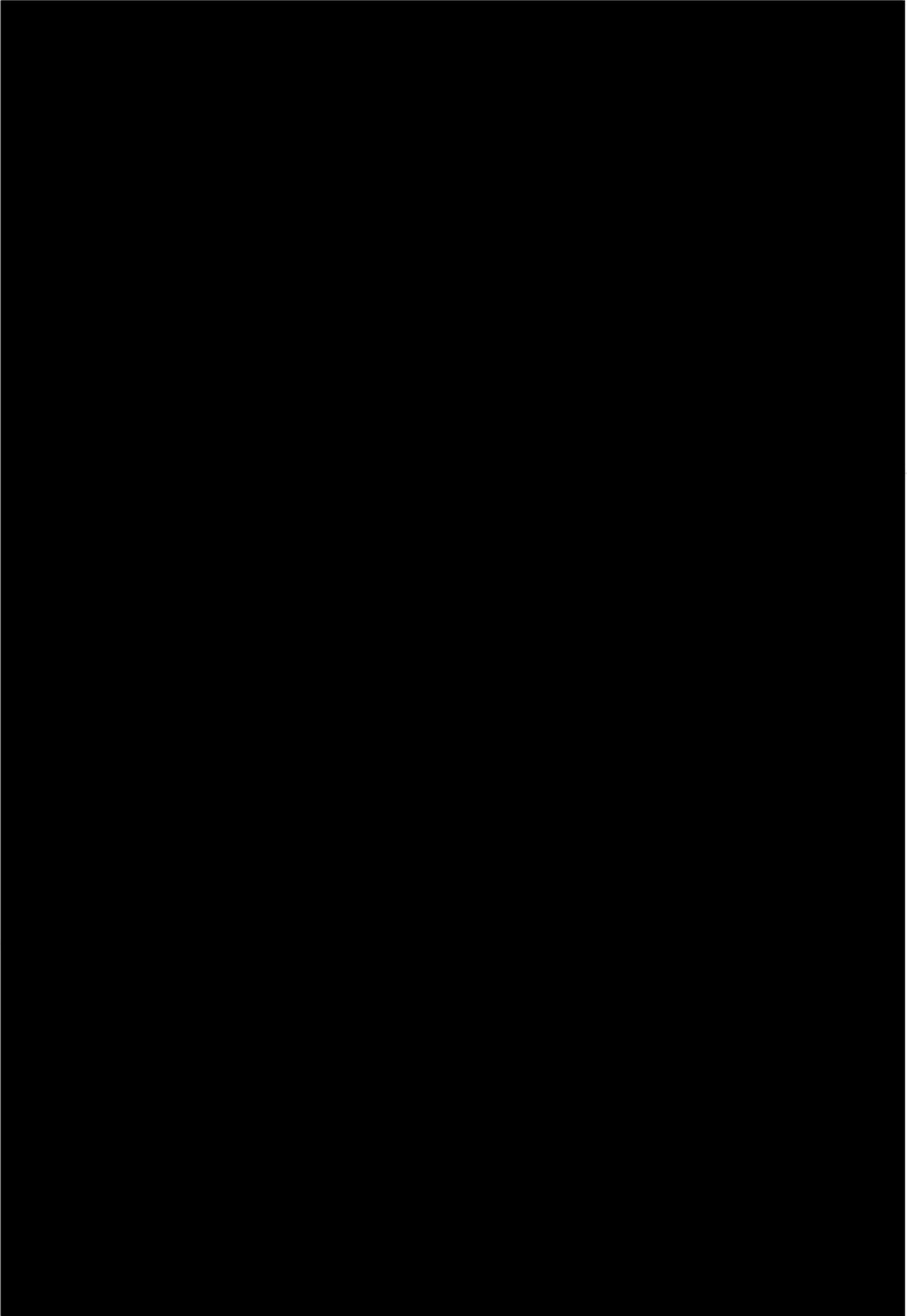
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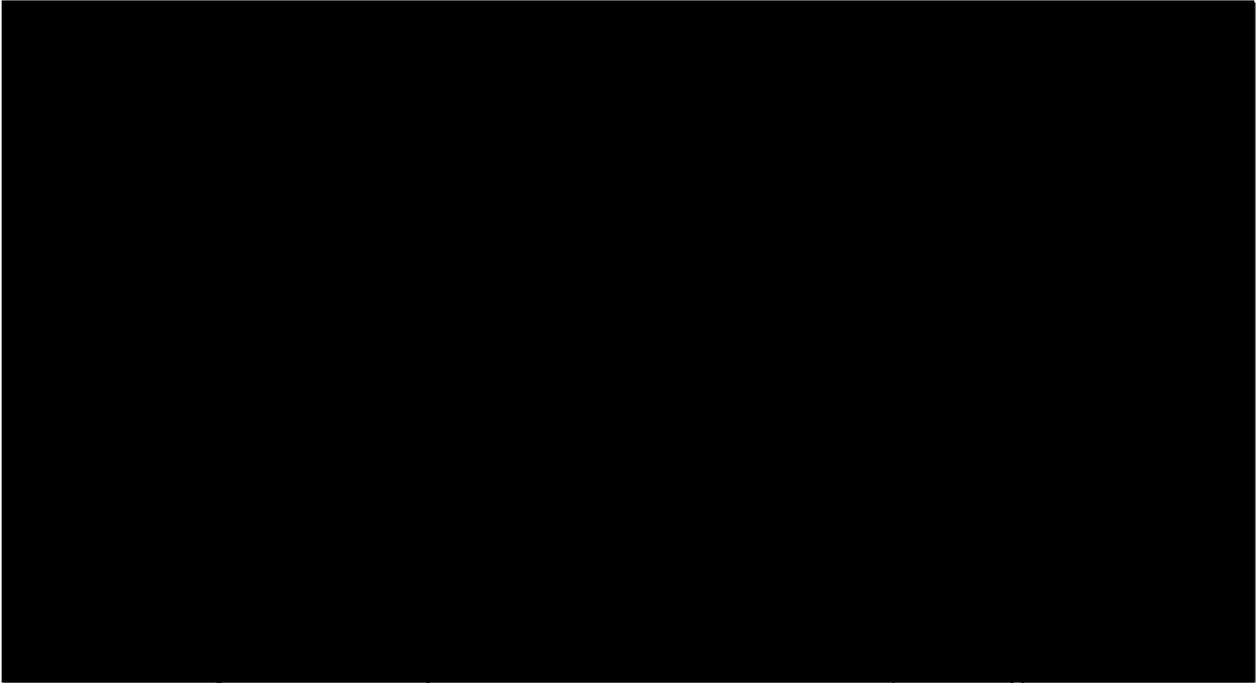
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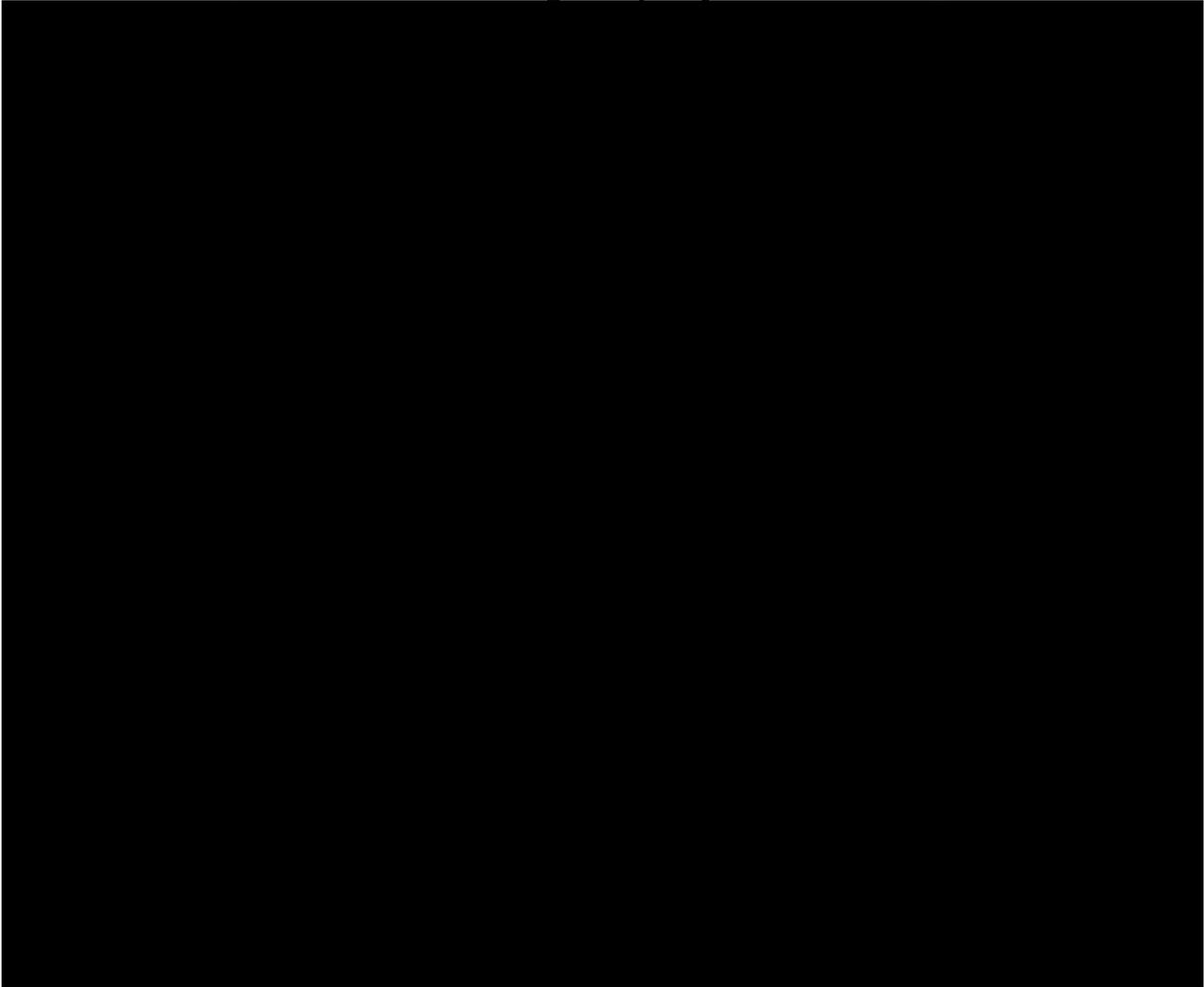


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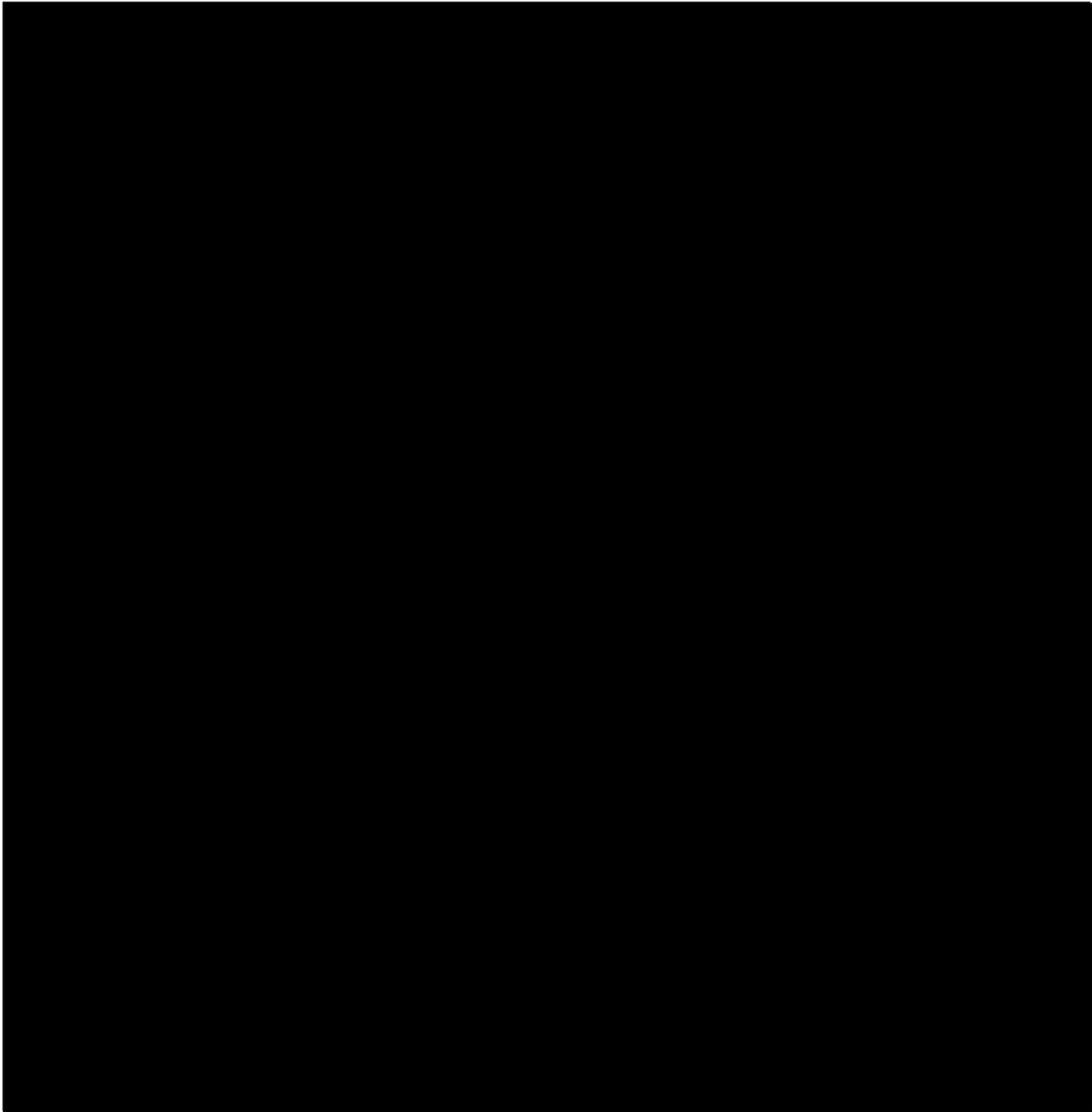


Innovation	Benefits
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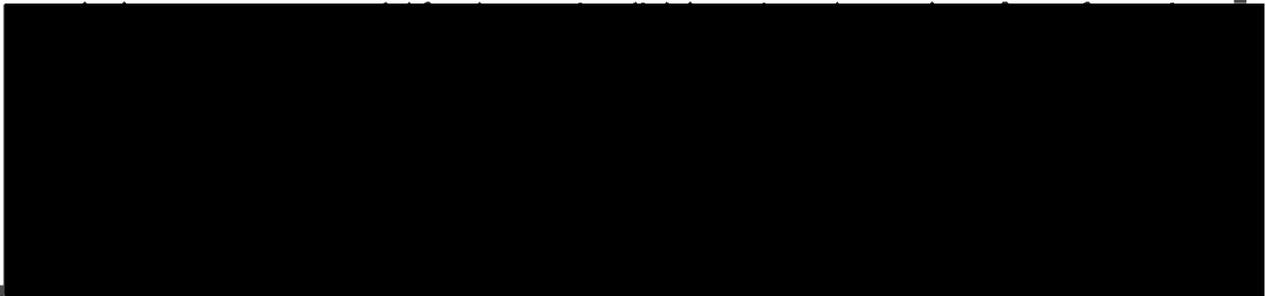
Ensuring ExE quality



Commercial: Remploy Limited tender response



SUMMARY



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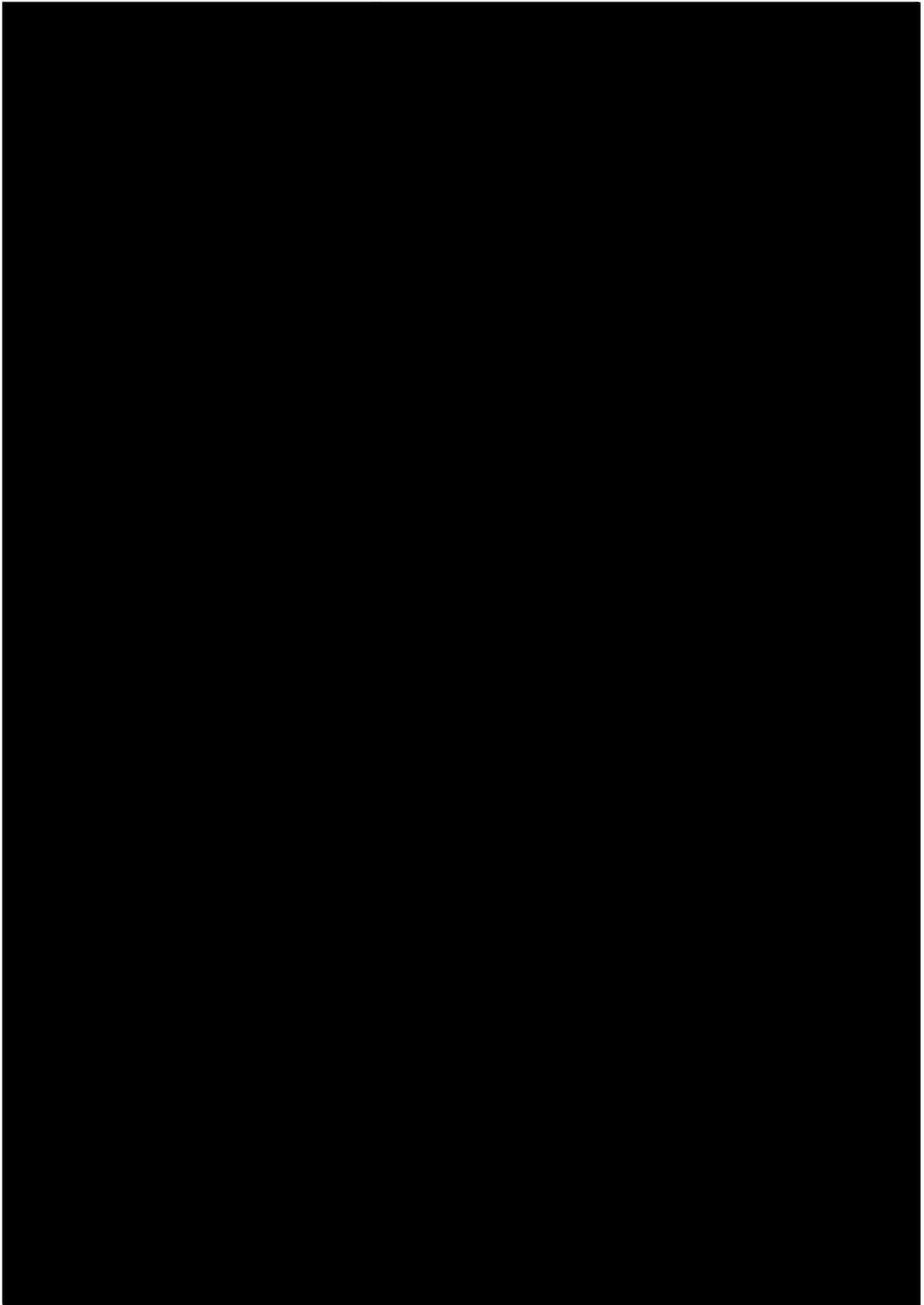
QUESTION	D.3	WEIGHT	15%	WORD LIMIT	2000
INFORMATION REQUEST	Tenderers are to detail their quality and process management procedures to ensure the service quality standards are delivered and maintained.				
SUBJECT	Management of Quality				
CRITERIA	<p>Seeks to establish that the Tenderer has a robust quality management strategy and related policies</p> <p>The Tender Response shows that it:</p> <ul style="list-style-type: none"> • Has a quality assurance regime that monitors, measures and ensures the quality of resources deployed in line with the Authorities quality standards in part B of the ITT • Has demonstrated within their plan the format and timing of Post Event Evaluations and how the information obtained will be used and shared to improve performance on an ongoing basis. • Has evidenced how they will ensure that all EXE meet minimum skill set and quality standards • Has a credible and sustainable training methodology and programme that recognises individual differences but maintains quality of service and the confidence of the individual resources. • Has a credible strategy and programme of ongoing performance management of EXE • Will ensure that every Support Worker assisting an EXE has a clear understanding of what is required from them and the limitation of their role/input. • Has a policy on how they or their supply chain will interact with and support the EXE on a regular basis to maintain their wellbeing. • Contribute more widely to the quality of inspection more widely through information sharing. 				

TENDERER RESPONSE / ADDITIONAL COMMENTARY

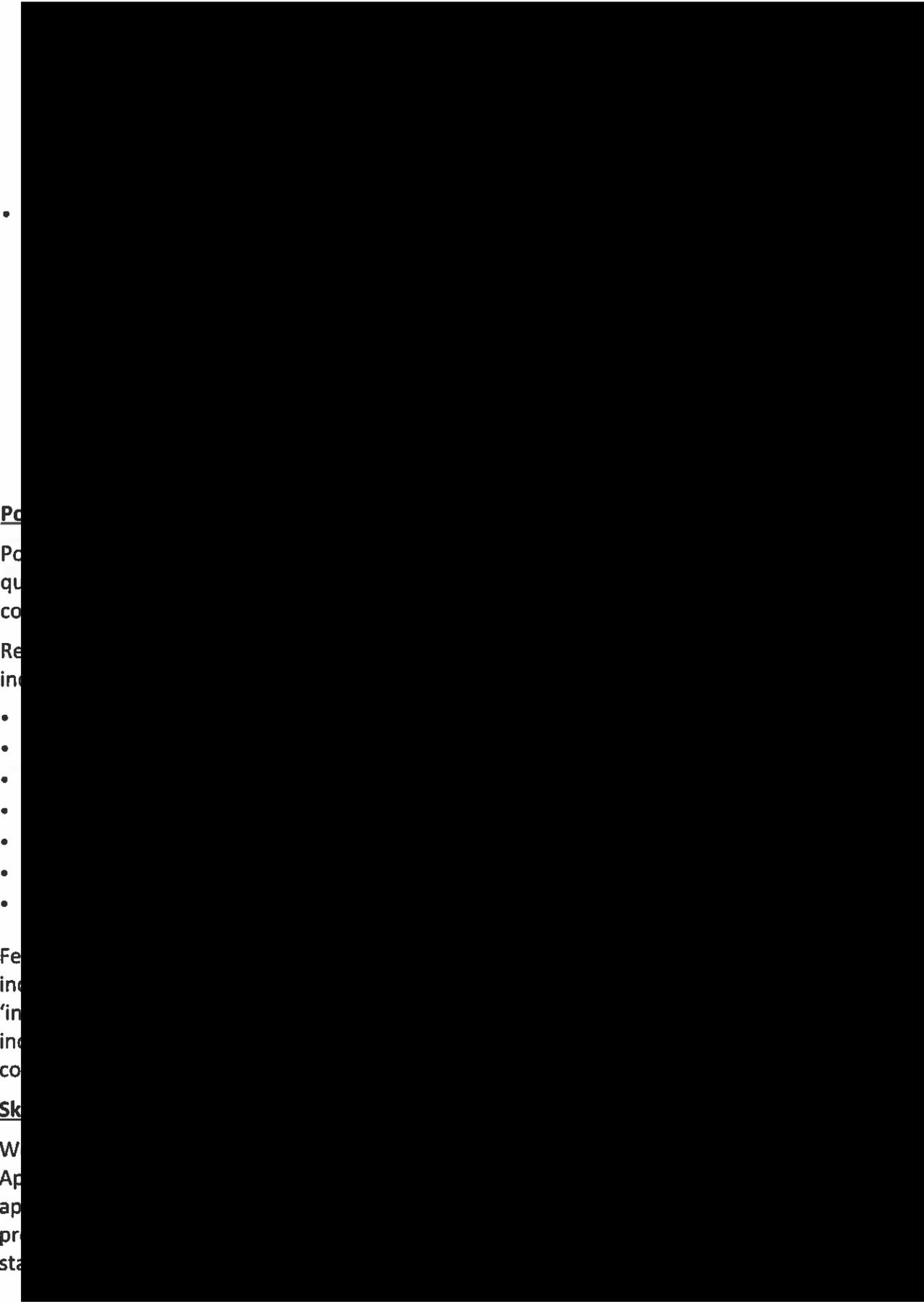
Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

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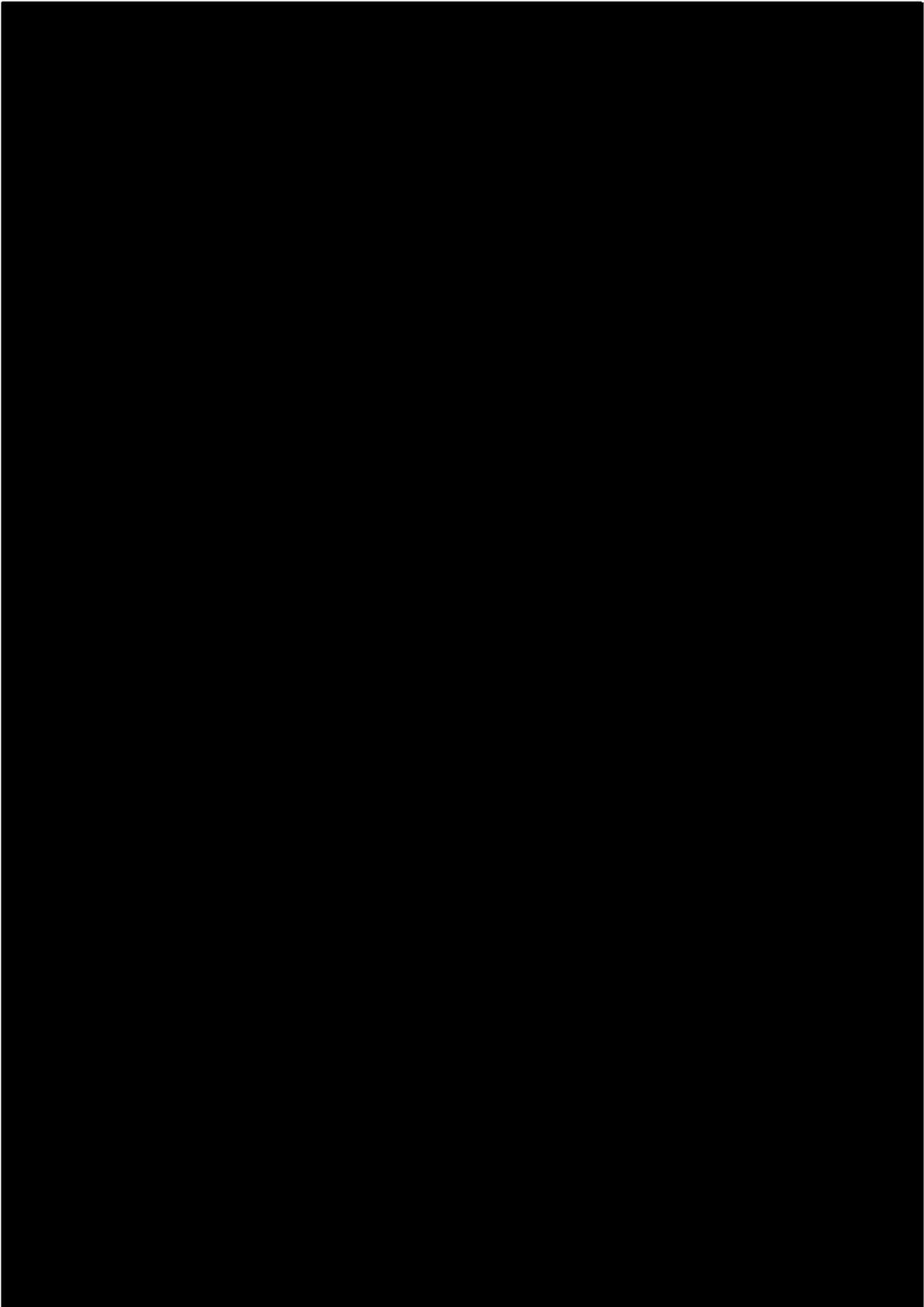
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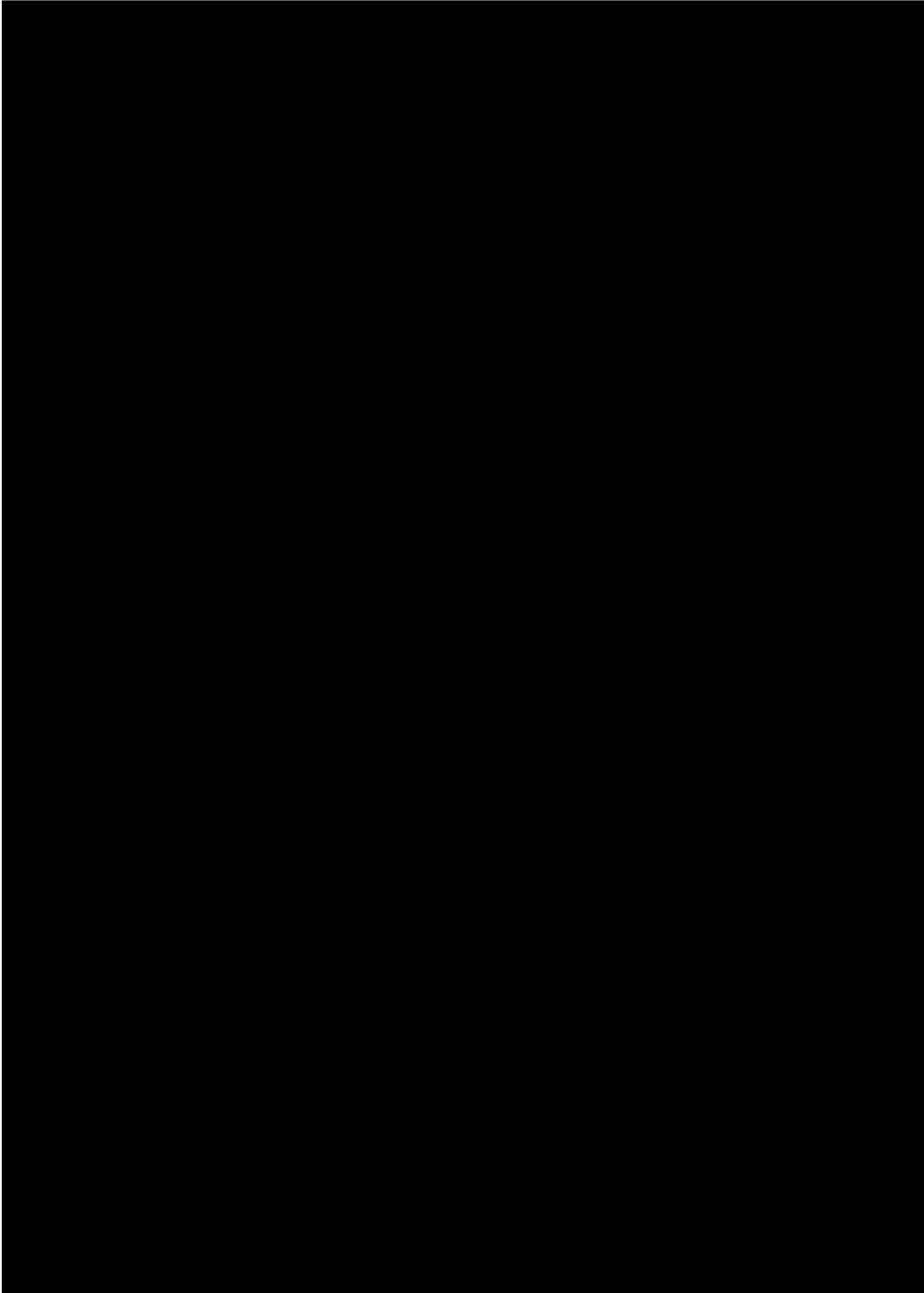
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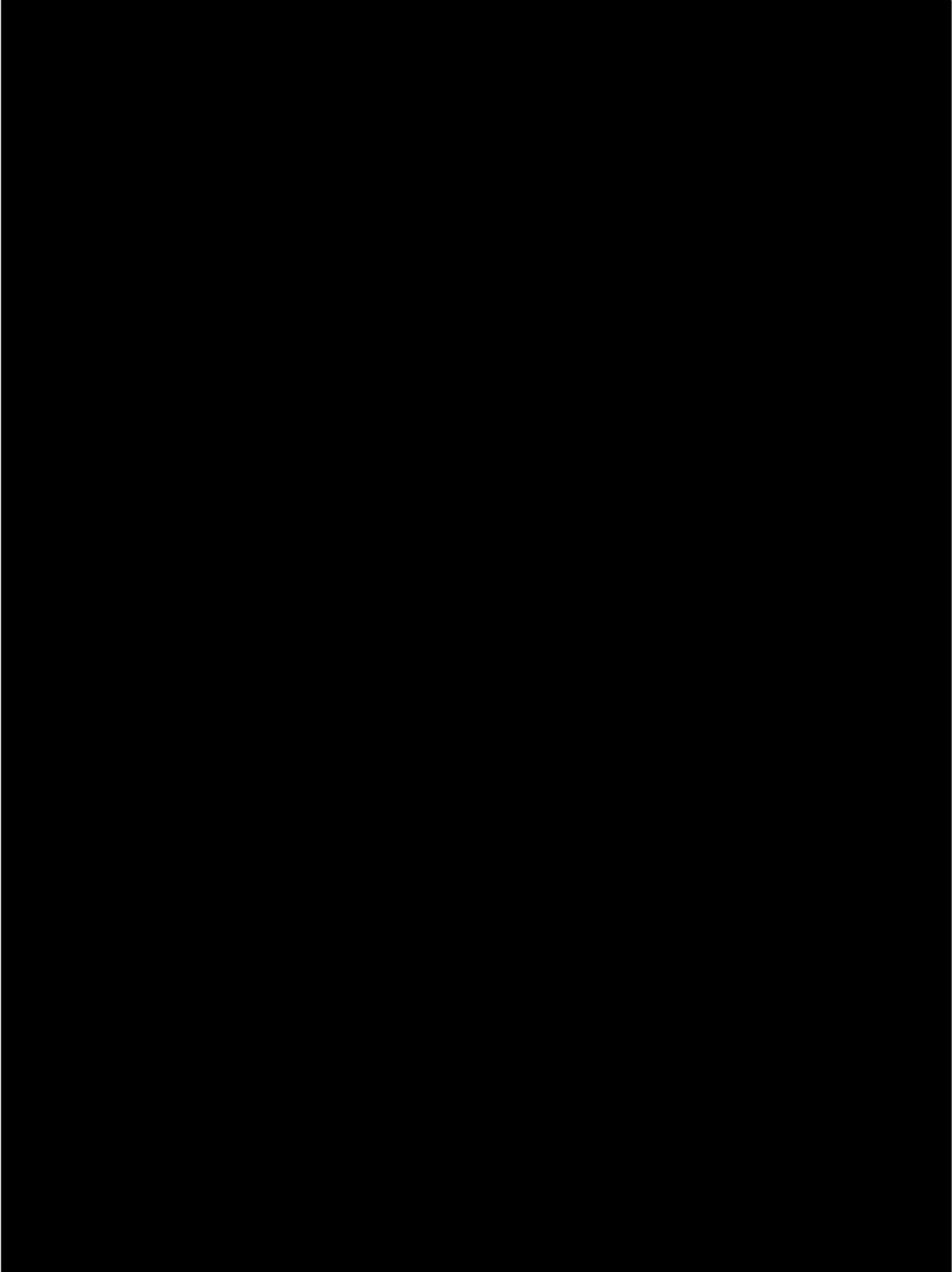
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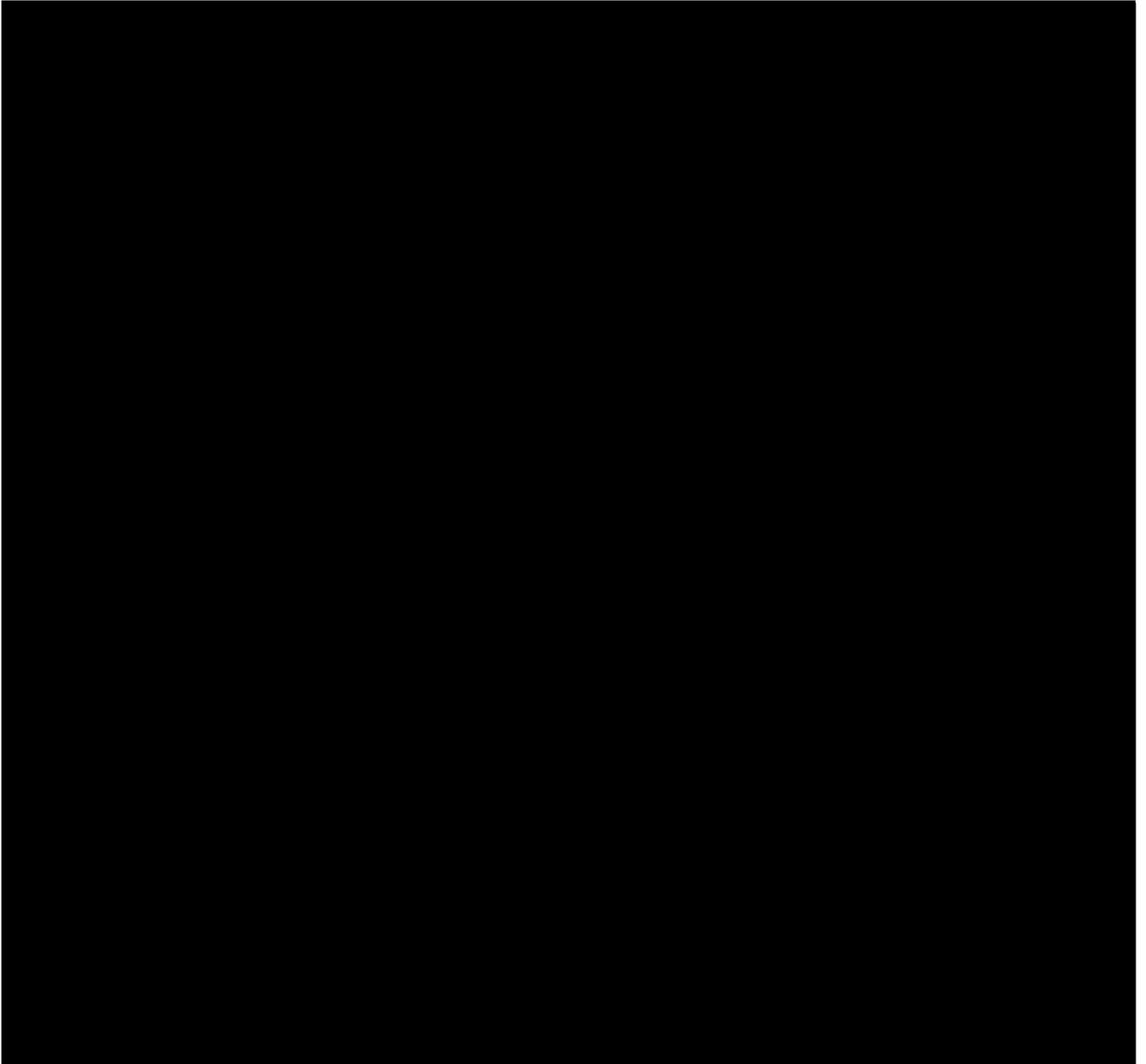
QUESTION	D.4	WEIGHT	10%	WORD LIMIT	1500
INFORMATION REQUEST	Tenderers are to detail how they will ensure that EXE receive the right level of support prior, during and after an assignment to an Event				
SUBJECT	Logistics				
CRITERIA	<p>Seeks to establish the Tender Response has mechanisms in place that ensure the services are provided to the agreed locations with the appropriate support to enable them to carry out the event successfully</p> <p>The Tender Response shows that</p> <ul style="list-style-type: none"> • The Tenderer will demonstrate how they will ensure a robust logistical plan to ensure the deployment of resources to all activities in each event to time • The Tenderer will have a viable strategy that seeks to minimise the carbon footprint and environmental impact of the provision of services across each lot and or multiple lots. • The Tenderer will provide communication tools that facilitate the breadth of activity described to successfully deliver the events. • Has a policy on how they or their supply chain will interact with and support the EXE on a regular basis to maintain their wellbeing over time through logistical management 				

TENDERER RESPONSE / ADDITIONAL COMMENTARY
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Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

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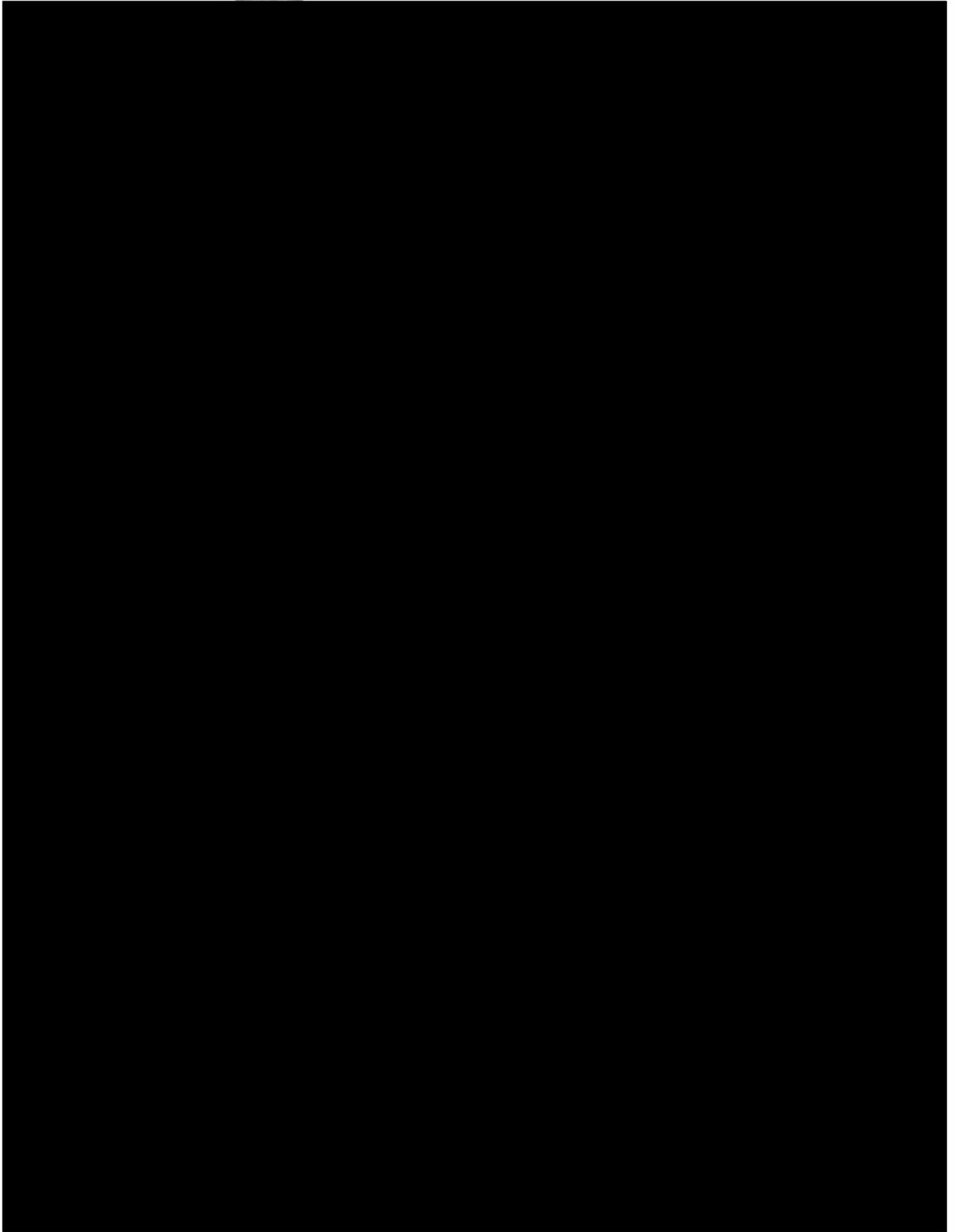


Exhibit D4.1 – ExE Menu of Support

Commercial: Remploy Limited tender response

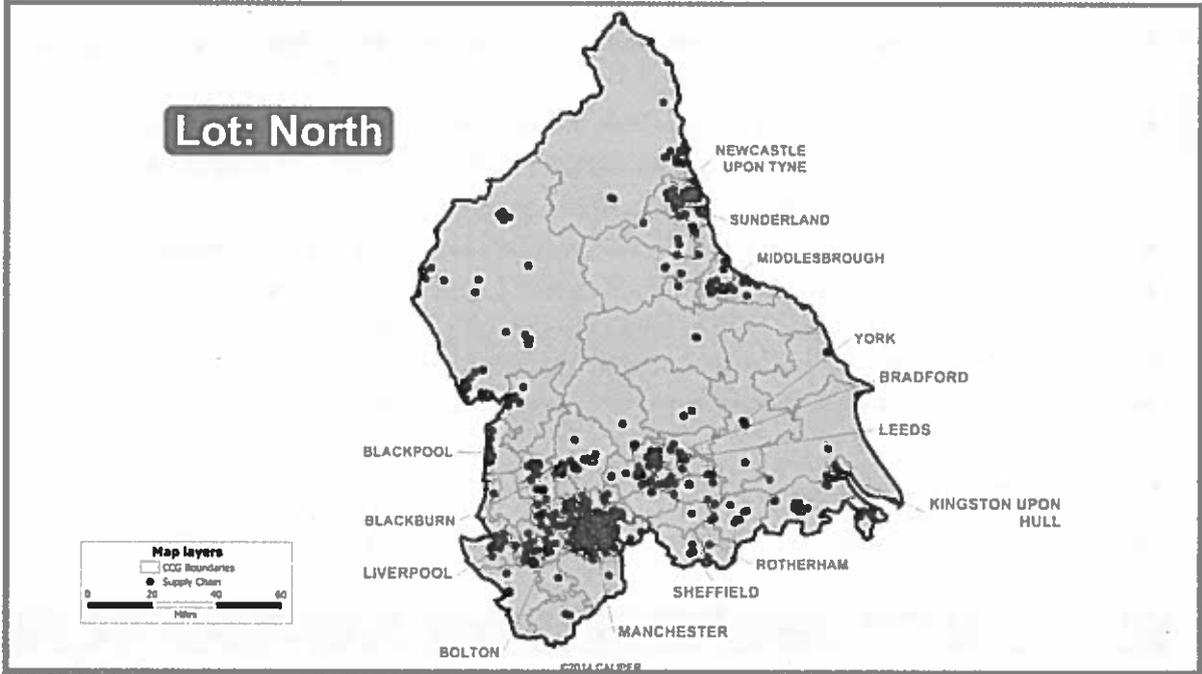
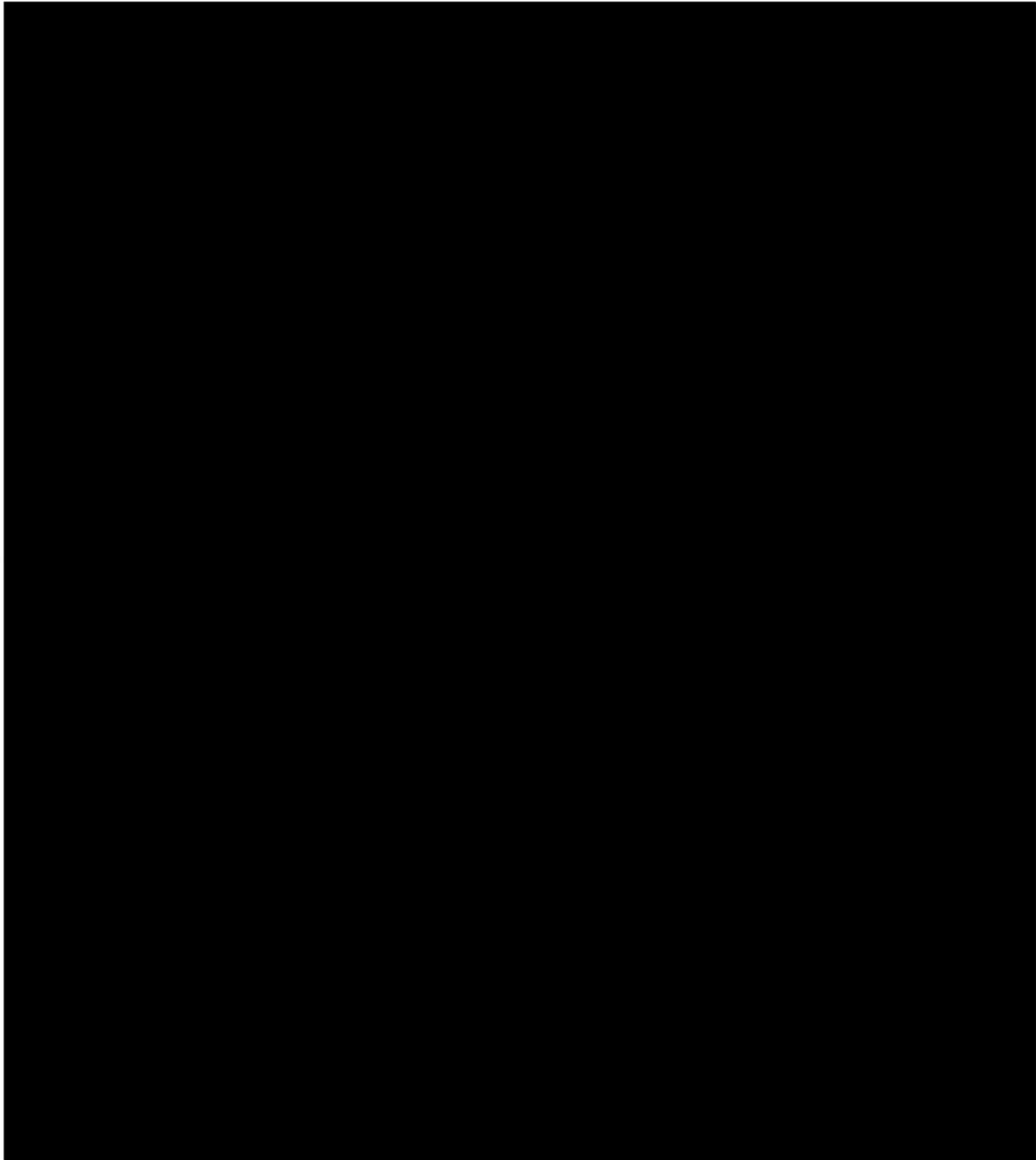


Exhibit D4.2 – North Coverage Map

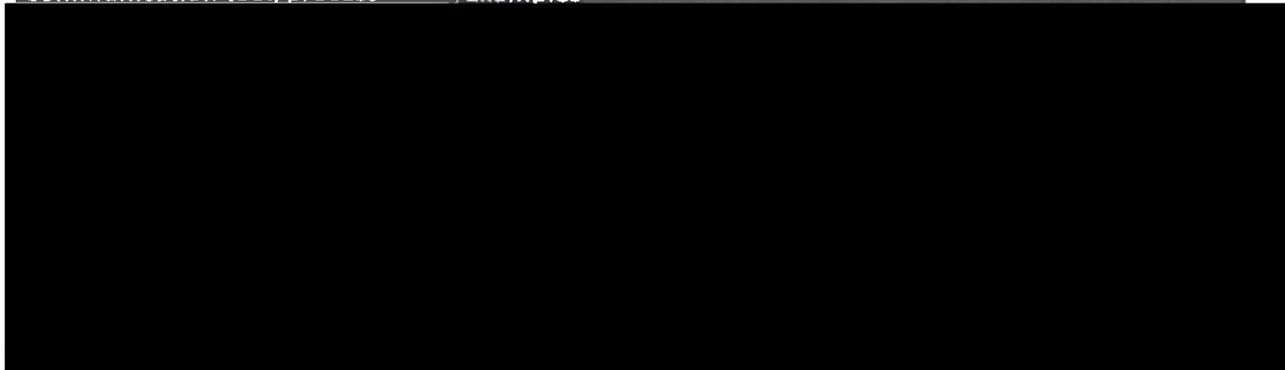


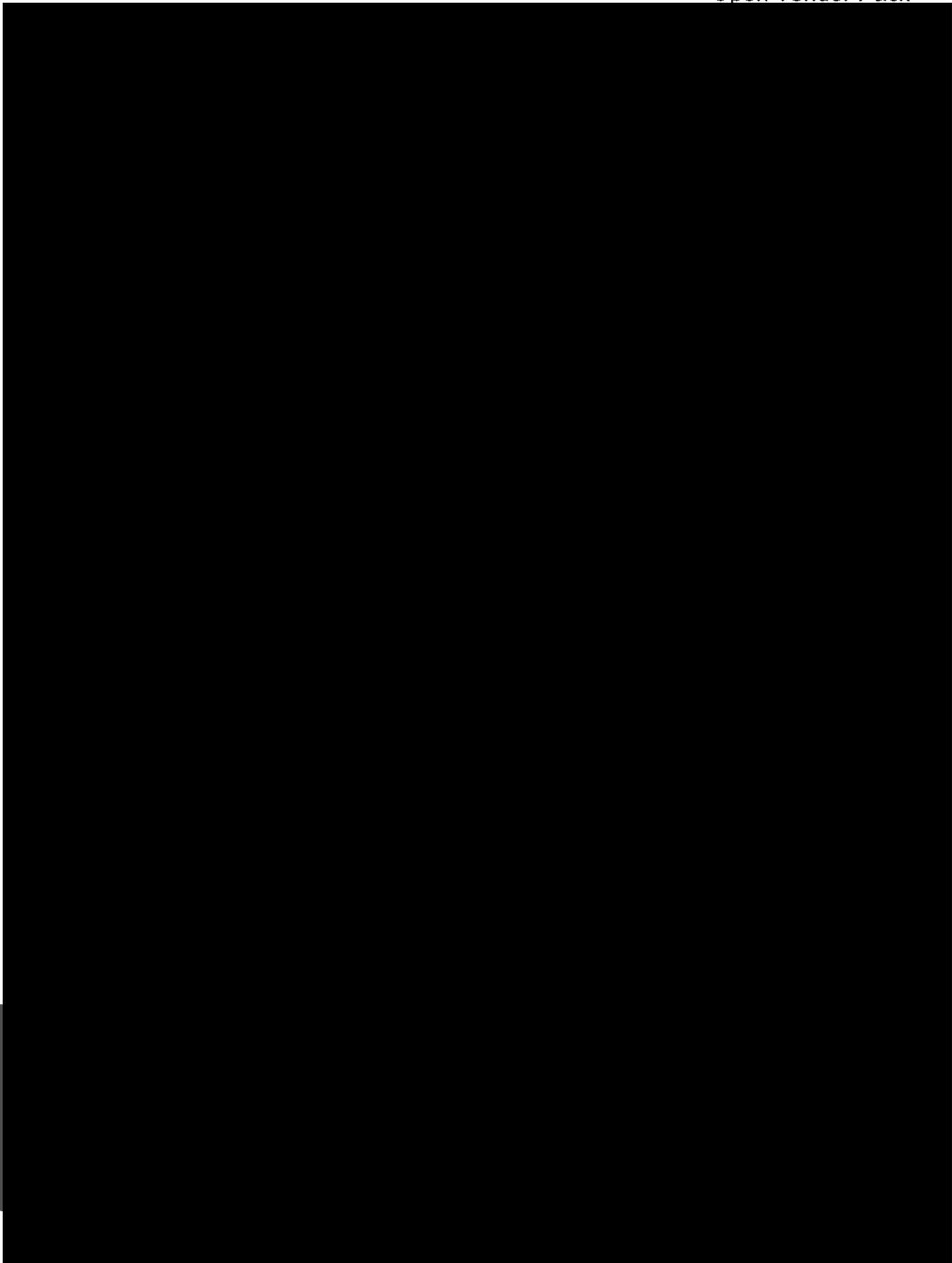
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Communication tool/process

Examples





QUESTION	D.5	WEIGHT	15%	WORD LIMIT	2000
INFORMATION REQUEST	Tenderers are to detail their mobilisation/operational plan which will demonstrate how they or the sub-contractors will source, mobilise and deploy EXE to satisfy the Requirements.				
SUBJECT	Mobilisation and Deployment of EXE Resource				
CRITERIA	<p>Seeks to establish that the Tender Response has mechanisms, protocols in place to ensure that there is a pipeline of relevant resource for deployment to events in a timely way and in line with the profile of events</p> <p>The Tender Response demonstrates that the Tenderer has :</p> <ul style="list-style-type: none"> • A credible mobilisation/operational plan that demonstrate how the Tenderer will flex to meet the profile of events set by the Authority. • Ensure the use of the Authority's National Resource Planning System for scheduling, allocating and assigning EXE resource to Events • Evidenced a clear understanding of the different types of Event (see Part B of the ITT, Annex 4) and the associated roles and responsibilities of the EXE and how they will select the most suitable EXE for each Event type • Has in place clear policies and protocols to ensure the quality of service to all events • How the tenderer intends to maintain the confidence of individual resources in readiness for deployment. • How their deployment model would ensure the delivery of quality services to focused inspections. • A robust organisation management structure that is capable of managing the breadth of the services required. • Has identified and proposes suitable management of the delivery risk 				

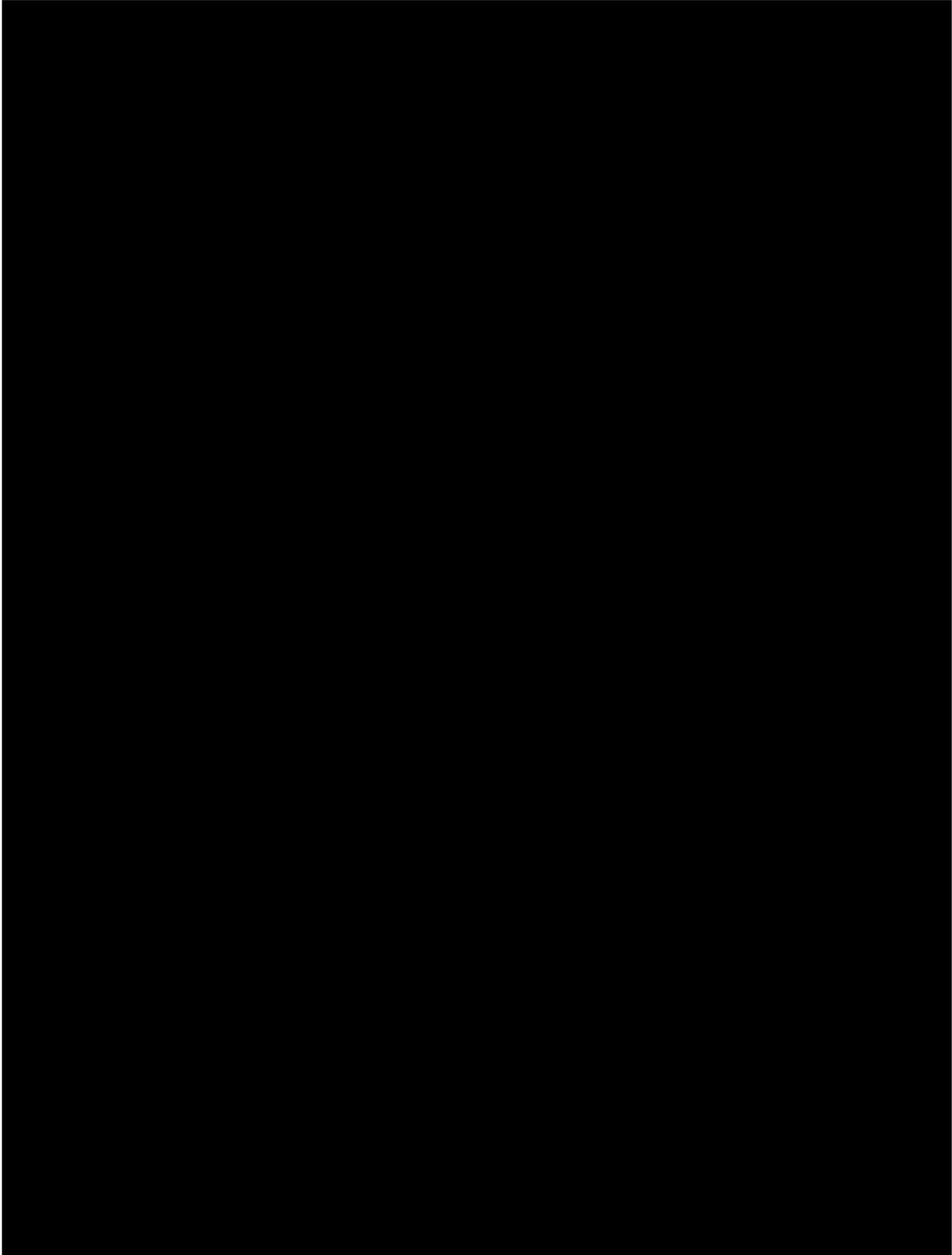
TENDERER RESPONSE / ADDITIONAL COMMENTARY

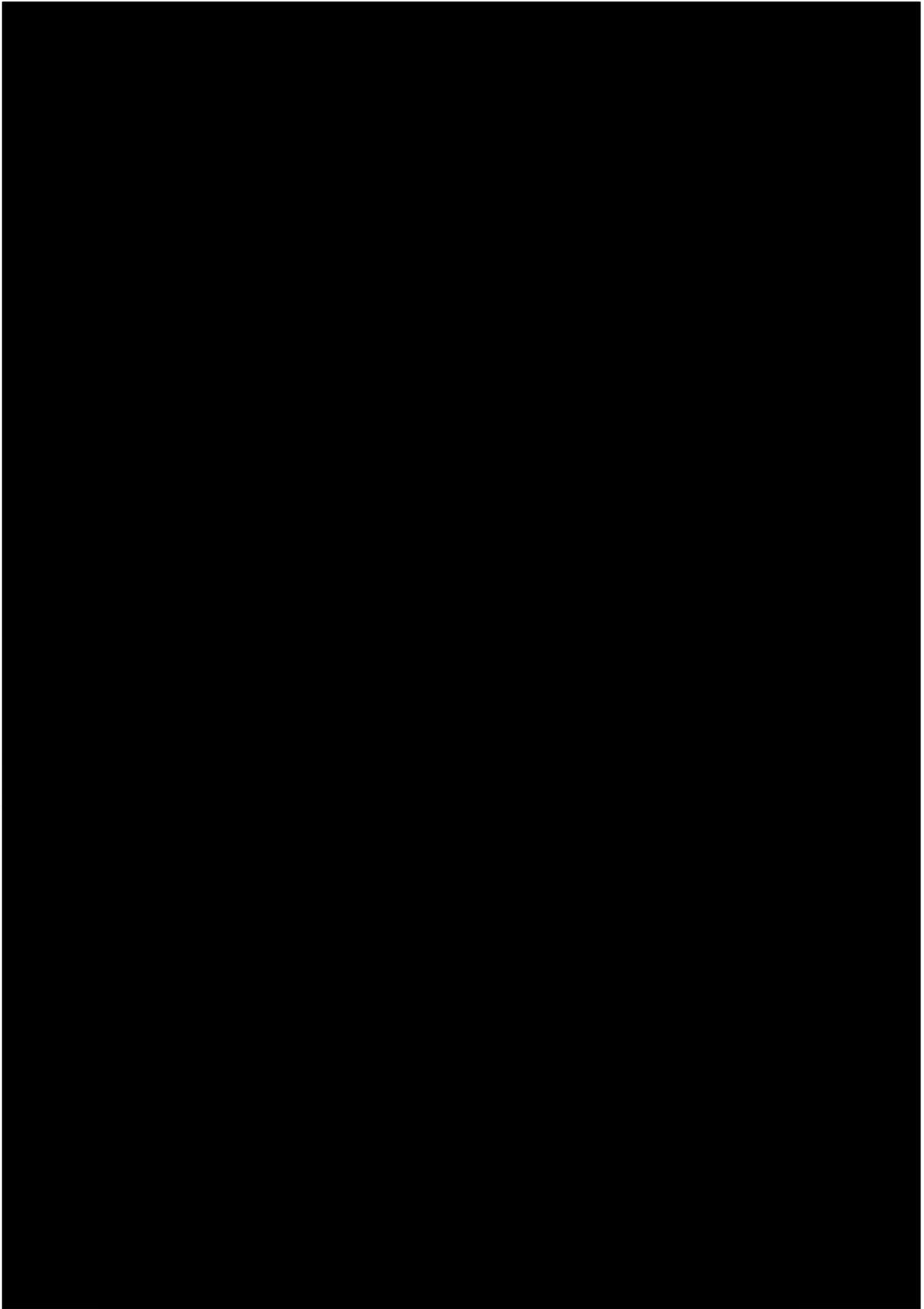
Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

Please see response on next page

Commercial: Remploy Limited tender response

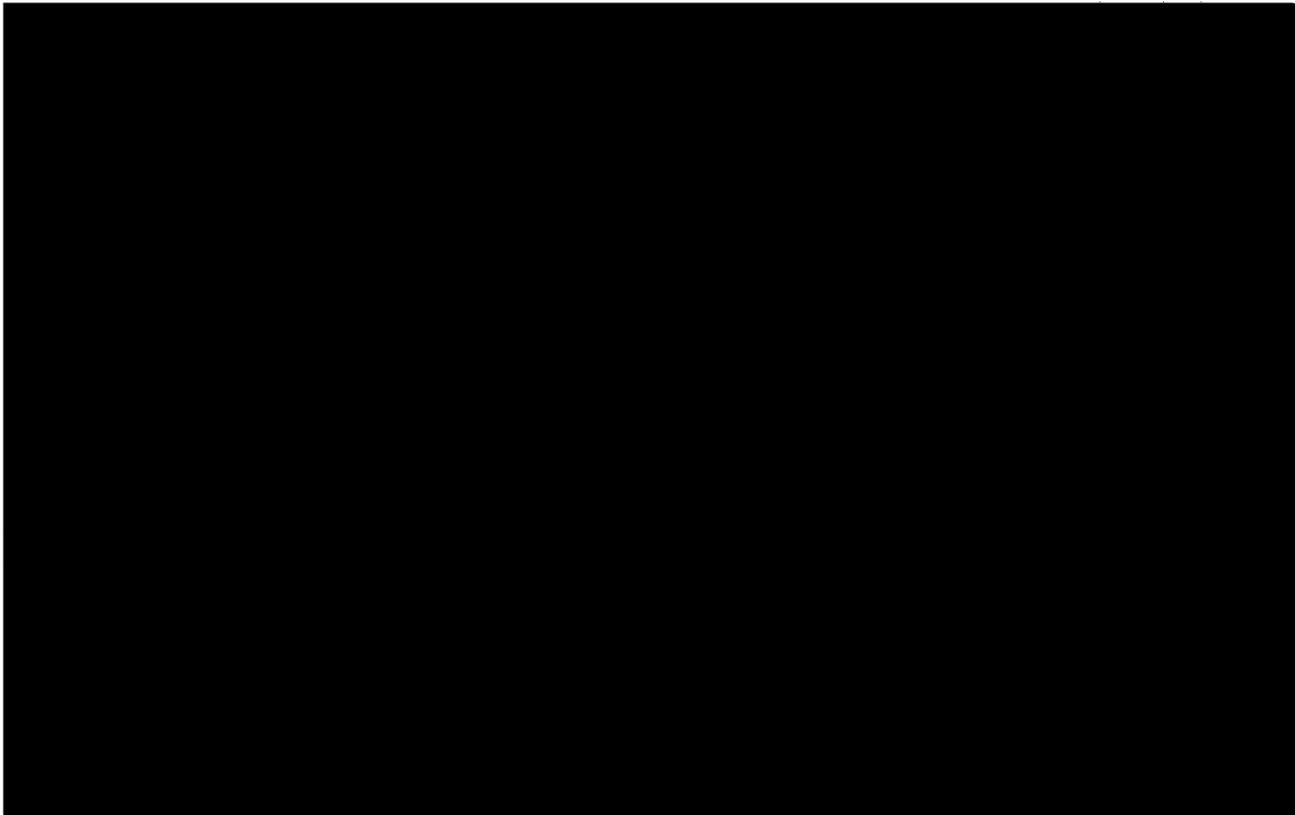




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Our clear management structure supports strong governance with clear lines of accountability.
Exhibit D5.3 – Robust Organisational Management Structure (see also Section C).

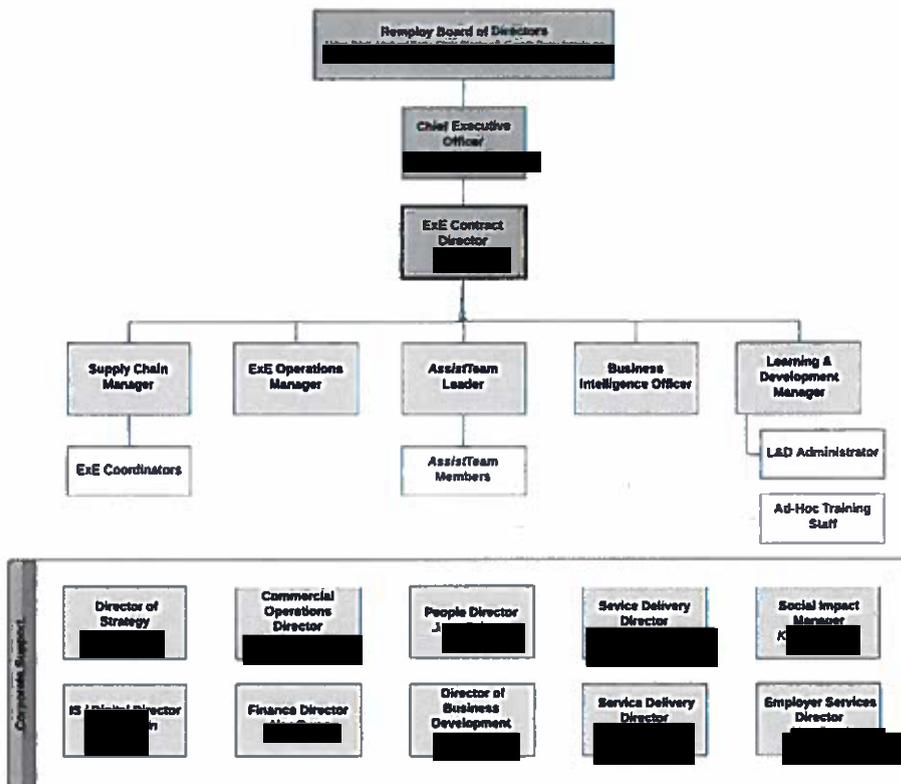
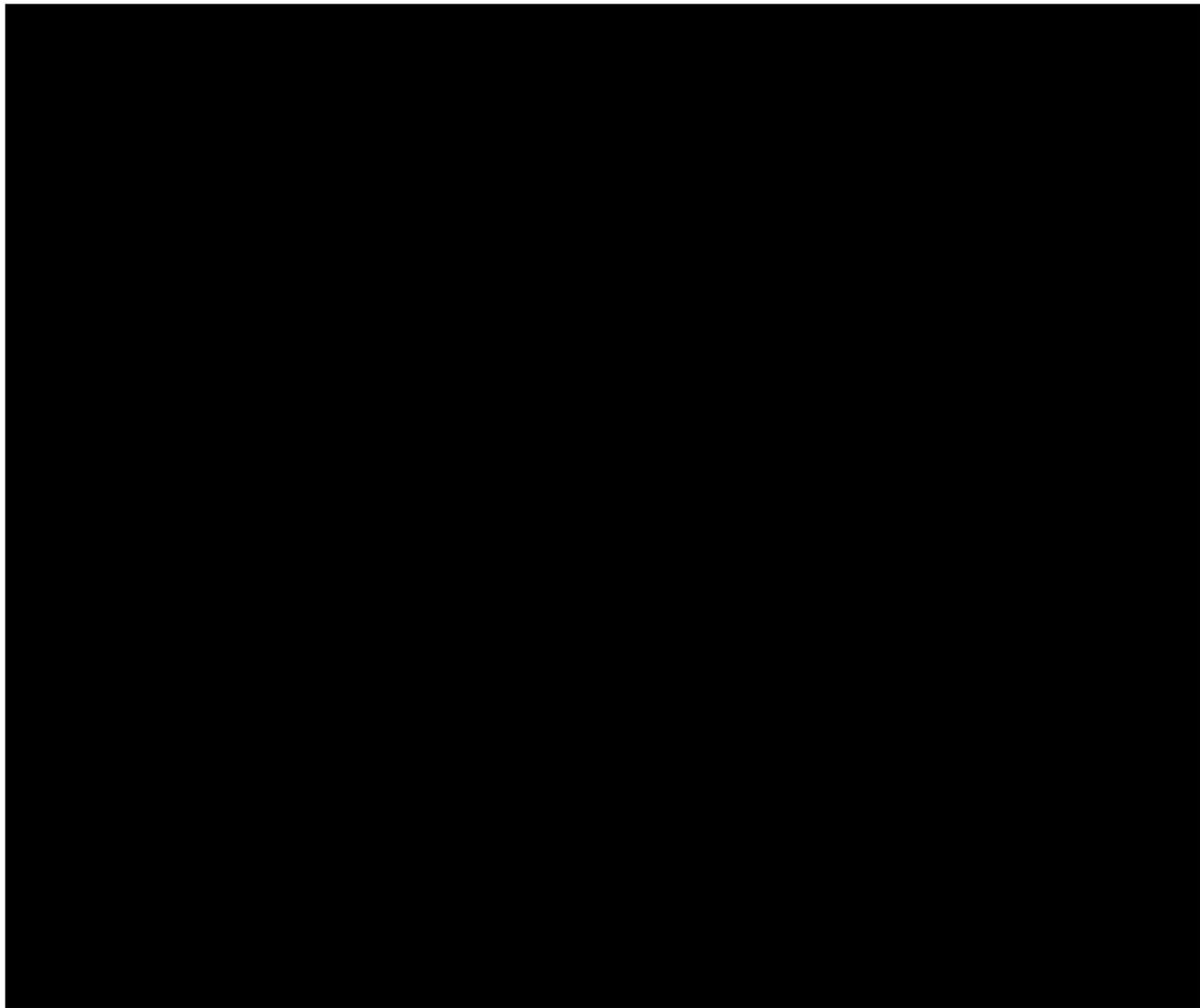


Exhibit D5.3 – Robust Organisational Management Structure

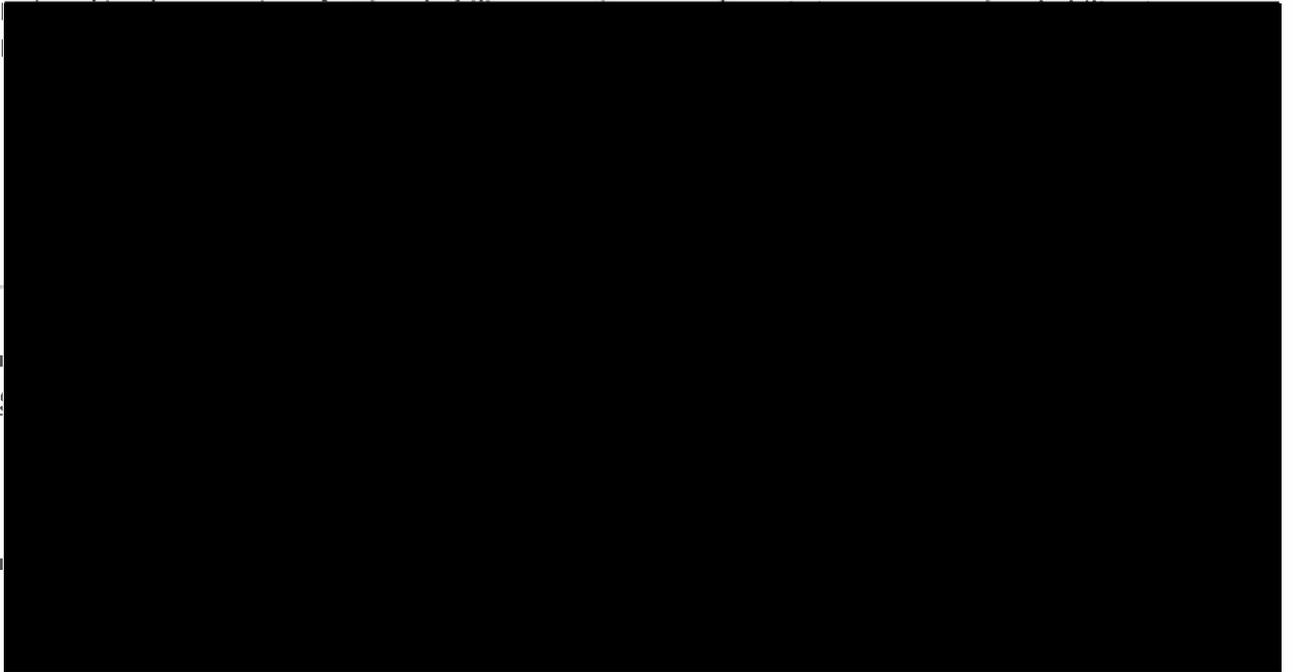
Commercial: Remploy Limited tender response



insufficient EXES to deliver | Probability: 100% | Three phase | Probability:



Commercial: Remploy Limited tender response



Commercial: Remploy Limited tender response

QUESTION	D.6	WEIGHT	5%	WORD LIMIT	N/A
INFORMATION REQUEST	<p>Tenderers must provide an outline transition implementation plan to indicate its plans for the transition from contract award into the new contract delivery phase.</p> <p>Tenderer's should demonstrate how they will:</p> <p>Ensure they achieve the increased volumes of EXE during the first three months of the Contract as outlined in Annex1 Part B of the ITT</p>				
SUBJECT	Transition Implementation Plan				
CRITERIA	<p><u>TENDERERS TO NOTE</u></p> <p>This criterion will be determined through presentation and is not required for the submission of the ITT. Tenderers will be expected to bring a written account to the presentation</p>				

TENDERER RESPONSE / ADDITIONAL COMMENTARY

Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

We acknowledge the Authorities' statement above that this response is not required for the submission of ITT

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QUESTION	D.7	WEIGHT	5%	WORD LIMIT	500
INFORMATION REQUEST	The Tenderer must outline the processes it proposes to use in order to ensure that continuous improvement in line with Part B of the ITT, Schedule1 (Specification), paragraph 7 and any other pertinent aspects of the Specification to be delivered over the life of the contract with a view to reducing costs and improving the quality and efficiency of the services.				
SUBJECT	Continuous Improvement				
CRITERIA	<p>Seeks to establish that the Tenderer will implement a robust approach to continuous improvement during the life of the contract not limited to the current content of the ITT requirement</p> <p>The Tender Response shows that it has robust processes in place to:</p> <ul style="list-style-type: none"> • demonstrate how targets for improvement will be set, monitored and reported • pro-actively seek and identify opportunities for cost savings and service improvements in every aspect of contract delivery, • manage implementation of any agreed changes to achieve these, <p>Manage any risks effectively, and without compromising on any of the performance standards set for the contract.</p>				

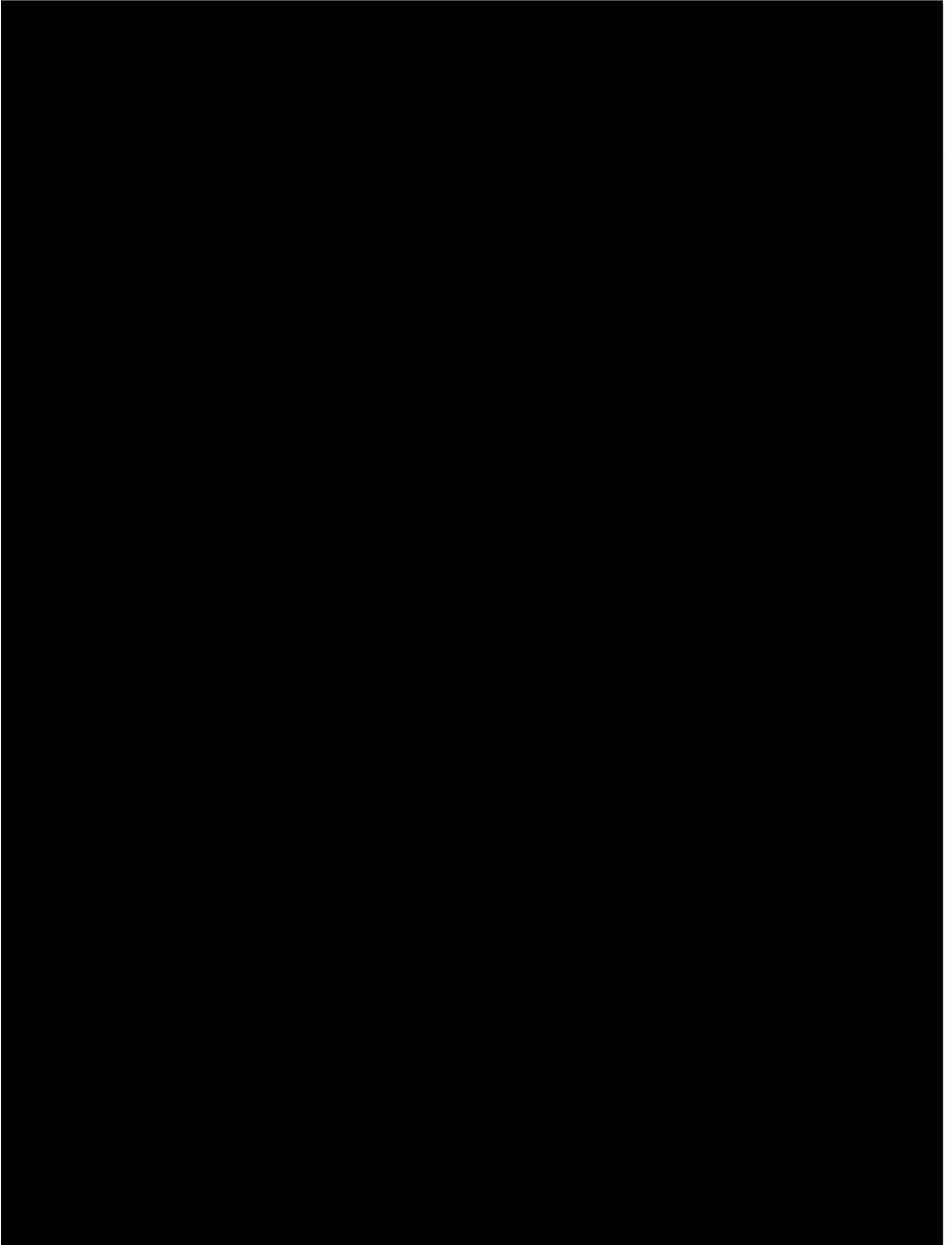
TENDERER RESPONSE / ADDITIONAL COMMENTARY

Guidance to Tenderers:

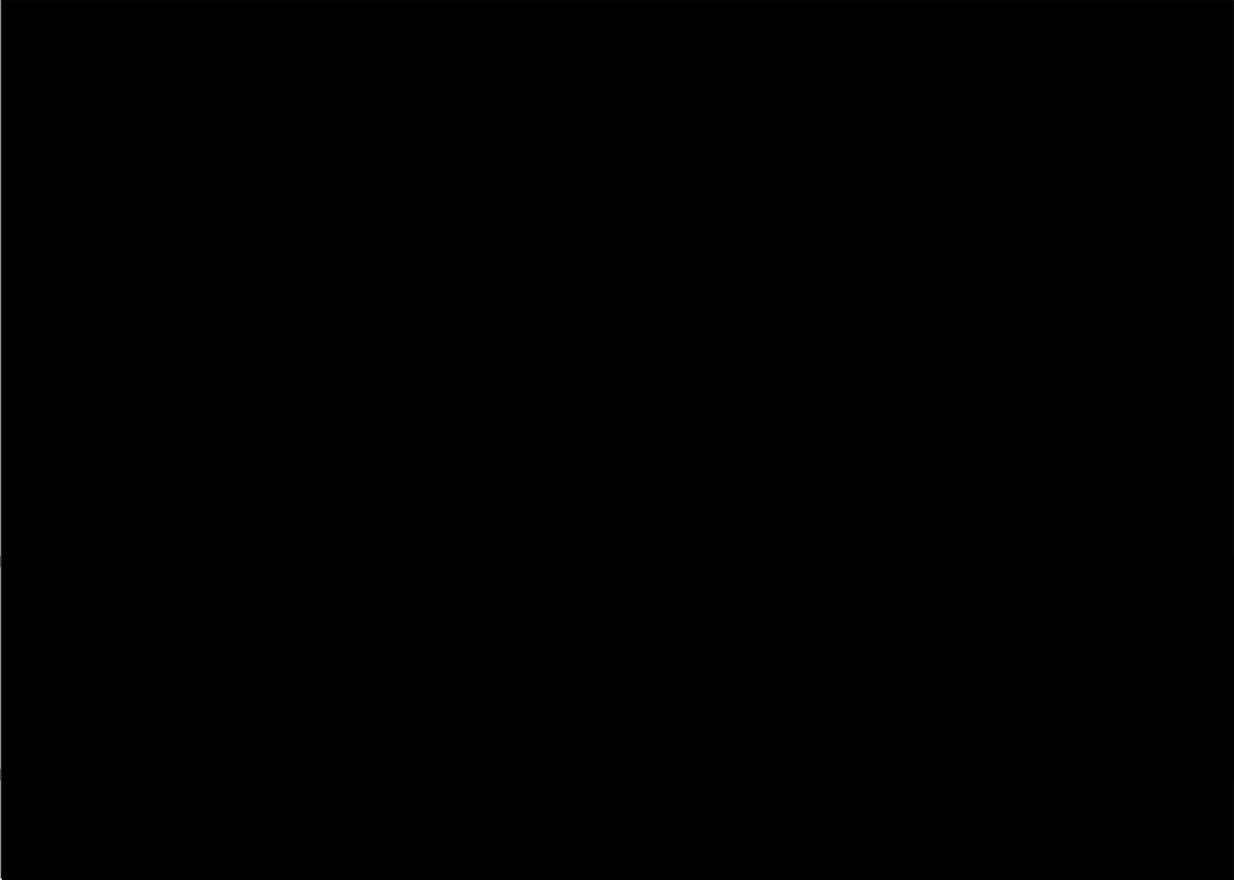
Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

Please see response on next page

Commercial: Remploy Limited tender response



Commercial: Remploy Limited tender response



Commercial: Remploy Limited tender response

QUESTION	D.8	WEIGHT	5%	WORD LIMIT	500
INFORMATION REQUEST	The Tenderer must outline how a social value improvement plan for the life of the contract				
SUBJECT	Social value				
CRITERIA	<p>Seeks to establish that the Tenderer will be committed to a positive social impact</p> <p>The Tender Response addresses the requirements as set out in paragraph 8 in part B of the ITT</p>				

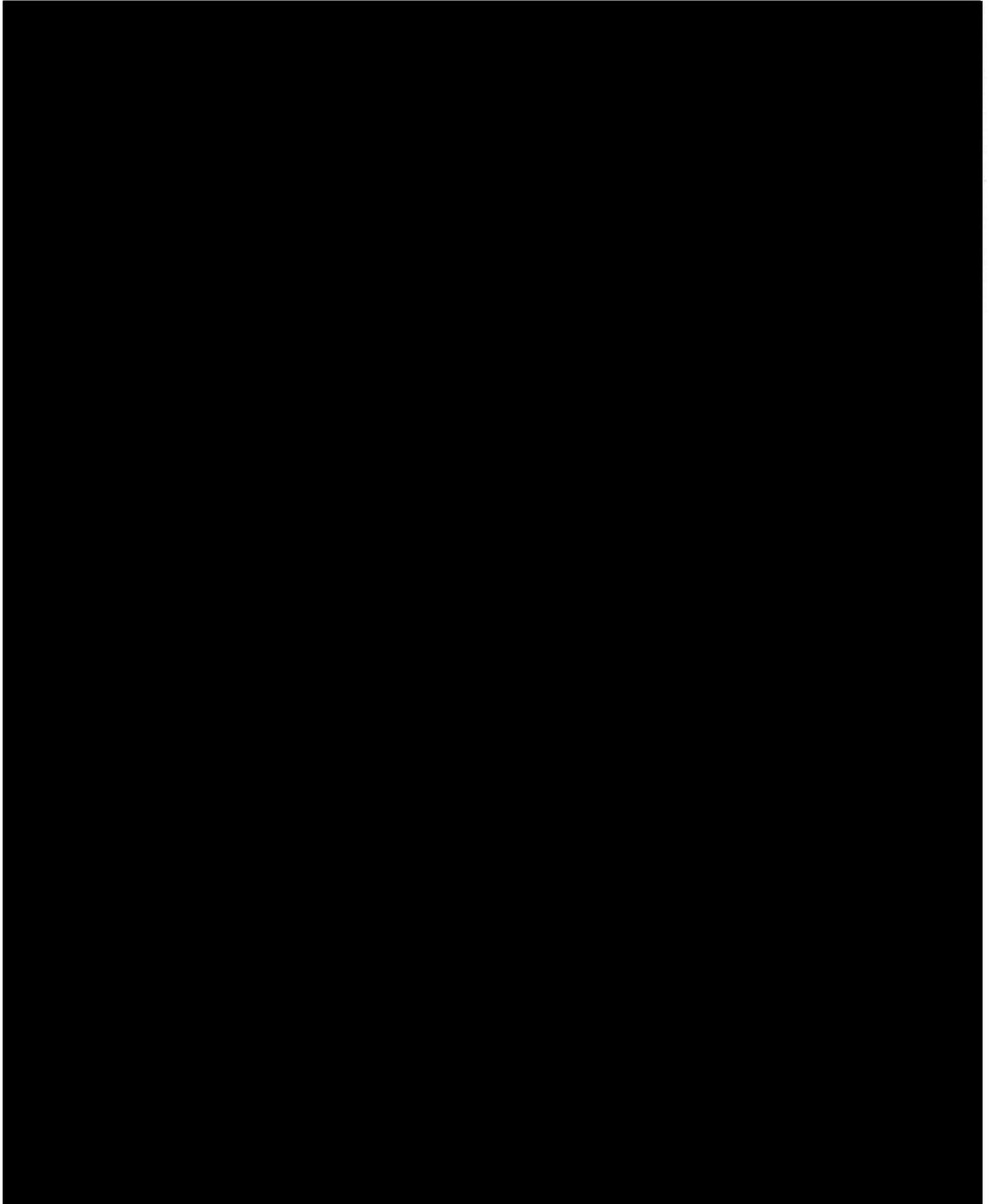
TENDERER RESPONSE / ADDITIONAL COMMENTARY

Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

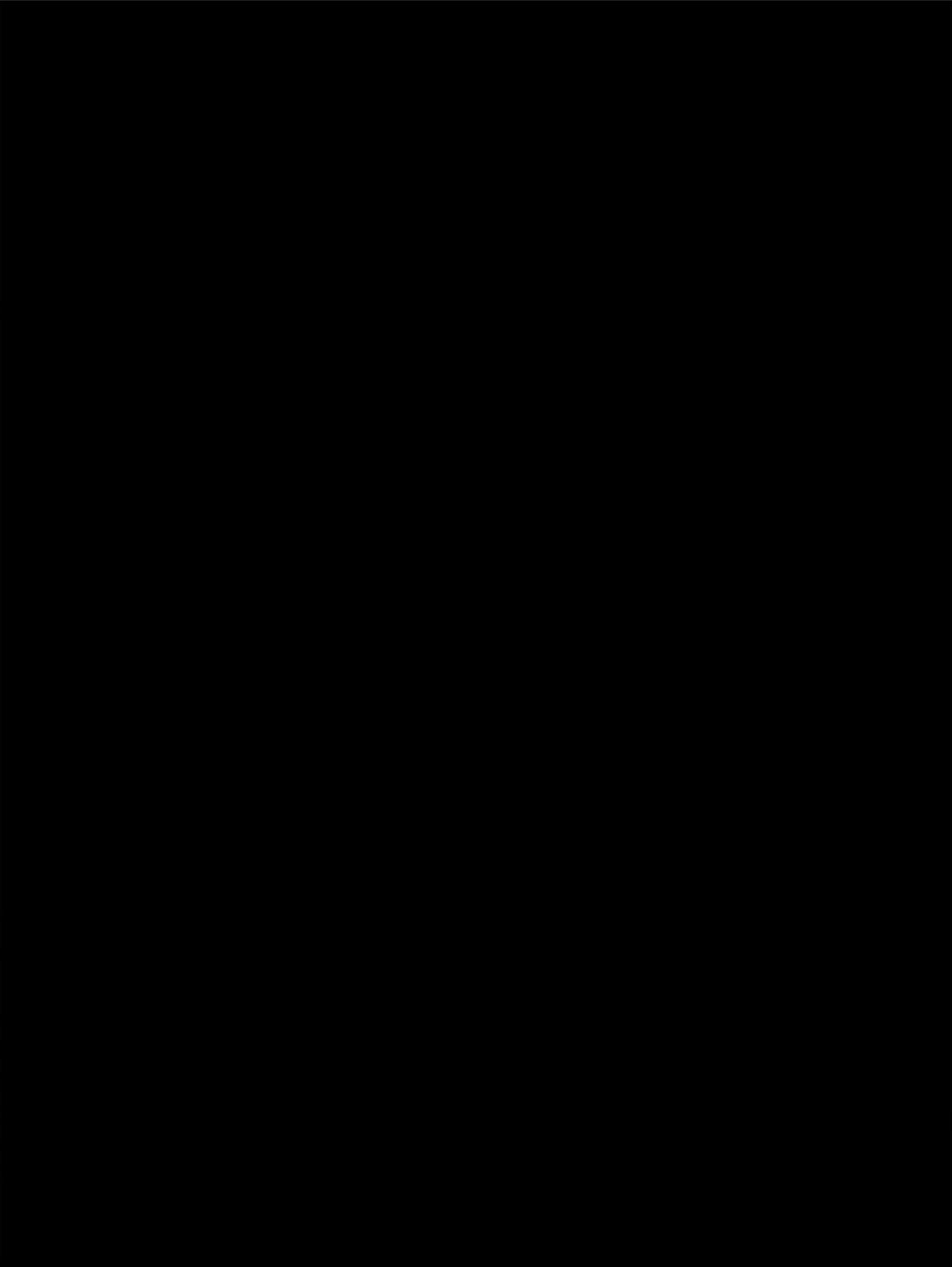
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Exhibit D8.1 – Supply Chain and Community Links



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QUESTION	D.9	WEIGHT	n/a	WORD LIMIT	750
INFORMATION REQUEST	Tenderers must identify any areas of Authority responsibility NOT already detailed within the Specification				
SUBJECT	Authority responsibilities				
CRITERIA	<p>Seeks to ensure that the Tenderer is not seeking to transfer unreasonable, material, additional costs or increased risk back to the Authority</p> <p>The Tenderer response does not impose additional material and adverse risk, responsibility or cost onto the Authority.</p>				

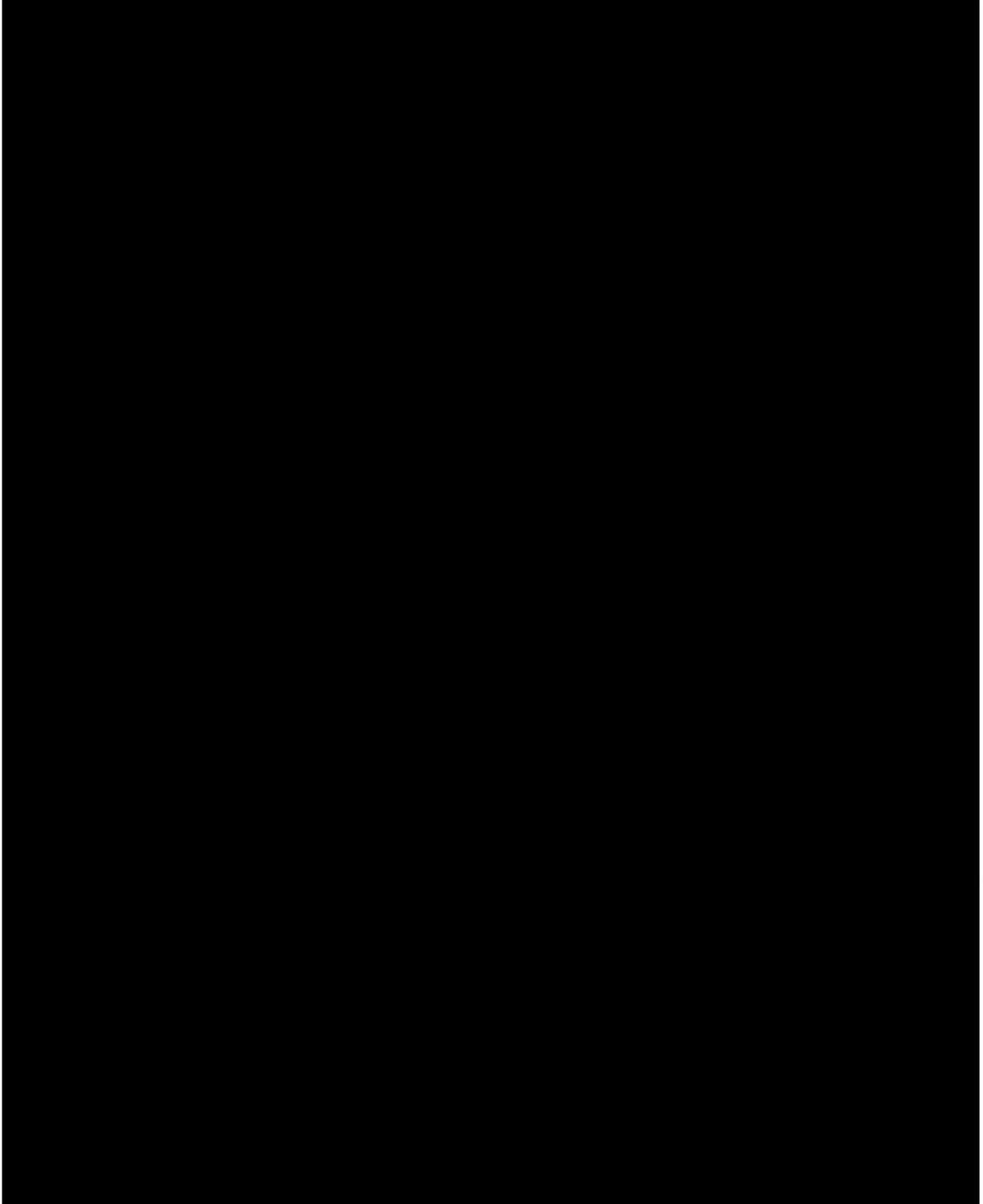
TENDERER RESPONSE / ADDITIONAL COMMENTARY
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Guidance to Tenderers:

Tenderers should respond directly to the information request above in the context of describing how it intends to fulfil the requirements of the Specification in the context of the guidance provided in Part A, Section One of the tender.

Please see response on next page

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SCHEDULE FOUR – CONFIDENTIAL & COMMERCIAL SEN

1. General

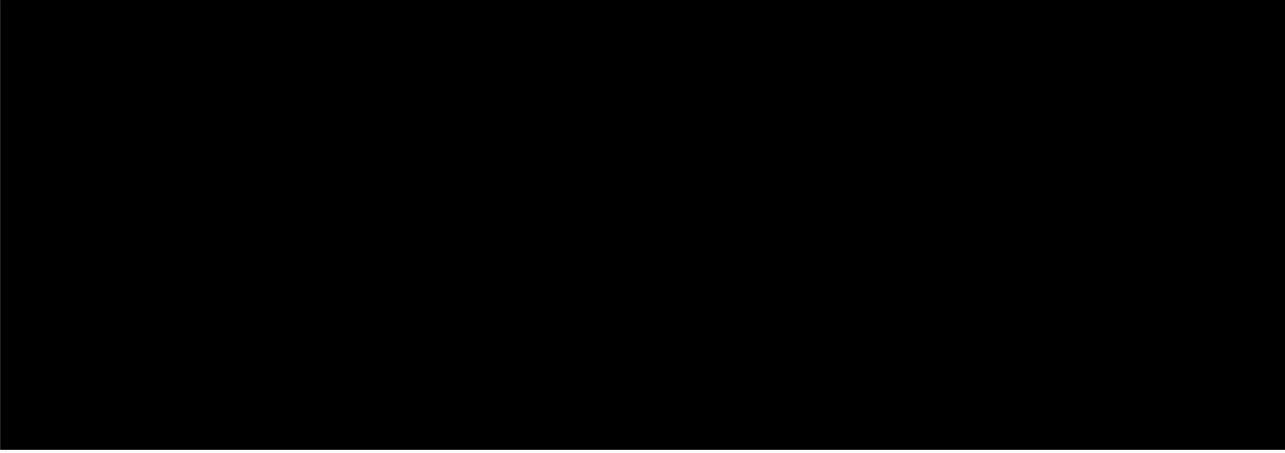
- 1.1 All the information that the Authority supplies as part of this Contract may be regarded as Confidential (Definitions) of Section Three – Conditions of Contract.
- 1.2 The Contractor considers that the type of information listed in paragraph 2.1 below is Confidential
- 1.3 The Contractor considers that the type of information listed in paragraph 2.2 below is Commercial

2. Types of Information that the Contractor Considers to be Confidential

- 2.1 Type 1: Confidential information:

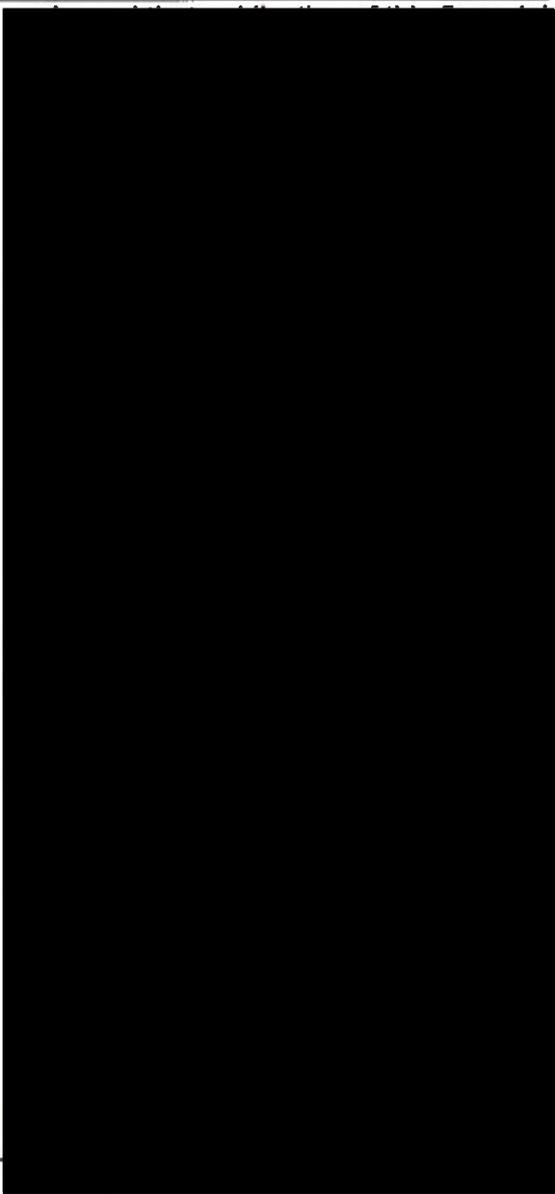
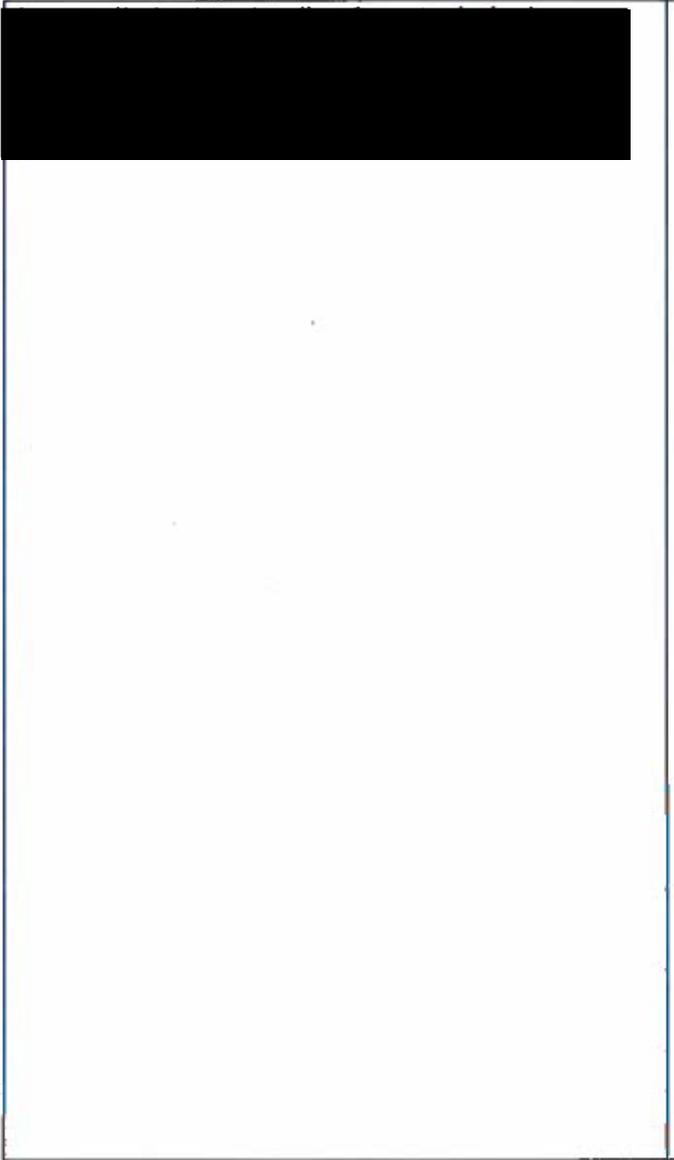
INFORMATION CONSIDERED CONFIDENTIAL	REASON FOR FOIA EXEMPTION (INCLUDE PARAGRAPH REFERENCE)
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Details provided through the tendering portal

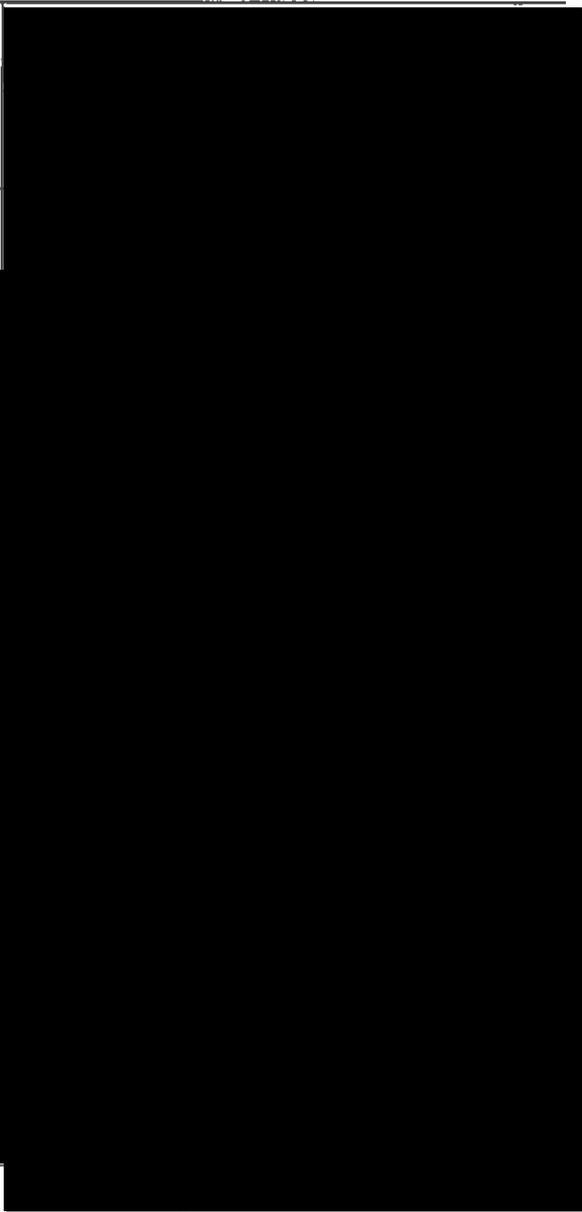
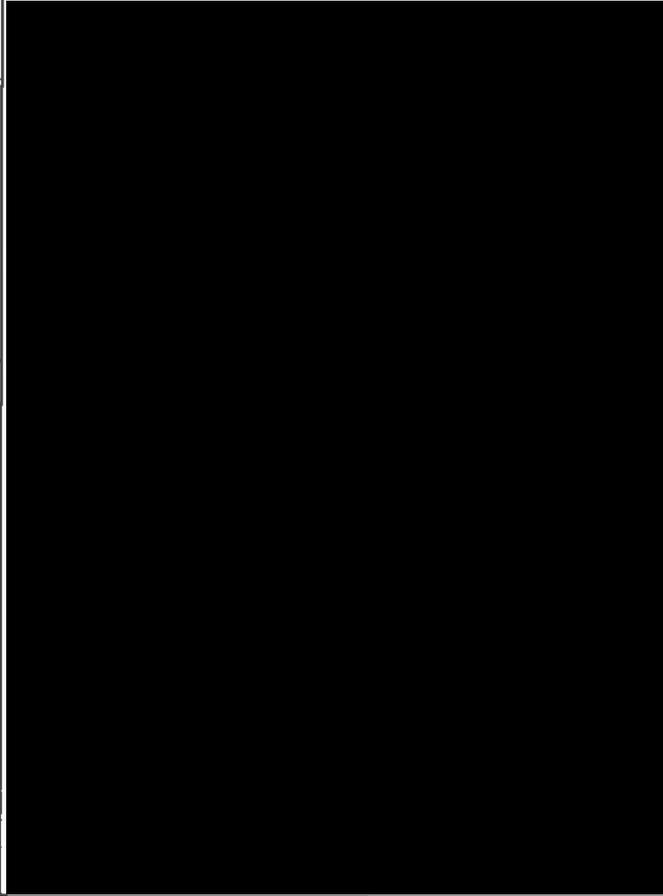
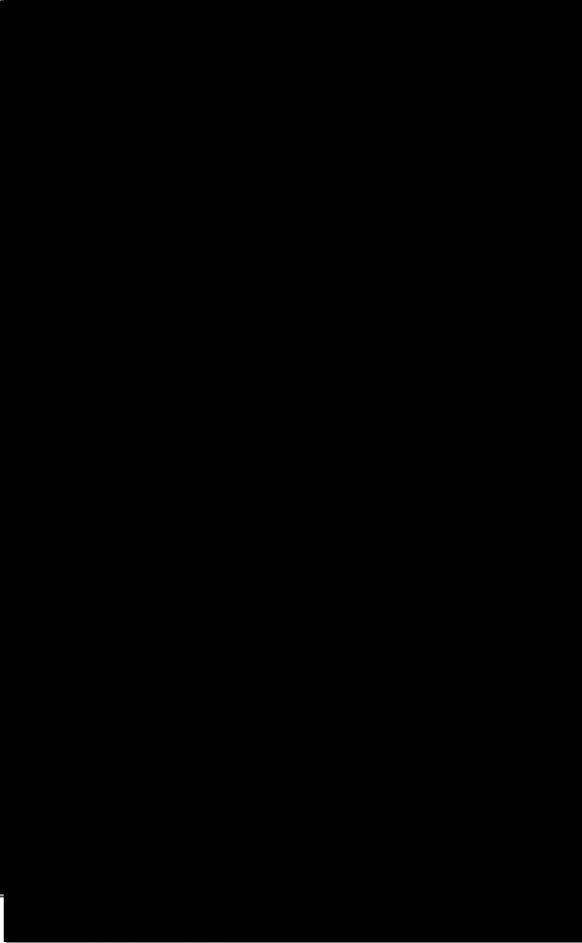


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Remploy Limited	



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2.2 Type 2: Commercially sensitive information:

INFORMATION CONSIDERED COMMERCIALY SENSITIVE	REASON FOR FOIA EXEMPTION (INCLUDE PARAGRAPH REFERENCE)
[REDACTED]	[REDACTED]

SCHEDULE FIVE – ADMINISTRATIVE INSTRUCTIONS

1. AUTHORISATION

- 1.1 The person shown below shall act as the Authority's Representative on all matters relating to the Contract:

NAME	To be confirmed at Contract Award
CONTACT DETAILS	To be confirmed at Contract Award

- 1.2 The Authority's Representative may authorise other officers to act on their behalf.

2. NOTICES

- 2.1 Any notice the Contractor wishes to send the Authority shall be sent in writing to the Authority's Representative at the address shown in paragraph 1.1 above.
- 2.2 Any notice the Authority wishes to send the Contractor shall be sent in writing to the Contractor's Representative at the address shown in paragraph 4.2 below.

3. ADDRESS FOR INVOICES

- 3.1 All invoices shall be sent to the Department addressed to:

To be confirmed at Contract Award

- 3.2 NB. Invoices must be sent to Accounts Payable at the above address. Invoices must not be sent to the Authority's Representative.

4. CORRESPONDENCE

- 4.1 All correspondence to the Authority except that for or relating to invoices shall be sent to the following address:

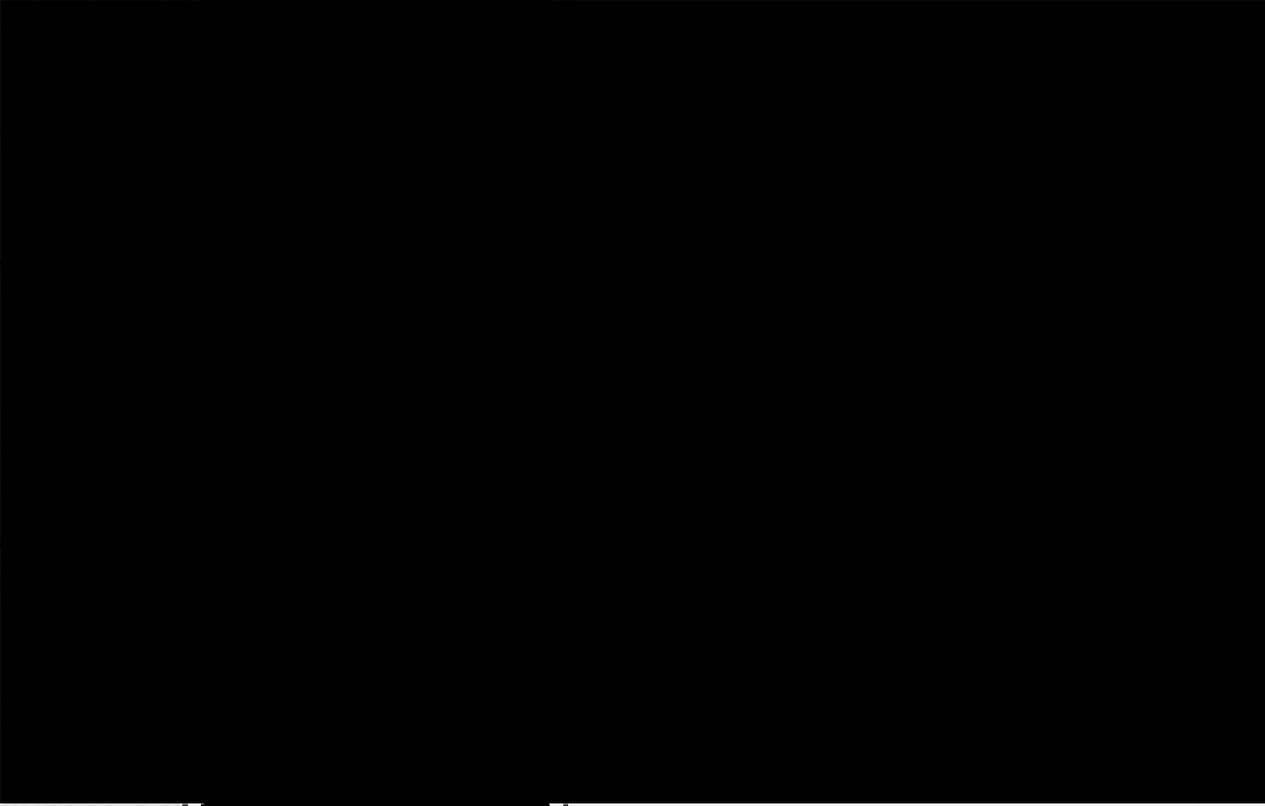
To be confirmed at Contract Award

- 4.2 All correspondence to the Contractor shall be sent to the following address:

**Remploy Limited
18C Meridian East
Meridian Business Park
Leicester
LE19 1WZ
For the attention of Matthew Fellows**

APPENDIX A – SUB-CONTRACTORS

All suppliers to the Care Quality Commission are asked to provide details of all sub-contractors that

NAME & ADDRESS OF SUB-CONTRACTOR	TYPE OF EX BY EX (ANNEX 1, ITT PART B)
	



APPENDIX B – PARENT COMPANY GUARANTEE

ATTACHED SEPARATELY

Tenderers should provide a copy of this form only if a Parent Company Guarantee (PCG) is required. This should be provided on appropriate letter-headed paper and as a separate document.

Those organisations that DO NOT require a PCG (to demonstrate financial standing) tick this box:

PROVISION OF Expert by Experience Services

With reference to the tender for the above services submitted by [insert name of Contractor] (hereinafter referred to as "the Contractor"), as a condition precedent for and in consideration of The Secretary of State for Health, (hereinafter referred to as "the Authority") entering into a contract (hereinafter referred to as "the Contract") with the Contractor for the above services, we, as the Contractor's ultimate holding company do hereby enter into the following unconditional and irrevocable undertakings with the Authority.

These undertakings being on condition that the Authority enters into the Contract with the Contractor for the above services and in consideration of the same:

1. The Contractor shall perform all its obligations contained in the Contract;
2. If the Contractor shall in any respect fail to perform the said obligations contained in the Contract or commits any breach thereof we shall ourselves perform on simple demand by the Authority, or take whatever steps may be necessary to achieve performance of the obligations under the Contract of the Contractor, and shall indemnify and keep indemnified the Authority against any loss, damages, costs and expenses howsoever arising from the said failure or breach for which the Contractor may be liable;
3. We shall not be discharged or released from our undertakings hereunder by any waiver or forbearance by the Authority, whether as to payment, time, performance or otherwise;
4. This guarantee shall be unconditional and irrevocable and shall continue in force, notwithstanding any variations or additions to or deletions from the scope of services to be performed under the Contract, until all the Contractor's obligations thereunder have been performed; and,
5. This document shall be construed and take effect in accordance with English Law and, furthermore, we submit to the jurisdiction of the English Courts.

Completed by:

Position:

Name:

Date:

For and on behalf of [insert name of the Contractor's ultimate holding company]

APPENDIX C – CONFLICTS OF INTEREST

Tenderers have a continuing duty to disclose actual or potential conflicts of interest in respect of itself, its named sub-contractors and / or consortia members.

Please describe any (potential) conflicts of interest that the Tenderer has identified and how these will be managed*:

If you **DO NOT** have any conflicts to declare, please tick this box:

-
- * Tenderers are reminded that failure to identify material conflicts of interest may lead to rejection of its tender response.

Guidance to Tenderers:

Tenderers should describe in the detail the perceived conflict (how it could be perceived in the context of this procurement) and the measures it will take to mitigate the conflict through the procurement life-cycle and service delivery.

SCHEDULE SIX – FORM OF TENDER

Declaration

PROPOSAL FOR THE PROVISION OF Experts by Experience

Having examined the proposed Contract comprising of:

- (a) Part A – Section Two, (Conditions of Contract);
- (b) Part B – Schedules One, One (a), Two and Six; and
- (c) Part B – Schedules Four and Five (as amended).

As enclosed in the ITT response dated 19/07/15. We do hereby tender against the requirements, and terms and conditions of the proposed Contract.

We undertake to keep the tender open for acceptance by the Authority for a period of ninety (90) days from the deadline for receipt of tenders.

We declare that this is a bona fide tender, intended to be genuinely competitive, and that we have not fixed or adjusted the amount of the tender by, or under, or in accordance with, any agreement or arrangement with any other person. We further declare that we have not done, and we undertake that we will not do, any of the following acts prior to award of this Contract:

- (a) Collude with any third party to fix the price of any number of tenders for this Contract;
- (b) Offer, pay, or agree to pay any sum of money or consideration directly or indirectly to any person for doing, having done, or promising to be done, any act or thing of the sort described herein and above.

We agree that the Authority may disclose the Contractor's information/documentation (submitted to the Authority during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.

Unless and until the Tenderer and the Authority have executed a formal agreement, the Authority's acceptance of this tender with all its enclosures shall not constitute a binding contract between us. We understand that you are not bound to accept the lowest price, or any, tender.

Name of person duly authorised to sign tenders: Beth Carruthers

Date: 19/07/2015



Signed:

in the capacity of: Chief Executive Officer duly authorised to sign tenders for and on behalf of: Remploy Limited

By completing this Declaration and submitting your tender, you have agreed that the statements in this Form of Tender are correct.

Attachments to Schedule One

Attachment A: Sub Contractor Declarations

Attachment B: Supporting Financial Information

Attachment C: Performance Certificates

Attachment D: High Level Process Flow

Attachment E: Service Delivery Maps

Attachment F: Draft ExE Charter

Attachment G: Draft Mobilisation Plan

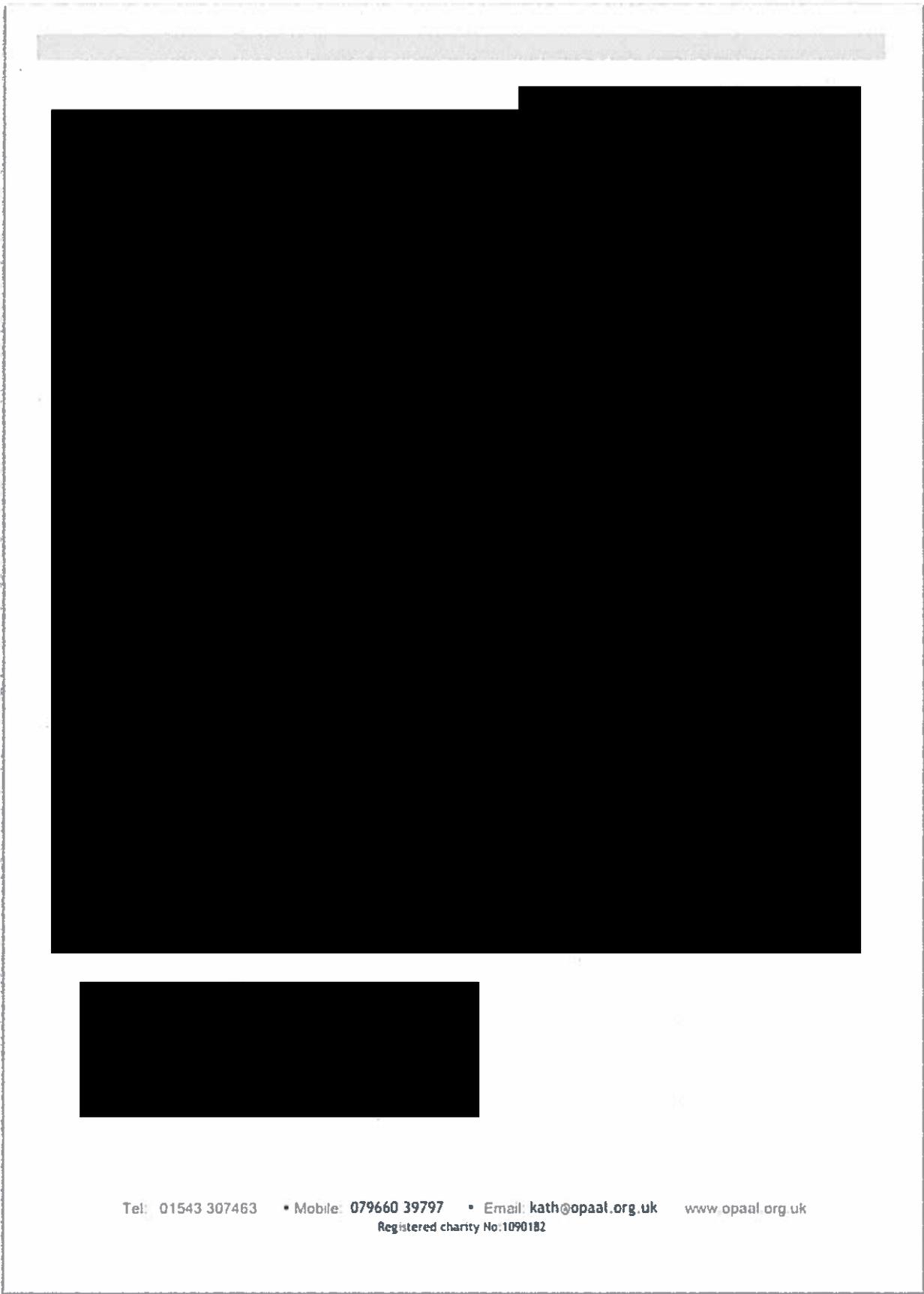
Attachment H: Social Impact Report

Attachment I: Better Off In Work Calculation Example

Attachment A: Sub Contractor Declarations

Please see attached declarations from our Supply Chain Partners

- *Exhibit AA.1 – Older People’s Advocacy Alliance (OPAAL)*
- *Exhibit AA.2 – Creative Support*
- *Exhibit AA.3 – Action for Children*
- *Exhibit AA.4 – Royal Association for the Deaf*
- *Exhibit AA.5 – Turning Point*



Tel: 01543 307463 • Mobile: 079660 39797 • Email: kath@opaal.org.uk www.opaal.org.uk
Registered charity No:1090182

Exhibit AA.1 – OPAAL Sub Contract Declaration

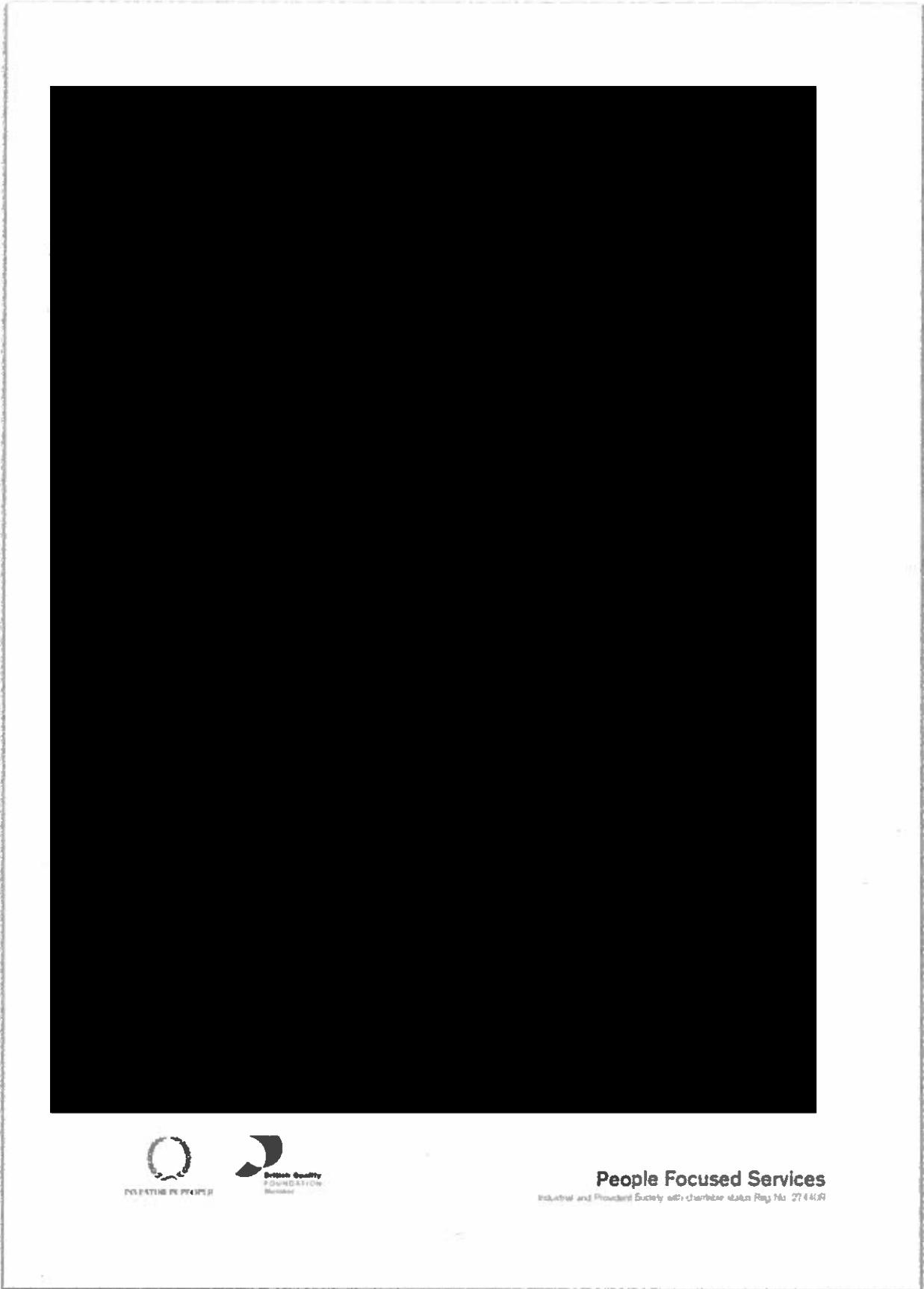
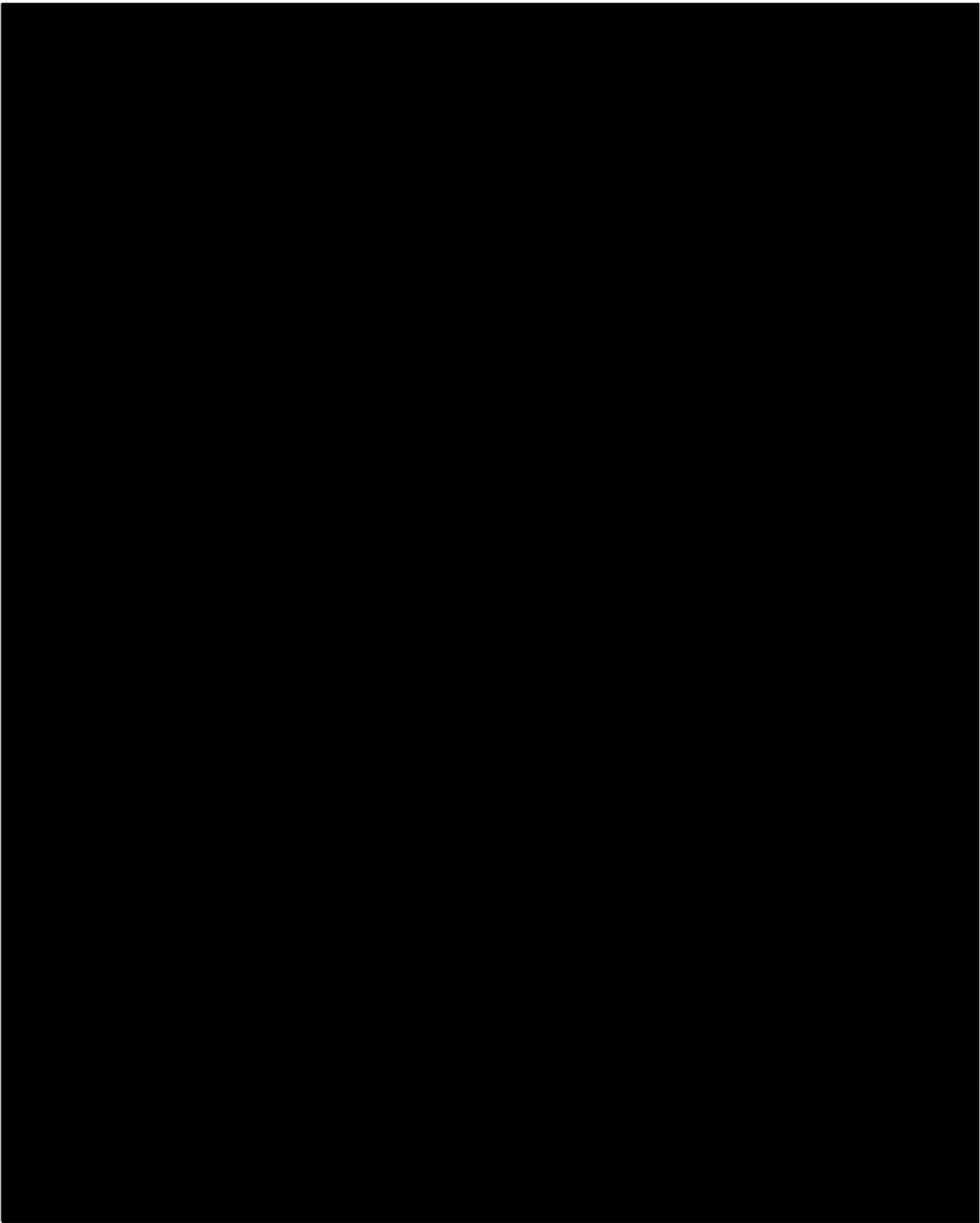


Exhibit AA.2 – Creative Support Sub Contractor Declaration



Phoenix 164 The Queen + Action for Children, previously NCF, was founded in 1982
Registered charity no. 1137040/SC232800 + Charity no. 4704232 + Limited company registered in England no 11685
Registered Office: 3 The Leeward, Acorn Road, Watton W611N RAD + Telephone: (0133) 123 2112

Exhibit AA.3 – Action for Children Sub Contractor Declaration

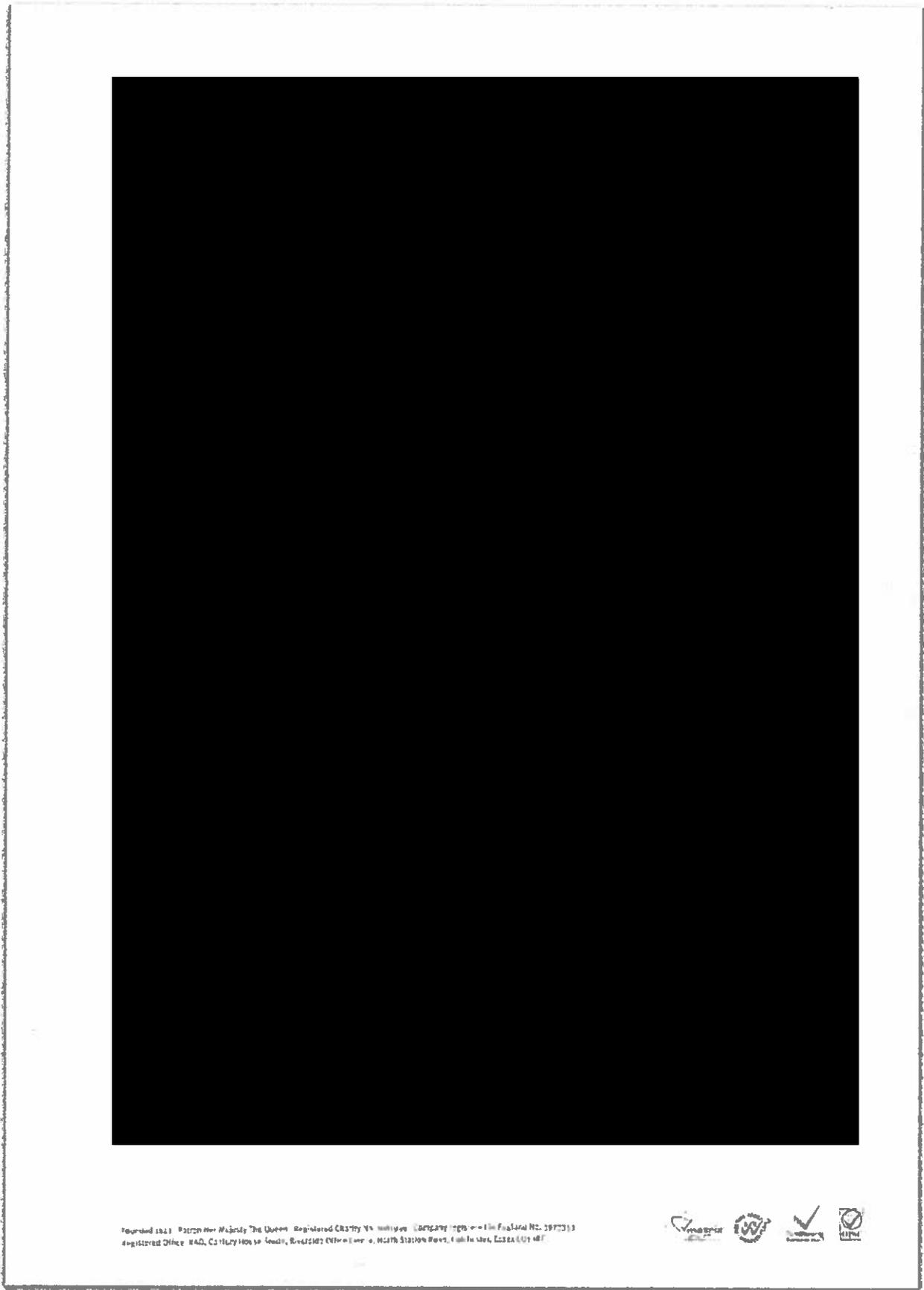


Exhibit AA.4 – Royal Association for the Deaf Sub Contractor Declaration

Commercial in Confidence

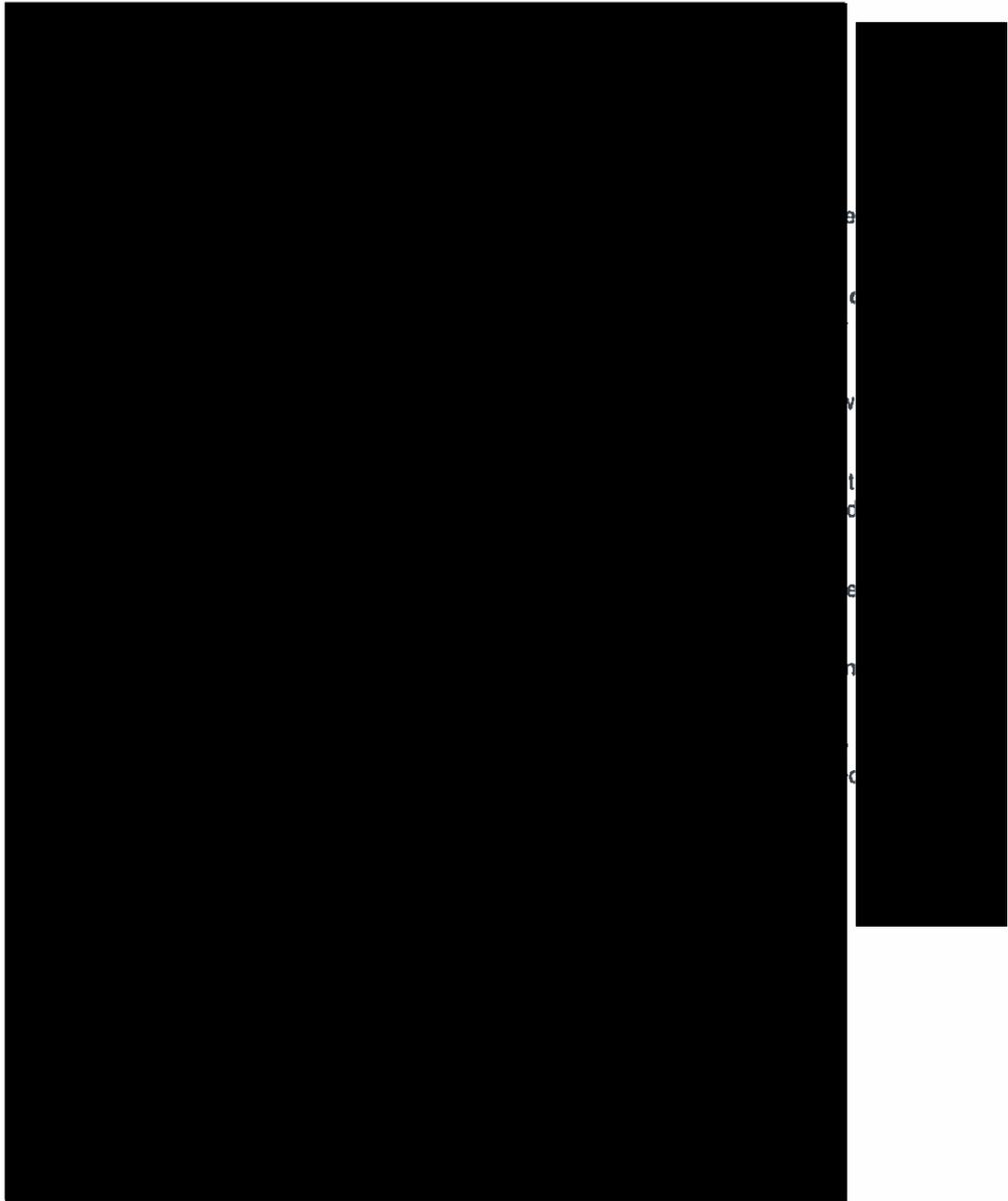


Exhibit AA.5 – Turning Point Sub Contractor Declaration

Attachment B: Alternative Means of Demonstrating the Contracting Entities Financial Net WorthEx

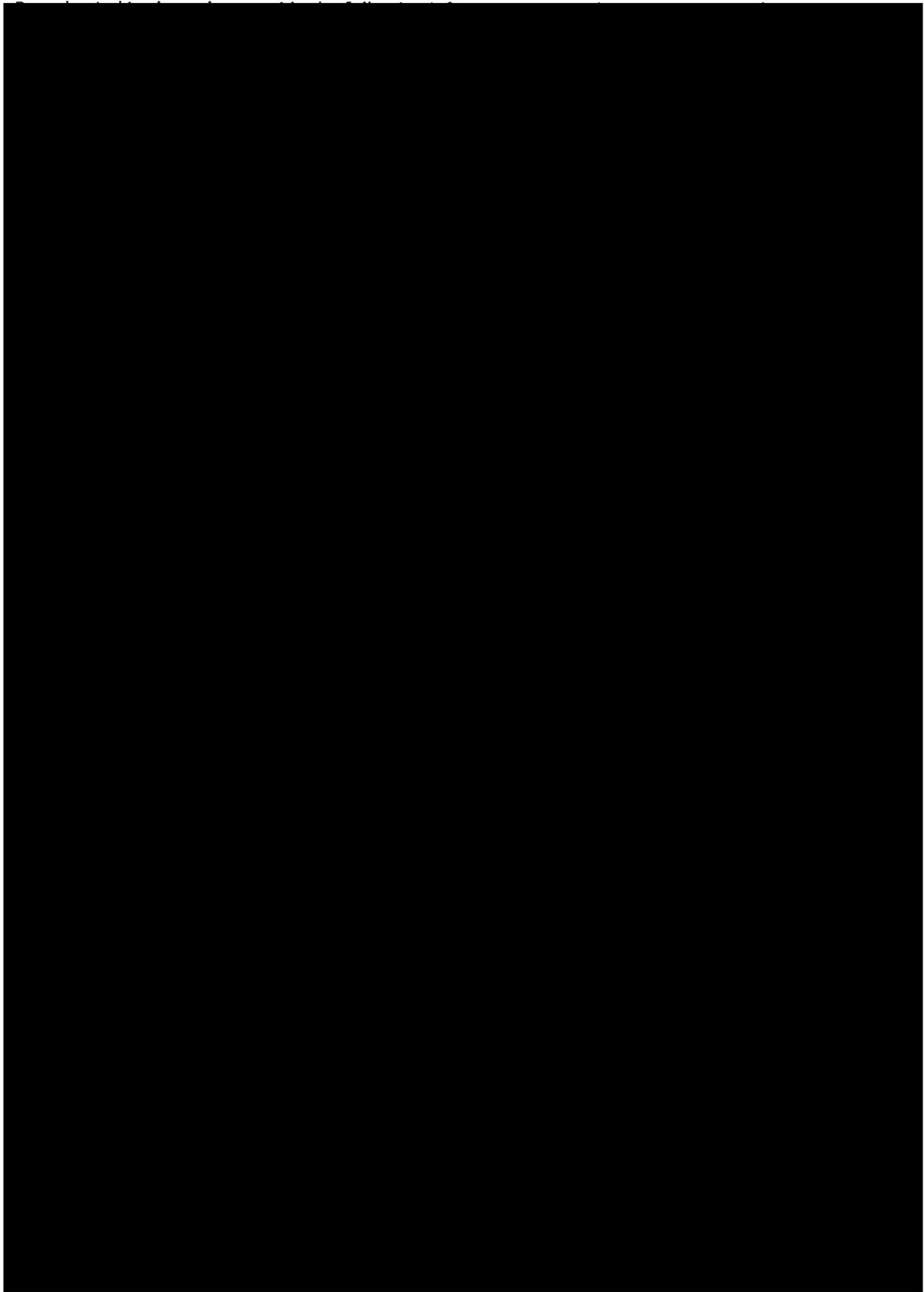




Exhibit AB.1 - Remploy Management Accounts

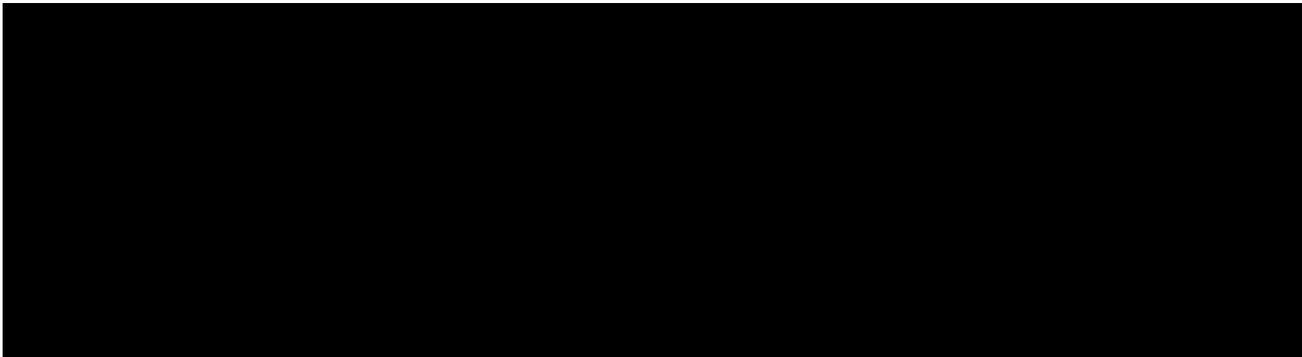


Exhibit AB.2 - Remploy Formation Letter



Exhibit AB.2 - Remploy Ltd Formation Letter from the Department for Work & Pensions provided to support our Background Summary

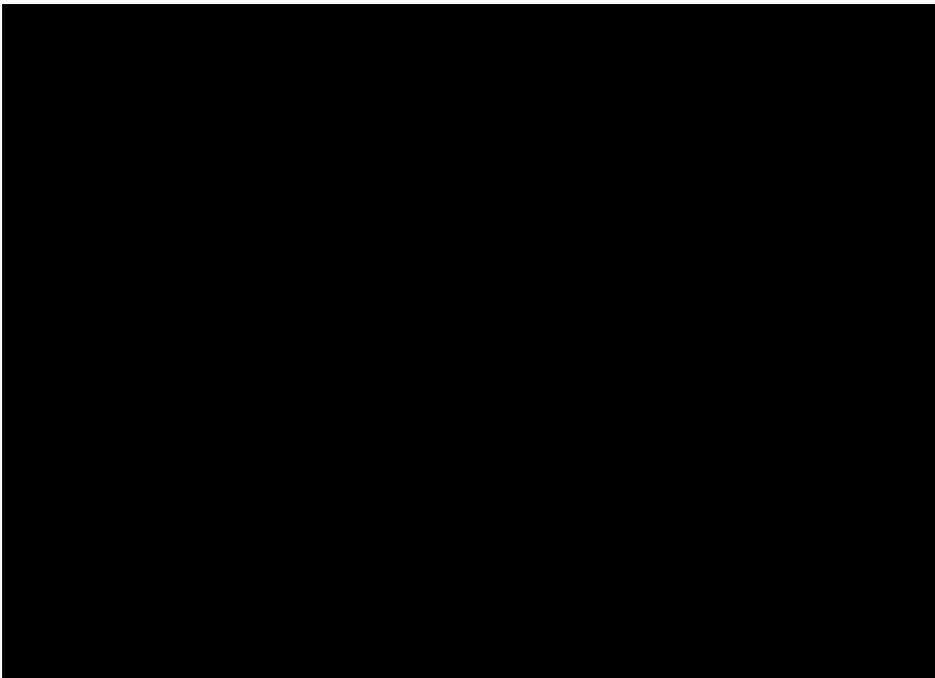


Exhibit AB.2 - Remploy Ltd Formation Letter from the Department for Work & Pensions (cont) provided to support our Background Summary

Exhibit AB.3 - Remploy's Parent Company Guarantee

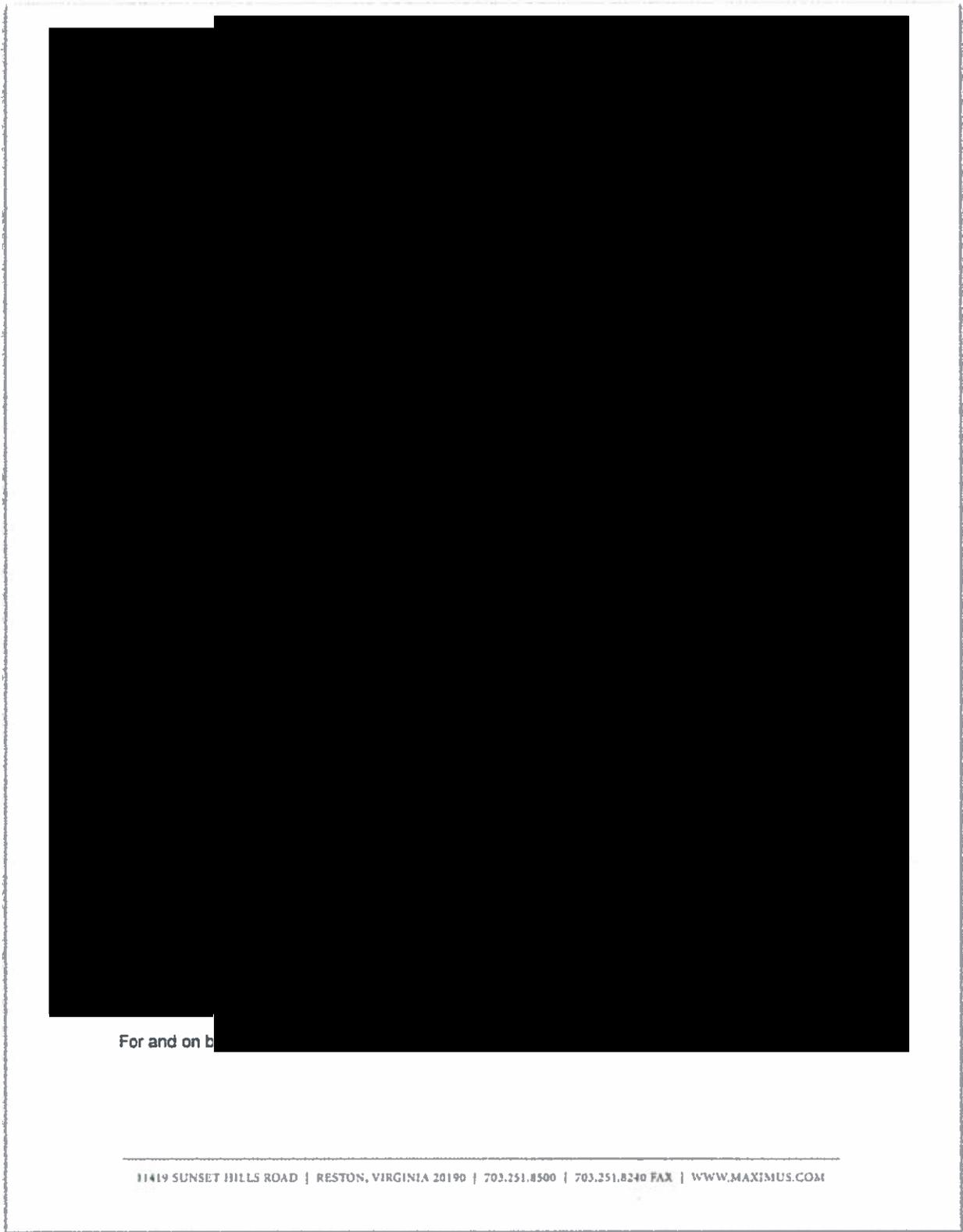


Exhibit AB.3 - Parent Company Guarantee (provided in the event it is required at award) from our ultimate parent MAXIMUS, Inc.

Exhibit AB.4 - Remploy Ultimate Parent Financials

Please note, the Remploy Ultimate Parent Company have been uploaded separately.

Attachment C: Performance Certificates

Please find attached below performance certificates in support of response to Question A9, including:

1. *Exhibit AC.1 – Work Choice Performance Certificate;*
2. *Exhibit AC.2 – Access to Work - Mental Health Performance Certificate;*
3. *Exhibit AC.3 – Mental Health Working Services Performance Certificate;*
4. *Exhibit AC.4 – G4S Work Programme Subcontract Performance Certificates.*

Work Choice Performance Certificate

CERTIFICATE OF PERFORMANCE



CONTRACT

Details of the Contract to which this certificate relates are set out in the table below:

Contract Number	[Redacted]
Customer Contact with whom the Authority can raise further queries should the Authority wish to do so	[Redacted]
Customer Contact Name	[Redacted]
Customer Contact Address	[Redacted]
Telephone number	[Redacted]
E-mail)	[Redacted]
Brief description of the services provided including the dates on, or between, which the services were (and/or were to be) be provided	[Redacted]

PERFORMANCE

OPTION A:

We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract.

Exhibit AC.1 – Work Choice (DWP) Performance Certificate provided in support of Question A9.

CERTIFICATE OF PERFORMANCE

GUIDANCE FOR CUSTOMERS

If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include:

1. Delays in supplying the goods and/or services;
2. Failures to supply all the goods and/or services in accordance with the scope set out in the Contract;
3. Failures to meet any service levels and/or supply the goods and/or services in accordance with quality standards;
4. Any other failure by the Supplier to comply with its obligations under the Contract.

You may wish to take legal advice in relation to completing this certificate.

LIABILITY OF ANY CUSTOMER CERTIFYING

Whilst the Customer believes the information in this certificate to be truthful and accurate, the Customer does not assume any responsibility and does not assume any liability and so cannot give any guarantee or make any representation or warranty as to the contents of this certificate.

The Customer shall therefore not be liable for and hereby excludes liability for any loss, damage (including any special, exemplary, indirect, incidental, consequential damages, costs or associated legal fees) that may be suffered as a result of use of the certificate and its content, to the fullest extent permitted by law.

Nothing in this certificate shall affect, or constitute a waiver of, the Customer's rights or remedies in relation to the Contract.

Signed 

[To be signed by the person with sufficient knowledge of and responsibility for the contract in question for and on behalf of the organisation below. In the event of self-certification this certificate of performance should be signed by the Tenderer.]

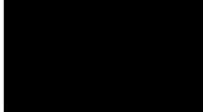
Name: 
Organisation: 
Date:

Exhibit AC.1 – Work Choice (DWP) Performance Certificate (cont) provided in support of Question A9.

Access to Work Mental Health Performance Certificate

CERTIFICATE OF PERFORMANCE



CONTRACT

Details of the Contract to which this certificate relates are set out in the table below:

Contract Number	HL DWP 100010 1
Customer Contact with whom the Authority can raise further queries should the Authority wish to do so	
Customer Contact Name	David Quinton
Customer Contact Address	[Redacted]
Telephone number	[Redacted]
E-mail)	[Redacted]
Brief description of the services provided including the dates on, or between, which the services were (and/or were to be) provided	[Redacted]

PERFORMANCE

OPTION A:

We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract.

Exhibit AC.2 – Access to Work Mental Health (DWP) Performance Certificate provided in support of Question A9.

CERTIFICATE OF PERFORMANCE

GUIDANCE FOR CUSTOMERS

If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include:

1. Delays in supplying the goods and/or services;
2. Failures to supply all the goods and/or services in accordance with the scope set out in the Contract;
3. Failures to meet any service levels and/or supply the goods and/or services in accordance with quality standards;
4. Any other failure by the Supplier to comply with its obligations under the Contract.

You may wish to take legal advice in relation to completing this certificate.

LIABILITY OF ANY CUSTOMER CERTIFYING

Whilst the Customer believes the information in this certificate to be truthful and accurate, the Customer does not assume any responsibility and does not assume any liability and so cannot give any guarantee or make any representation or warranty as to the contents of this certificate.

The Customer shall therefore not be liable for and hereby excludes liability for any loss, damage (including any special, exemplary, indirect, incidental, consequential damages, costs or associated legal fees) that may be suffered as a result of use of the certificate and its content, to the fullest extent permitted by law.

Nothing in this certificate shall affect, or constitute a waiver of, the Customer's rights or remedies in relation to the Contract.

Signed 

[To be signed by the person with sufficient knowledge of and responsibility for the contract in question for and on behalf of the organisation below. In the event of self-certification this certificate of performance should be signed by the Tenderer.]

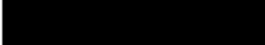
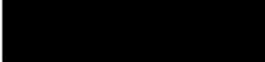
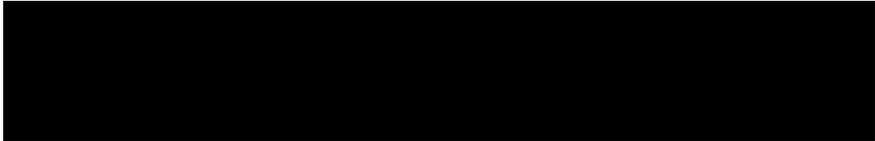
Name: 
Organisation: 
Date: 

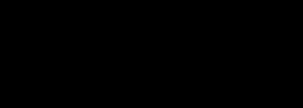
Exhibit AC.2 – Access to Work Mental Health (DWP) Performance Certificate (cont) provided in support of Question A9.

Mental Health Working Service Performance Certificate

CERTIFICATE OF PERFORMANCE



CONTRACT
Details of the Contract to which this certificate relates are set out in the table below:

Contract Number	N/A
Customer Contact with whom the Authority can raise further queries should the Authority wish to do so	
Customer Contact Name	
Customer Contact Address	
Telephone number	020 7527 2497
E-mail)	
Brief description of the services provided including the dates on, or between, which the services were (and/or were to be) be provided	

PERFORMANCE

OPTION A:
We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract.

Exhibit AC.3 – Mental Health Working Service (Camden & Islington LA) Performance Certificate provided in support of Question A9.

CERTIFICATE OF PERFORMANCE

GUIDANCE FOR CUSTOMERS

If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include:

1. Delays in supplying the goods and/or services;
2. Failures to supply all the goods and/or services in accordance with the scope set out in the Contract;
3. Failures to meet any service levels and/or supply the goods and/or services in accordance with quality standards;
4. Any other failure by the Supplier to comply with its obligations under the Contract.

You may wish to take legal advice in relation to completing this certificate.

LIABILITY OF ANY CUSTOMER CERTIFYING

Whilst the Customer believes the information in this certificate to be truthful and accurate, the Customer does not assume any responsibility and does not assume any liability and so cannot give any guarantee or make any representation or warranty as to the contents of this certificate.

The Customer shall therefore not be liable for and hereby excludes liability for any loss, damage (including any special, exemplary, indirect, incidental, consequential damages, costs or associated legal fees) that may be suffered as a result of use of the certificate and its content, to the fullest extent permitted by law.

Nothing in this certificate shall affect, or constitute a waiver of, the Customer's rights or remedies in relation to the Contract.

Signed 

[To be signed by the person with sufficient knowledge of and responsibility for the contract in question for and on behalf of the organisation below. In the event of self-certification this certificate of performance should be signed by the Tenderer.]

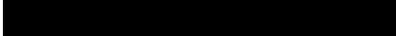
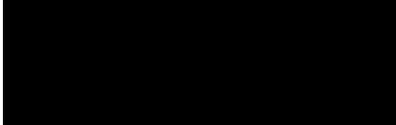
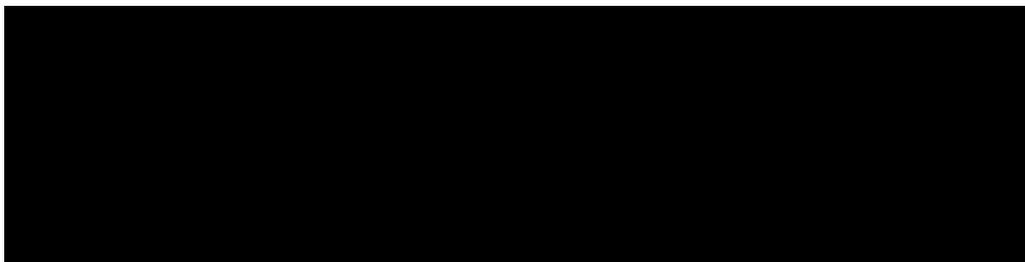
Name: 
Organisation: 
Date: 

Exhibit AC.3 – Mental Health Working Service (Camden & Islington LA) Performance Certificate (cont) provided in support of Question A9.

G4S Performance Certificate

CERTIFICATE OF PERFORMANCE



Details of the Contract to which this certificate relates are set out in the table below:

Contract Number	
Customer Contact with whom the Authority can raise further queries should the Authority wish to do so	
Customer Contact Name	[Redacted]
Customer Contact Address	[Redacted]
Telephone number	[Redacted]
E-mail	[Redacted]
Brief description of the services provided including the dates on, or between, which the services were (and/or were to be) provided	[Redacted]

Exhibit AC.4 – Work Programme (G4S) Performance Certificate provided in support of Question A9.

CERTIFICATE OF PERFORMANCE

PERFORMANCE

(Please delete the option that does not apply)

OPTION A:

We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract.

Throughout the lifetime of contract delivery, Remploy has satisfactorily delivered end to end Work Programme services within the two CPAs that it delivers. Remploy are issued with stretching targets, quality and compliance standards and the requirement to deliver services in accordance with DWP guidance and minimum service levels.

There is a commitment from the Remploy management team for continuous improvement and they actively address areas for improvement to increase performance and quality standards, adapting delivery models and amending processes to achieve this. They are receptive to support and sharing of best practice to ensure the best outcomes for the Customers that they are working with.

(Please continue on a separate page where there is insufficient space)

Exhibit AC.4 – Work Programme G4S Performance Certificate (cont) provided in support of Question A9.

CERTIFICATE OF PERFORMANCE

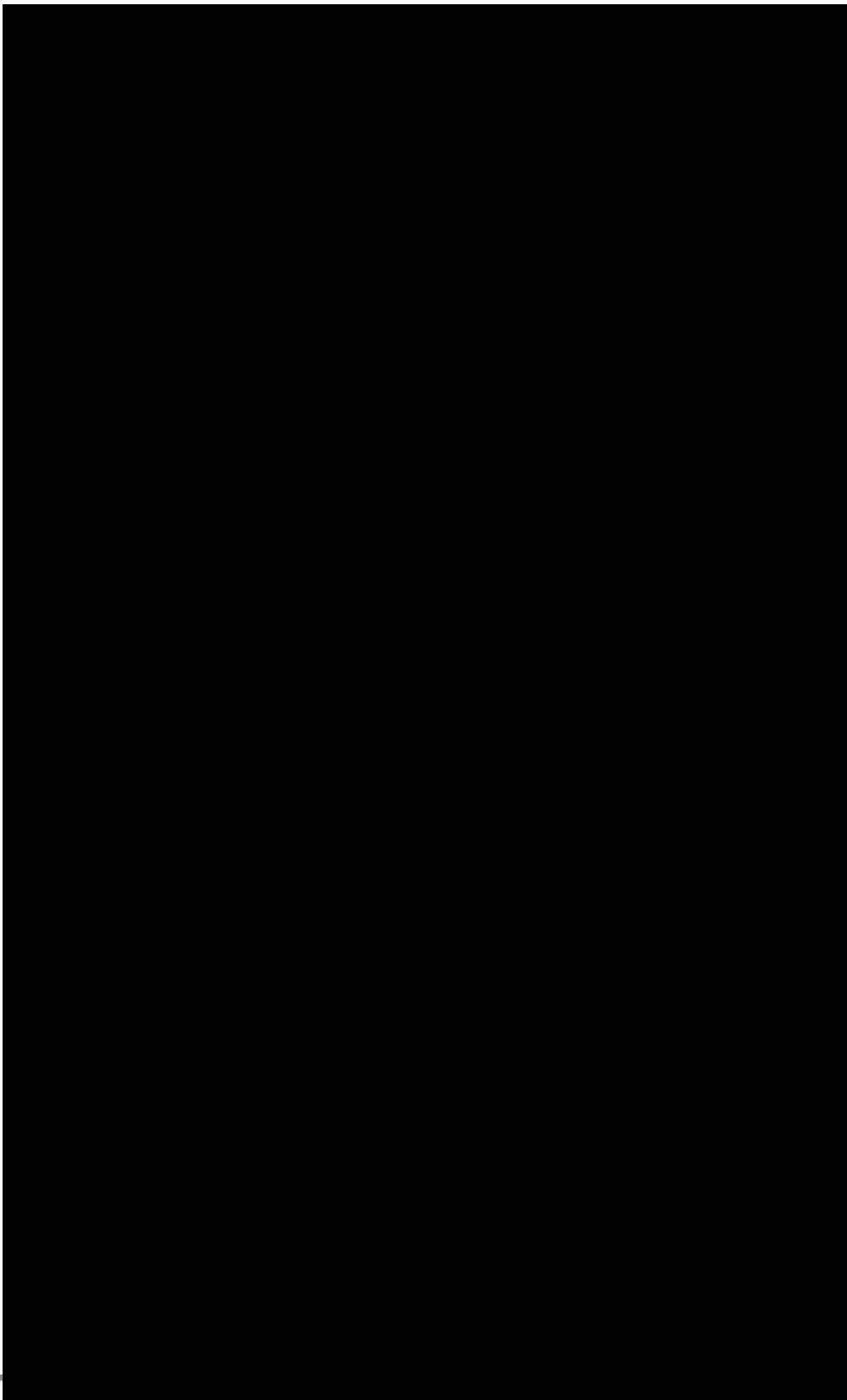


Exhibit AC.3 – Work Programme G4S Performance Certificate (cont) provided in support of Question

Attachment D: High Level Process Flow

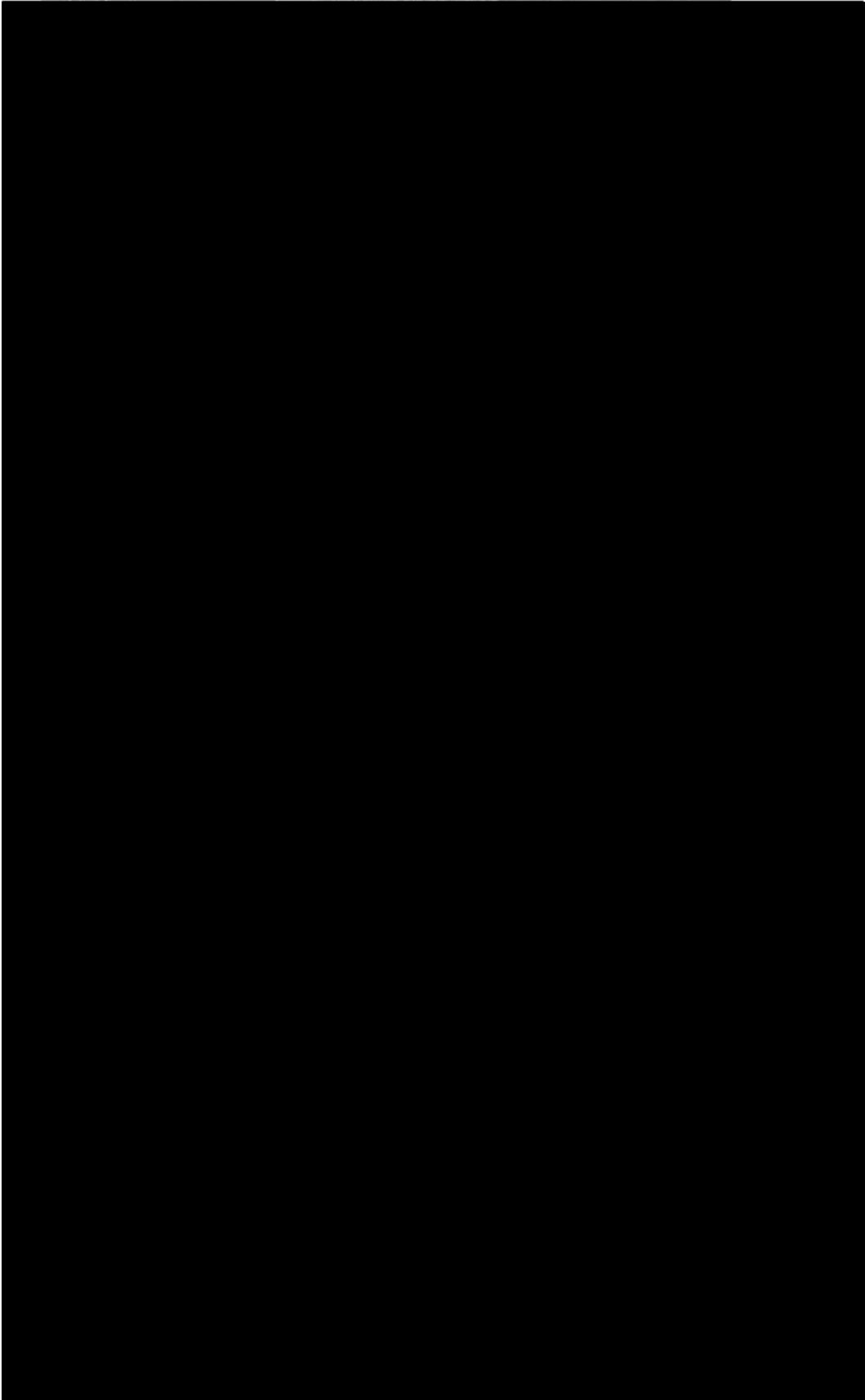
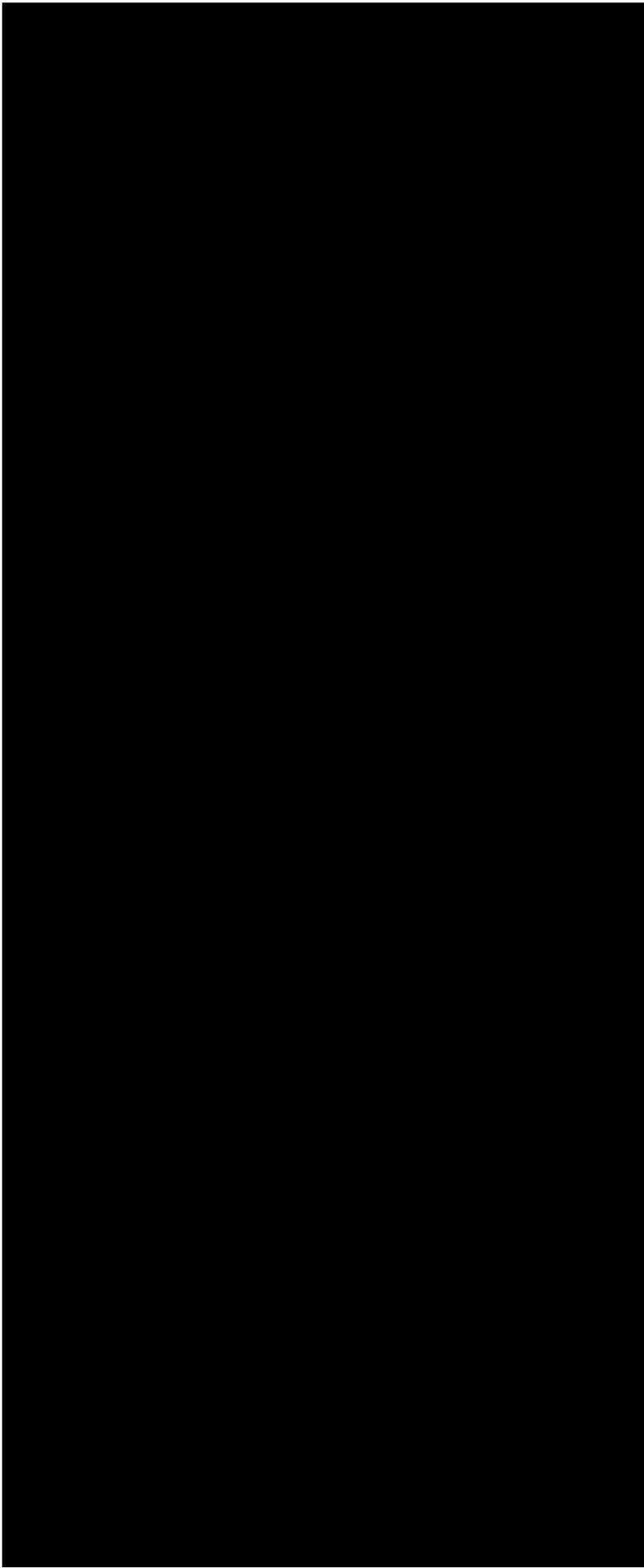


Exhibit AD.1 – High Level Process Flow that will be modified on contract award as a part of implementation.



Two identical rectangular boxes are stacked vertically on the right side of the page. Each box contains the following text:

RADFORD
EEDS
KINGSTON UPON
HULL

Below the second box, the text "(hospices)" is visible.

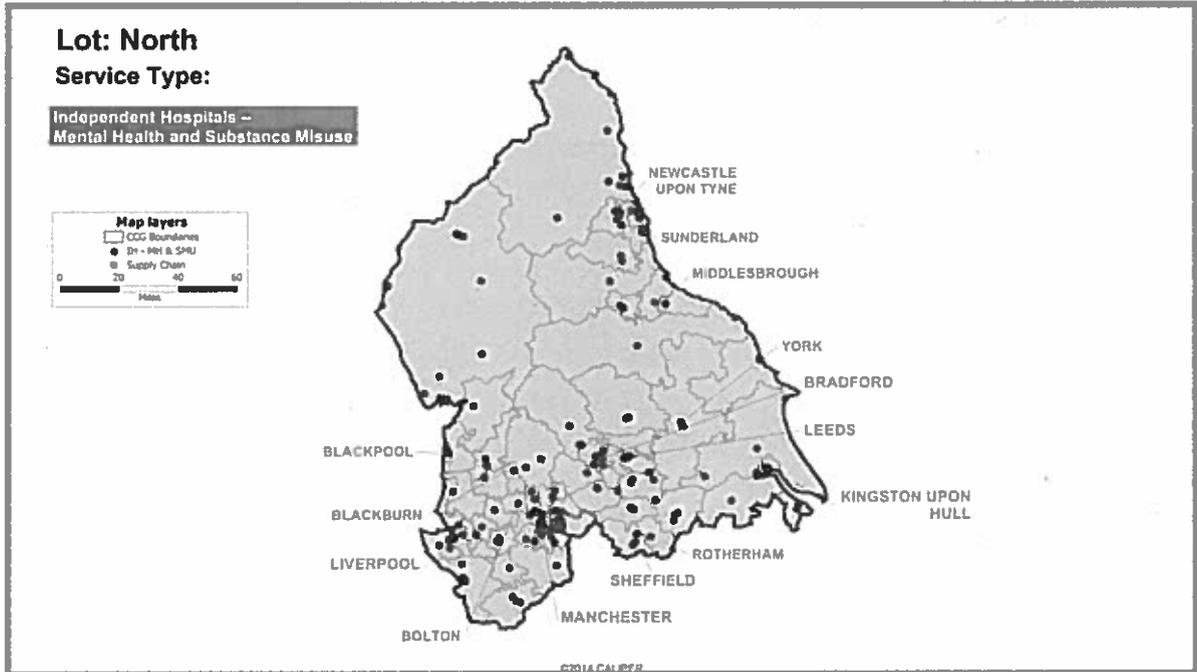


Exhibit AE.3 – Independent Hospitals – Mental Health and Substance Misuse



Exhibit AE.4 – Independent Hospitals

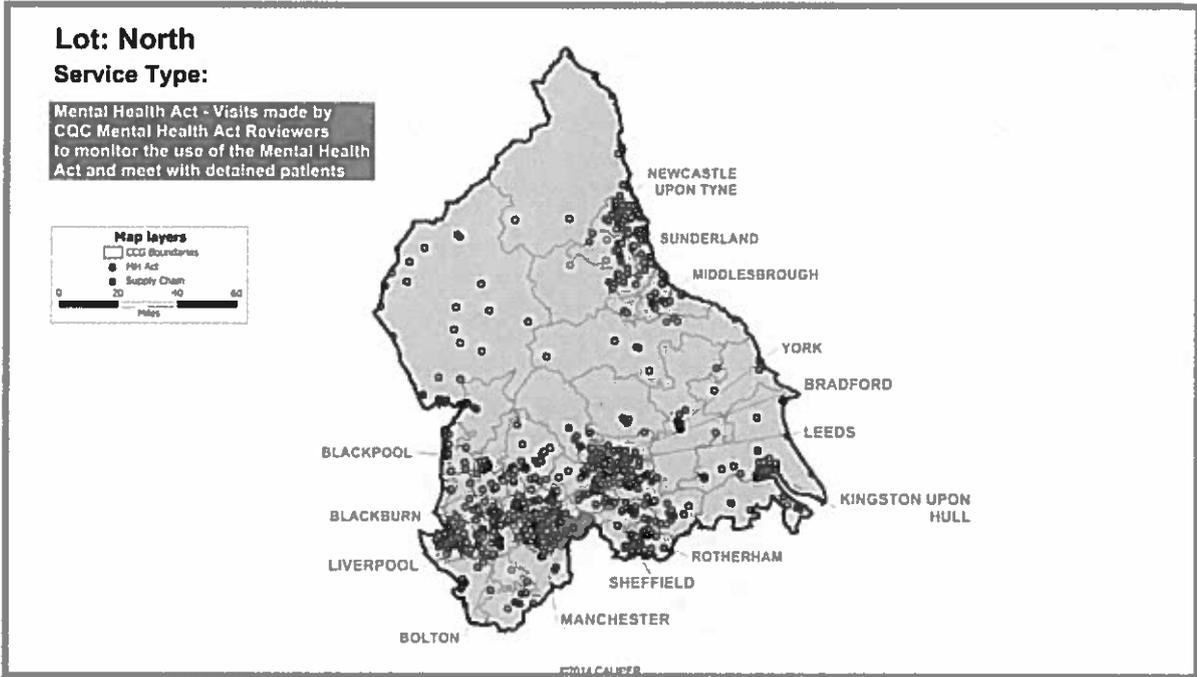


Exhibit AE.5 – Mental Health Act – Visits made by CQC Mental Health Act reviewers to monitor the use of the Mental Health Act and meet with detained patients.

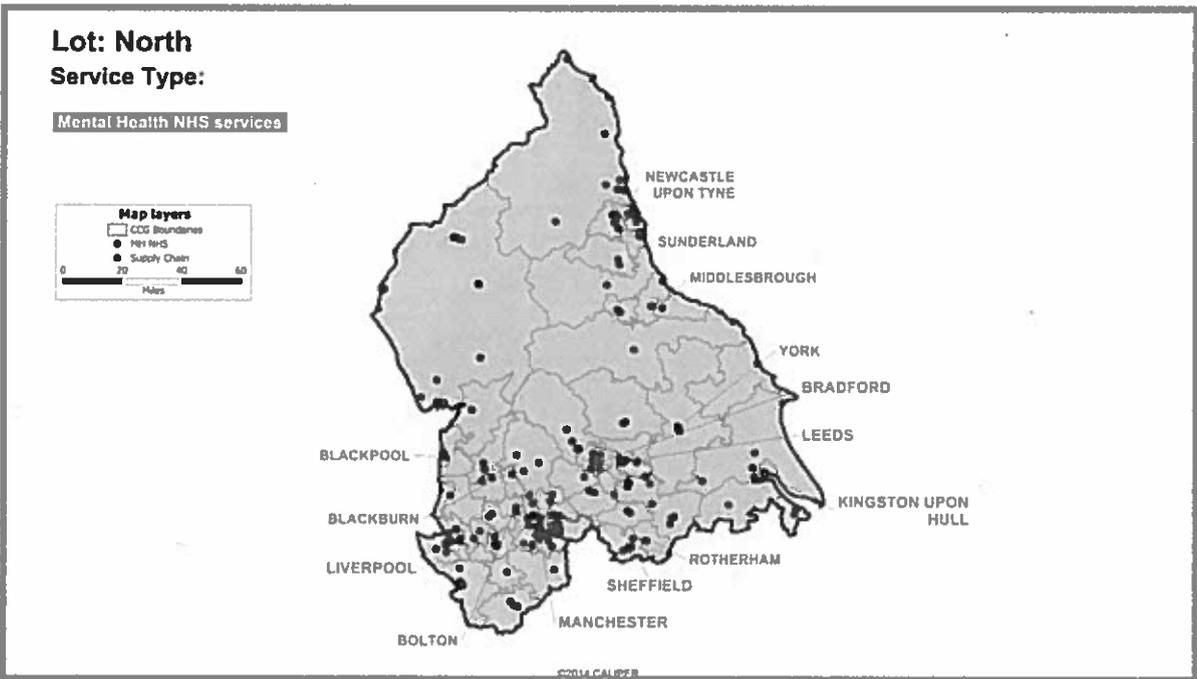


Exhibit AE.6 – Mental Health NHS Services

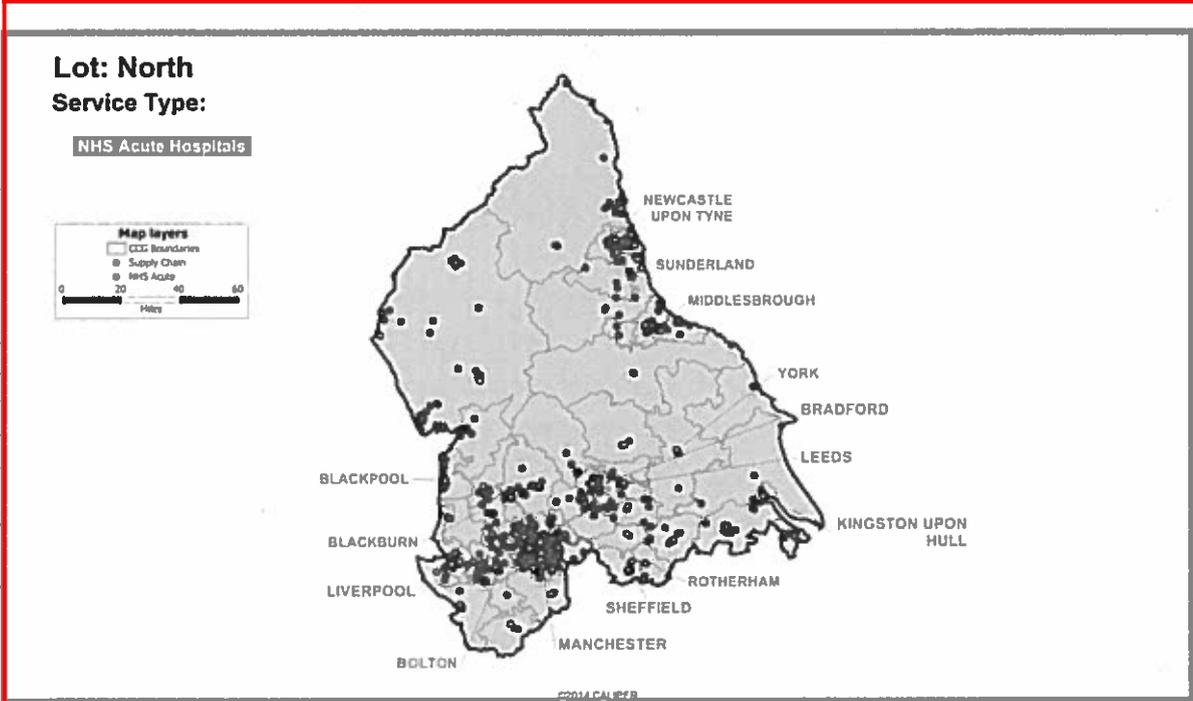


Exhibit AE.7 – NHS Acute Hospitals

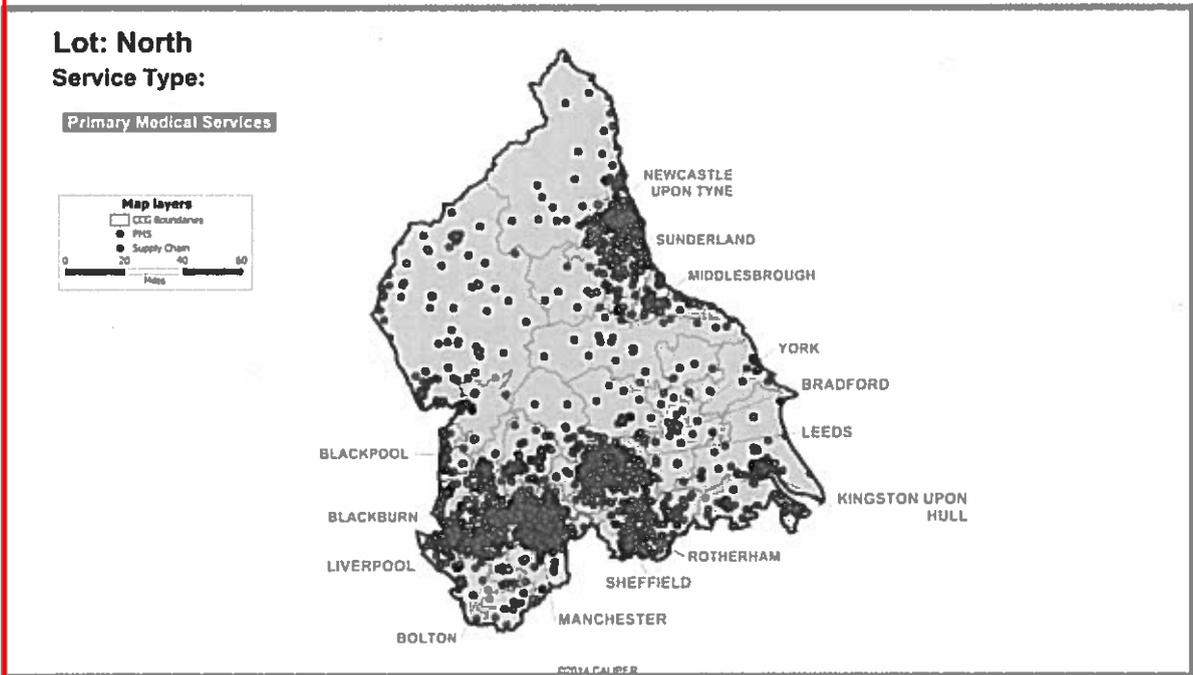


Exhibit AE.8 – Primary Medical Services

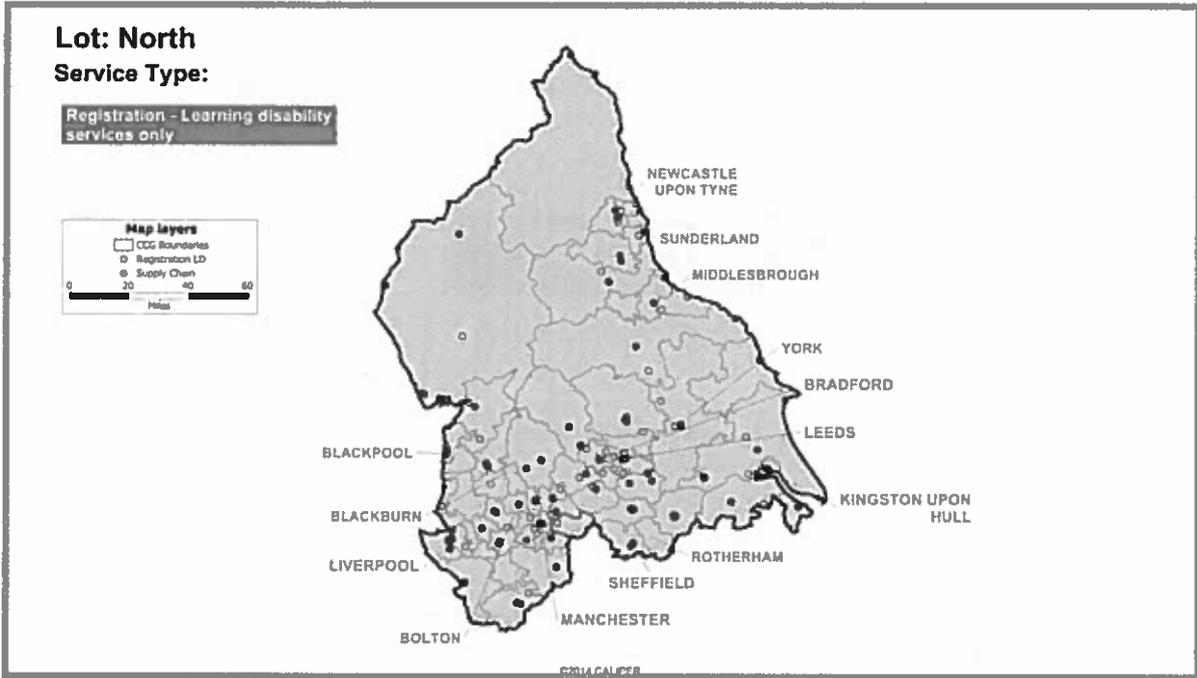


Exhibit AE.9 – Registration – Learning Disabilities Only

Attachment F: Draft ExE Charter

Please see below the draft ExE Charter, that would be modified in conjunction with the CQC.

The graphic is a white rectangular box with a thin black border. At the top center is the Remploy logo, which consists of the word "Remploy" in white on a dark grey rectangular background. Below the logo, the tagline "Putting ability first" is written in a bold, dark grey font. The main content of the charter is organized into sections with bold headings. The first section is "The ExE Customer Charter" with a sub-heading "Remploy's Promise to You". It lists seven commitments: supporting individuals to achieve their full potential, providing holistic support, comprehensive training through the Remploy Academy, scheduling work around needs, minimizing travel, staying in touch, and facilitating team working. The second section is "Your Promise to Us" with a sub-heading "Be Caring", listing three commitments: making a positive difference, treating everyone with dignity, and supporting the wellbeing of others. The third section is "Show Integrity" with a sub-heading "Do the right thing", listing two commitments: ensuring actions reflect words and contributing to building trust. The fourth section is "Work as Part of a Team" with a sub-heading "Provide support for colleagues", listing two commitments: understanding the impact of work and recognizing that the team works best together.

Remploy
Putting ability first

The ExE Customer Charter
Remploy's Promise to You

We are committed to supporting individuals to achieve their full potential
We will provide holistic support for every ExE with individual, bespoke support plans
We will provide comprehensive training through the Remploy Academy
We will schedule work around your needs and challenges
We will minimise how far you have to travel and give clear travel directions if you need to travel
We'll stay in touch – keeping you informed at every step
We will facilitate team working and sharing of best practice

Your Promise to Us
Be Caring

Be committed to making a positive difference to people's lives
Treat everyone with dignity and respect
Be thoughtful and listen to others
Actively support the wellbeing of others

Show Integrity
Do the right thing

Ensure actions reflect their words
Be fair and open to challenge and have the courage to challenge others
Positively contribute to building trust with the public, colleagues and partners

Work as Part of a Team
Provide support for colleagues

Understand the impact their work has on others and how others work affects them
Recognise that we work best together
Be able to adapt to the needs of others

Exhibit AF.1 – Draft ExE Charter

Attachment G: Draft Mobilisation Plan

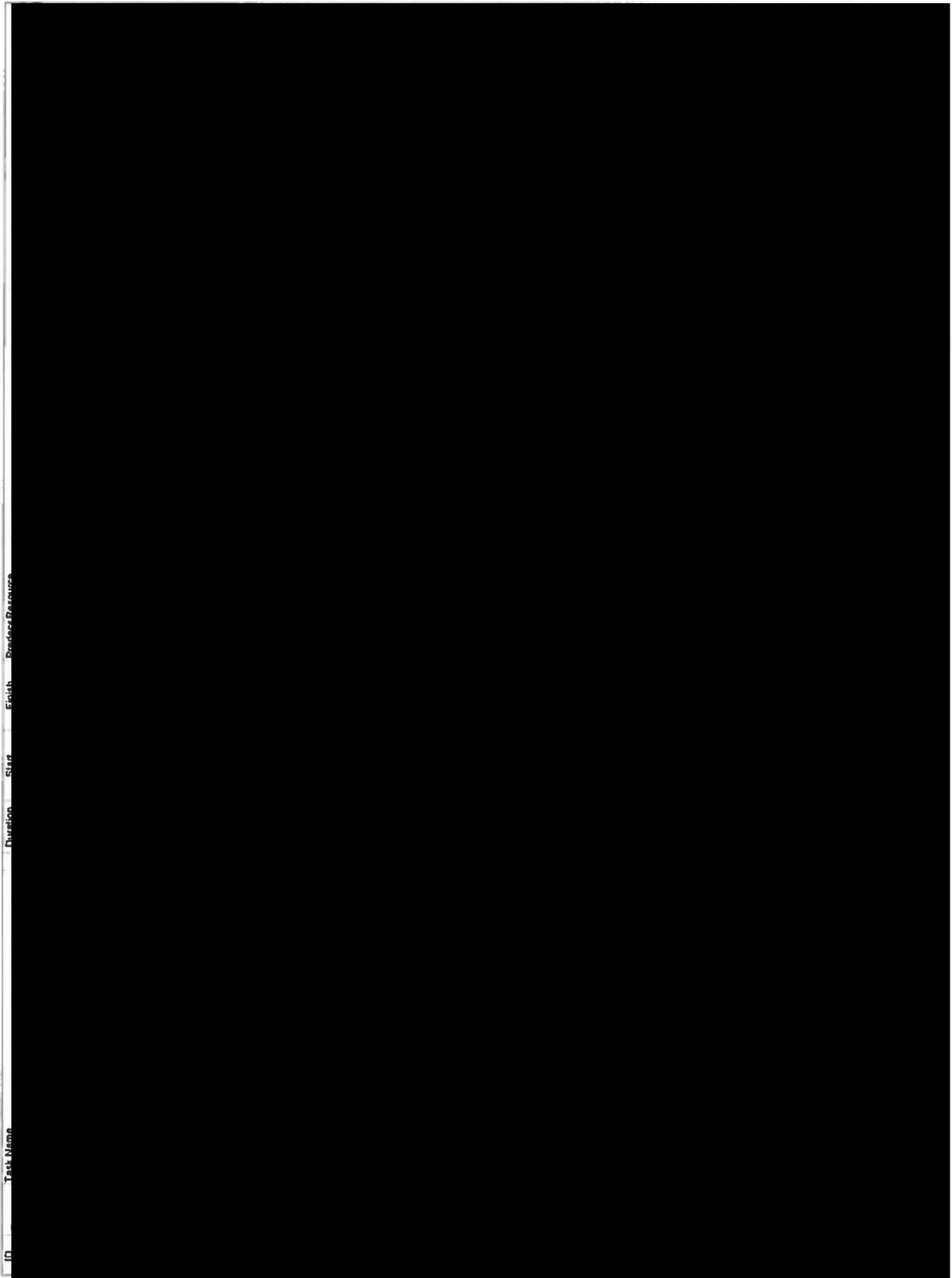
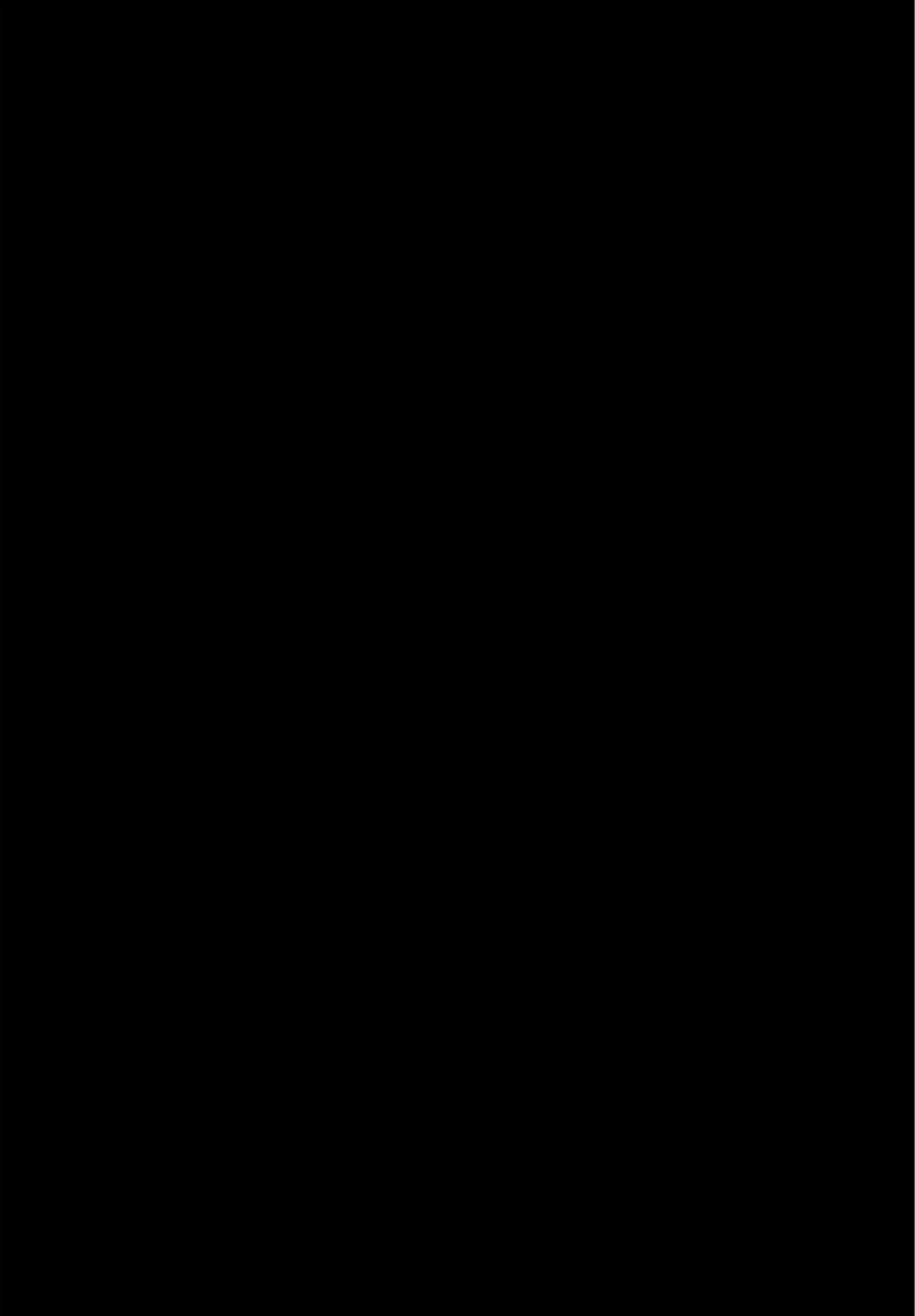


Exhibit AG.1 (Cont) – Shows Remploy’s Draft Mobilisation Plan that would be customized and reviewed at Contract Award, depending on lot combination awarded.



ID	Task Name	Duration	Start	Finish	Project Resource
----	-----------	----------	-------	--------	------------------

Exhibit AG.1 (Cont) – Shows Remploy’s Draft Mobilisation Plan that would be customized and reviewed at Contract Award, depending on lot combination awarded.

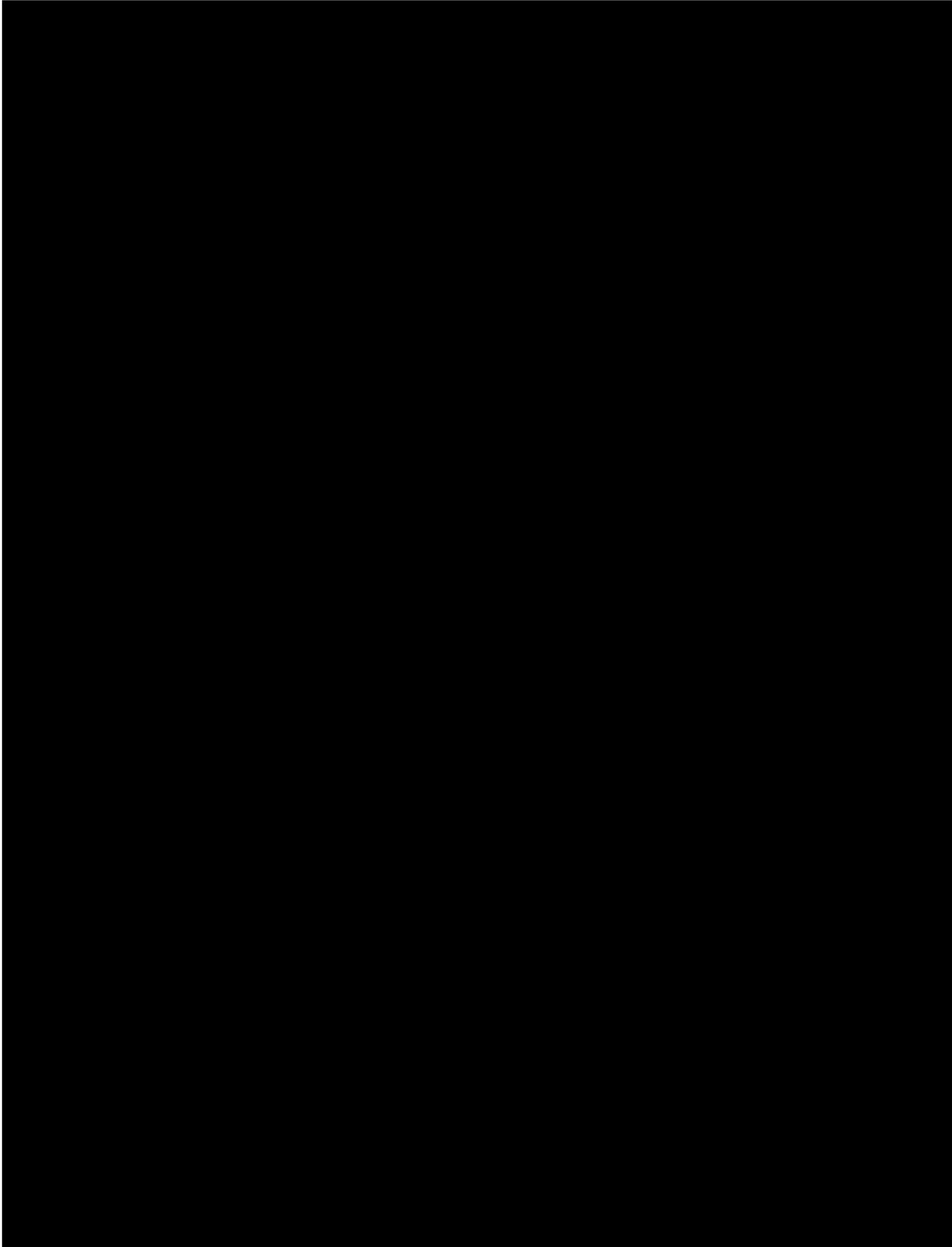


Exhibit AG.1 – Shows Remploy's Draft Mobilisation Plan that would be customized and reviewed at Contract Award, depending on lot combination awarded.

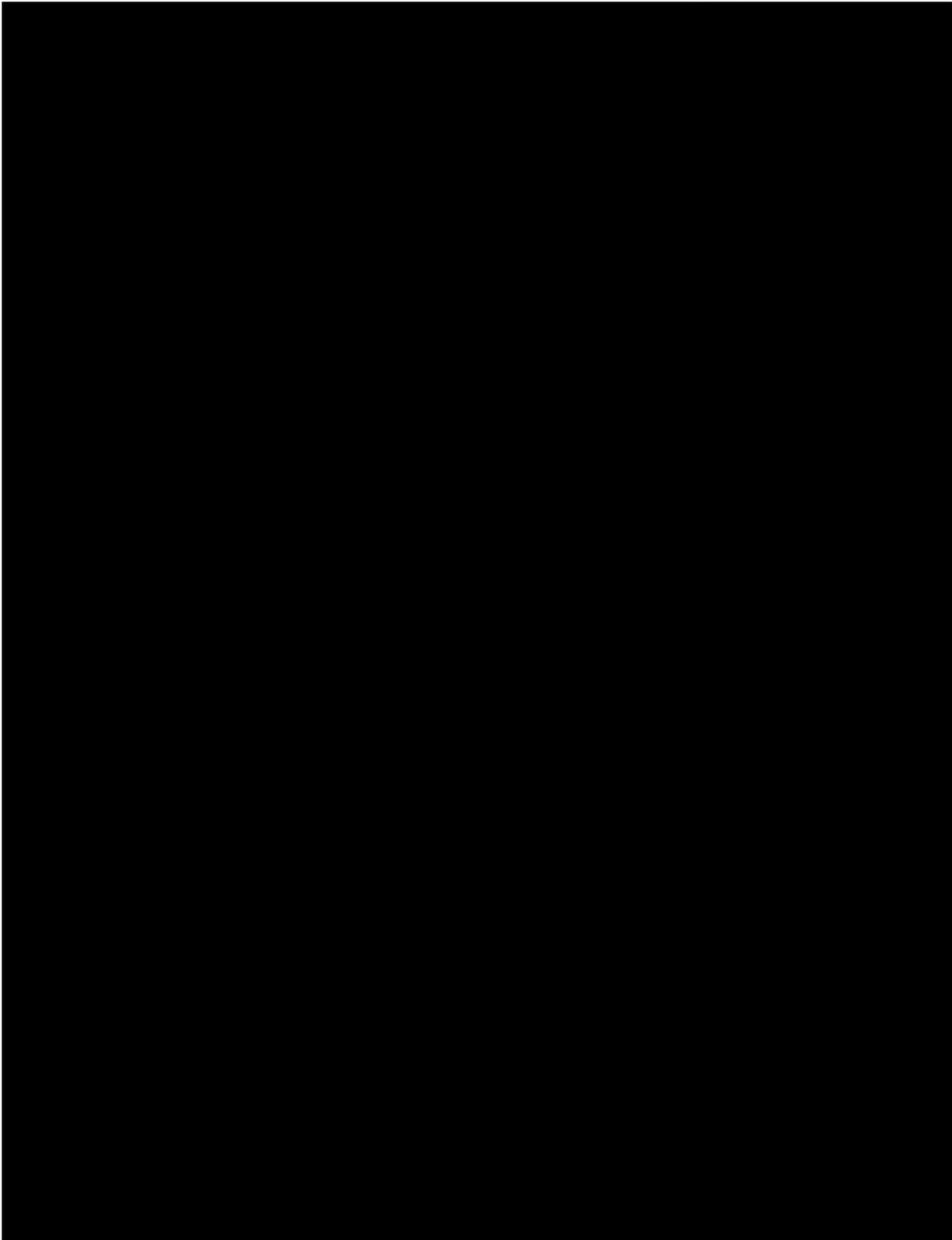


Exhibit AG.1 (Cont) – Shows Remploy’s Draft Mobilisation Plan that would be customized and reviewed at Contract Award, depending on lot combination awarded.

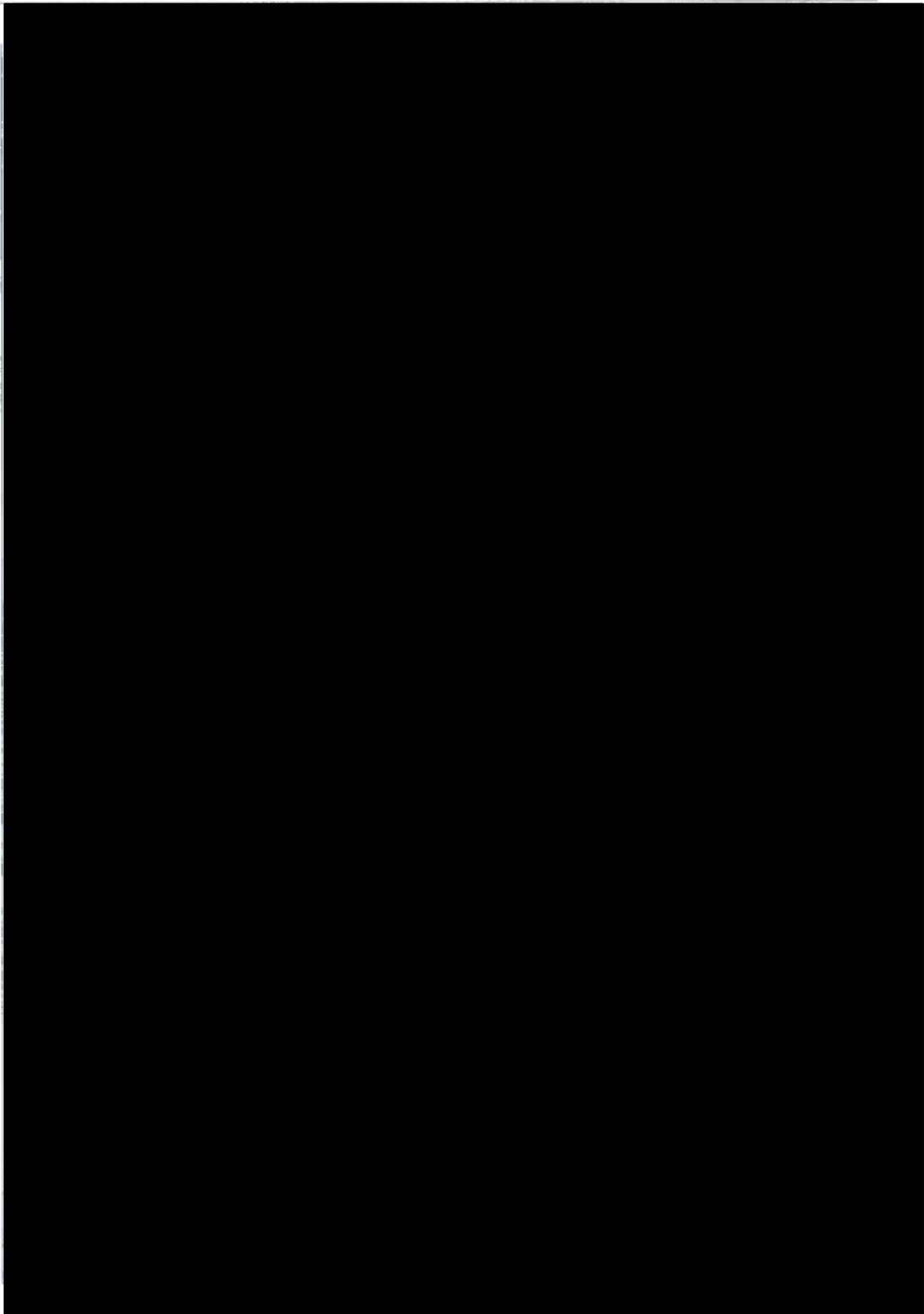
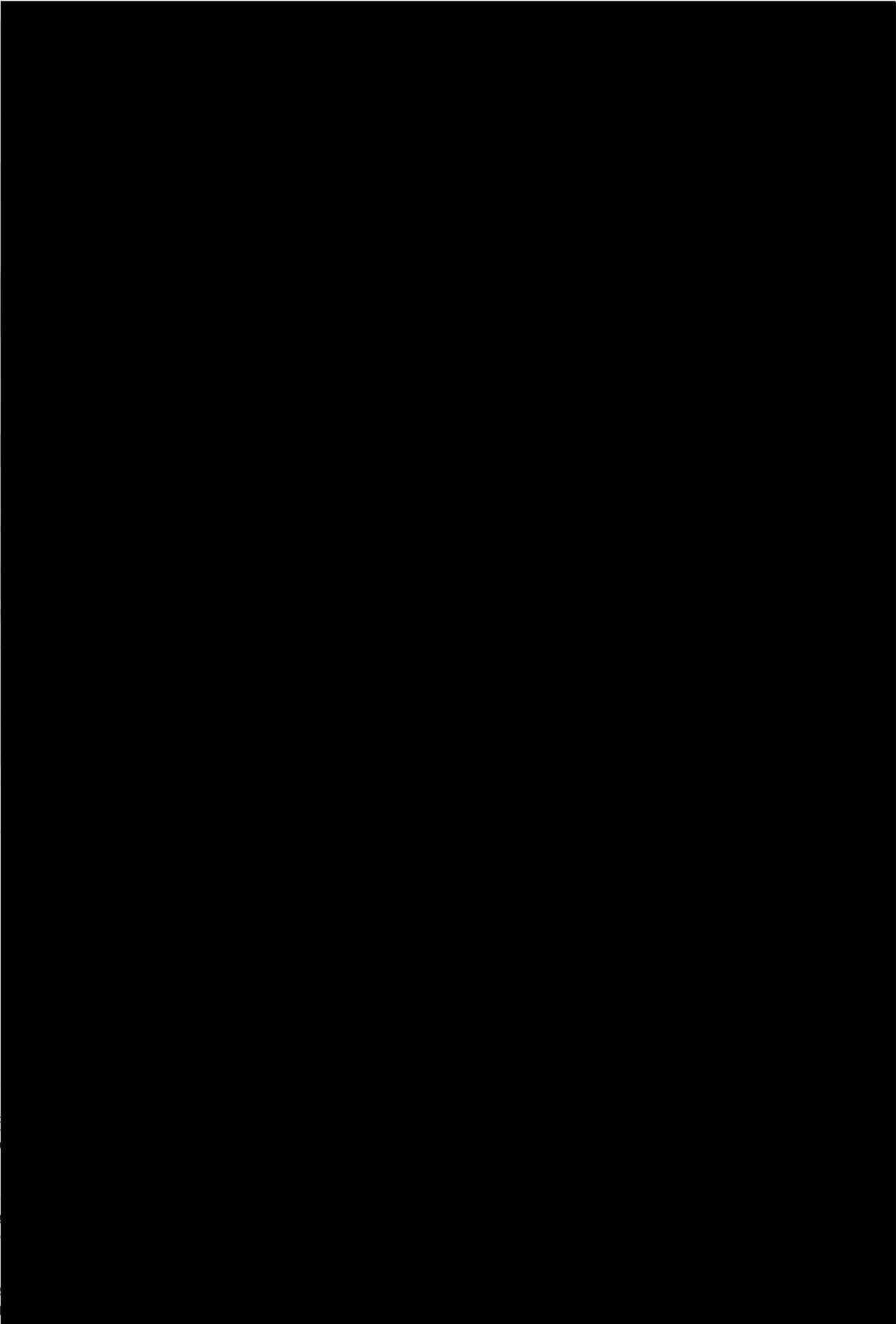


Diagram AG.1 (Cont) – Shows Remploy's Draft Mobilisation Plan that would be customized and reviewed at Contract Award, depending on lot combination awarded.



Ex
la

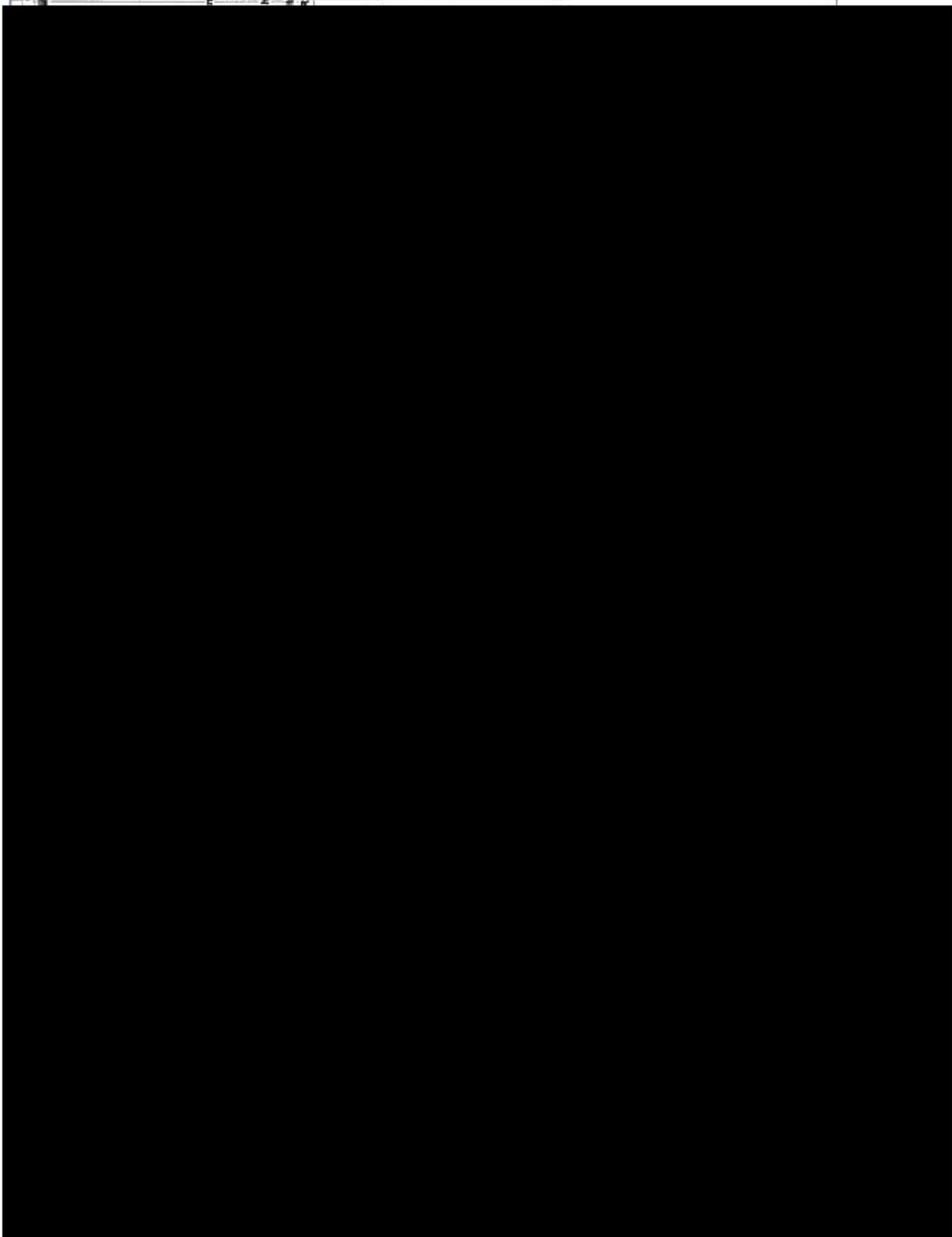


Exhibit A39a shows Remploy's project submission plan that would be submitted and reviewed as a combination of proposals. The combination awarded.

Attachment H: Social Impact Report

The collage displays various sections of Remploy's Social Return on Investment (SRI) report. Key elements include:

- Word Cloud:** A circular word cloud featuring terms such as "Disability", "Social Value", "Equality", "Impact", "Diversity", "Skills", "Enterprise", "Inclusion", "Opportunity", "Community", "Distance", "Work", "Volunteering", "Innovation", "Growth", "Resilience", "Ambition", "Collaboration", "Partnership", "Influence", "Engagement", "Empowerment", "Inspiration", "Motivation", "Determination", "Perseverance", "Resilience", "Growth", "Innovation", "Collaboration", "Partnership", "Influence", "Engagement", "Empowerment", "Inspiration", "Motivation", "Determination", "Perseverance".
- SRI Report Cover:** A black cover for the "Social Return on Investment Analysis Summary Report" dated 2015-16, with the Remploy logo.
- Executive Summary:** A page titled "Executive summary" with a photo of a woman and introductory text.
- Our social outcomes:** A page titled "Our social outcomes" with a photo of a man and text describing social value.
- Our people and the community:** A page titled "Our people and the community" with a photo of a man and text about employee well-being.
- Our value produced by stakeholders and community:** A page titled "Our value produced by stakeholders and community" with a pie chart and text about stakeholder value.
- Changes as experienced by our stakeholders:** A page titled "Changes as experienced by our stakeholders" with a bar chart and text about stakeholder experiences.

Exhibit AH.1 – Extract from Remploy’s Social Return on Investment Report from last year – currently produced annually.

Attachment I: Example Better Off In Work Calculation

Please see below an example output of a Better Off In Work Calculation offered to each ExF who is

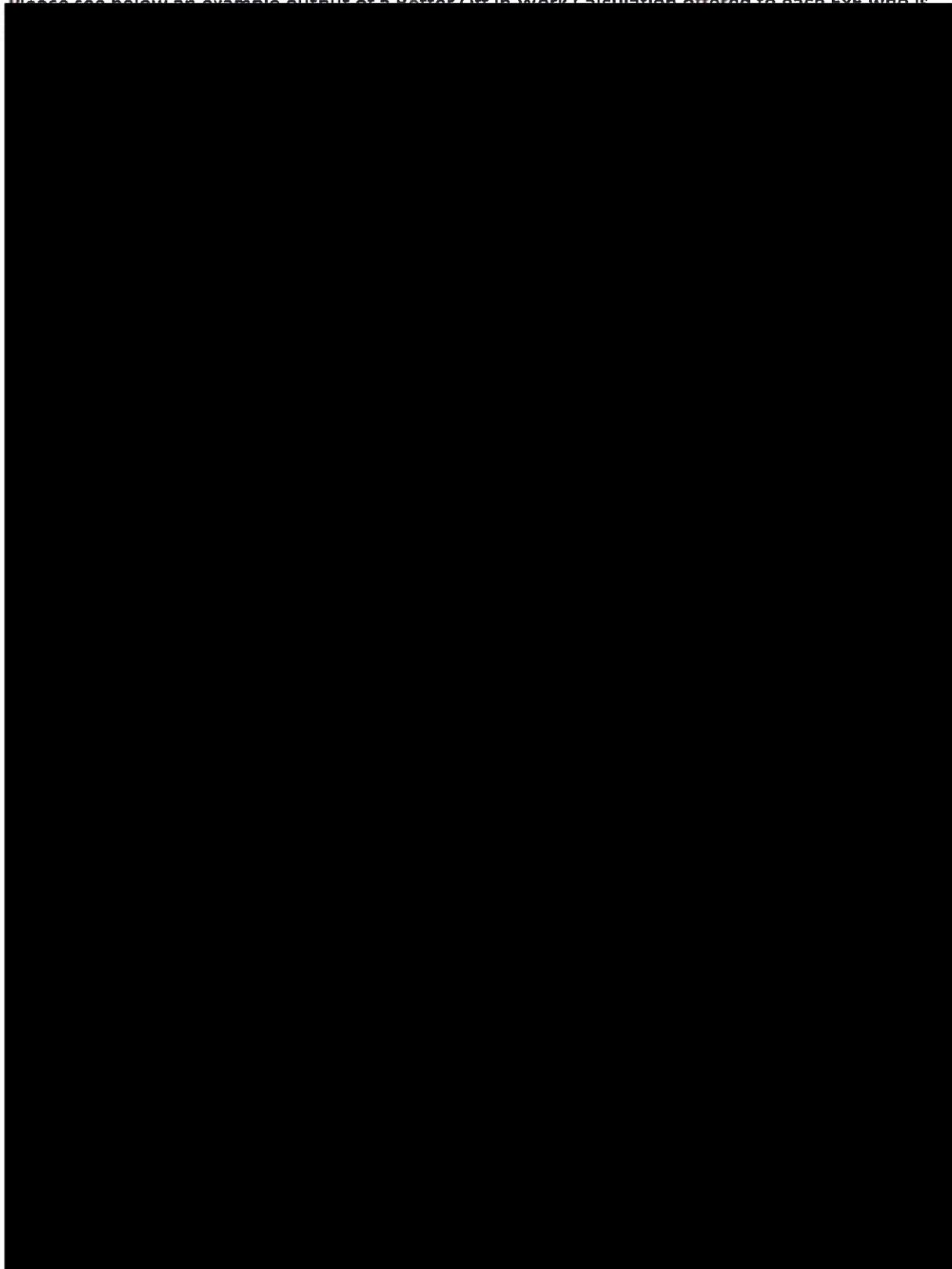


Exhibit AI.1 – Example Results from a Better Off in Work Calculation