

## Appendix C Part 3 – Post Tender Clarification

1. Remploy's Case Conference delivery proposal states meetings will be held "at 3, 9 months and/or job start, and 15-month journey intervals." Does this mean during month 3, 9, 15 or is the 3, 9 and 15 month point the trigger to book the case conference with the participant? If it is the trigger point, what is the length of time within which the case conference would happen e.g. within X weeks of reaching the 3-month point. **Can Remploy clarify by return.**

**Remploy Response** - We intend to conduct the Case Conferences at month 3, 9 and 15 point, ensuring that we give 10 working days notice to JCP for each Case Conference.

2. In relation to Tender Customer Service Standard 2, which states "Any Action Plan to support the Case Conference will be shared with JCP a minimum of 48 hours before the Case Conference," i) how will Remploy record and monitor this standard such that it's delivery can be evidenced to the Department? ii) will this happen for each case conference? **Can Remploy clarify by return.**

**Remploy Response** - We intend to share the action plan for each Case Conference. We will record this standard via our case management system, this will be monitored by weekly team leader audits and observations. Our Customer Service Standards will also be embedded into our standard operation procedures.