



Department
for Work &
Pensions

Commercial Directorate

Opportunity 50+

**South West Wales
Jobcentre Plus District**

UI_DWP_101368

Invitation to Tender

Specification

April 2015

Contents

1.	Introduction	2
2.	Aims	2
3.	Design & Content	2
4.	Referrals and Delivery Locations	4
5.	Travel Costs	5
6.	Childcare Costs	6
7.	Timing	6
8.	Performance Requirements	6
9.	Payment Model	7
10.	Customer feedback and complaints handling	7
11.	Management Information	8
12.	Sharing of Management Information	8
13.	Health & Safety	9
14.	Data Security Requirements	9
15.	Her Majesty's Government (HMG) Personnel Security Requirements	10
16.	DWP Customer Charter	10
17.	DWP Code of Conduct	10
18.	Offshoring (including Landed Resources and Nearshoring)	10
19.	Provider Assurance Team	11
20.	Programme Evaluation	11
21.	Sustainable Development	11

1. Introduction

- 1.1 The Flexible Support Fund (FSF) is intended to help Jobcentre Plus (JCP) District Managers to flexibly deliver elements of our service in the way they see fit for their Districts. In particular, the FSF enables JCP Districts to trial different approaches to tackling worklessness. Greater autonomy for District Managers will enable JCP to respond to one of the priorities of the coalition government - public service reform and the devolution of power from the centre to the front line. District Managers are best placed to deliver elements of our service effectively and efficiently, procuring external services where appropriate, in order to meet the needs of local claimants.
- 1.2 The JCP District of South West Wales (SWW) intends to use FSF to purchase provision to specifically assist Claimants aged 50+ to tackle challenges and remove barriers that maybe preventing them from returning to work. The journey back to work for this group of claimants can be complex and for many, the first step is to engage with the concept that work is a possibility and then move onto the practical steps of making this a reality.
- 1.3 Participation will be targeted at Claimants aged 50+ and in receipt of any DWP benefit including Employment Support Allowance (ESA) and Universal Credit (UC) but not enrolled on the Work Programme. Participation will be voluntary however some claimants may be directed to attend the provision.

2. Aims

- 2.1 This Opportunity 50+ Programme is aimed at Claimants living in the SWW District who have specific challenges or barriers which impacts upon their ability to return to work.

3. Design & Content

- 3.1 The Opportunity 50+ programme will comprise of:
 - an initial Diagnostic and Planning interview;
 - 4 weeks Training Course; and
 - 6 weeks In Work Support, where appropriate.

Diagnostic and Planning Interview and production of Individual Action Plan

- 3.2 Each Claimant will receive an initial in depth Diagnostic and Planning Interview upon referral to the Opportunity 50+ Programme which it is anticipated will last for approximately 1 hour and involve the Provider gathering information from the Claimant about their personal circumstances, qualifications, work experience, existing skills, and barriers to employment and labour market ambition.
- 3.3 As a result of this interview, a detailed Individual Action Plan (IAP) for each Claimant will be produced identifying any barriers or challenges the Claimant perceives as potentially hindering their progression into employment; and the

interventions which will take place to slowly break down barriers and move the claimant forward.

3.4 As a minimum, the Provider must review progress against the IAP weekly.

Four Week Training Course

3.5 There will be a requirement for a maximum of 37 courses across the SWW District at the delivery locations detailed in paragraph 4.5 – 4.6. The optimum number of Claimants attending each individual course should be limited to 10. The Provider will deliver a 4 week course that provides up to a maximum of 16 hours contact time per week with the Claimants. The requirements of the course will be to:

- Increase Claimants self confidence, raise motivation levels in setting job related milestones and to restore self esteem;
- Improve Claimants basic IT Skills and overall Digital capability, especially with regards to job searching and Universal job matching;
- Help those Claimants that have a Health condition, to take control of their circumstances, offering support and guidance and also signposting Claimants to specialist advice or networks, where appropriate. The programme should also help to engender a positive attitude towards work and publicise the positive impact that work will have on a persons well being;
- Develop Interview and application techniques so that Claimants have an expectation of requirements and knowledge of minimum standards when applying for jobs;
- Encourage team working with the application of suitable exercises;
- Identify additional transferable skills that are not supported by formal qualifications to broaden the Claimants employability;
- Provide an overview of the local labour market, so that Claimants can make informed decisions on their next steps towards employment;
- Increase the employability factor of Claimants by developing effective workplace behaviours, attitude and “soft skills” such as self presentation; communication skills; punctuality; time keeping and management;
- Introduce team working and problem solving skills that Claimants can utilise to either increase their knowledge or to sustain a job outcome; and
- The programme should also support Claimants with regards to the application of Positive Disclosure of disability type issues when dealing with potential employers and also discuss possible Employer perceptions of people who are unemployed or have Health issues.

This list is not exhaustive and providers should feel free to be innovative.

3.6 The provision should consist of a mixture of Group Learning but at the same time be able to support those individual Claimants who may require more attention or help via intensive 1-2-1 sessions where appropriate. Individual Support must not adversely impact upon any Group learning.

3.7 Upon completion of the 4 week course there will be a requirement for the IAP to be updated to reflect the current and future circumstances of the Claimant in relation to them progressing towards employment.

Six Weeks In Work Support

- 3.8 All Claimants progressing into work will have access to an In Work support service for a period of 6 weeks.
- 3.9 The support service should focus on helping Claimants to retain their job. The type of support and frequency of contact should be agreed with individual Claimant as part of their final review of their IAP.

4. Referrals and Delivery Locations

- 4.1 JCP will be the sole referral agent to the provision and expects that there will be a total of **446** starts for the provision.
- 4.2 Claimant participation and attendance on the provision will be on a voluntary basis and so the Provider will need to ensure that Claimants are willing to attend and actively participate for the agreed duration by encouraging and supporting Claimants to complete all elements of the provision.
- 4.3 The Provider will be responsible for ensuring all Claimants are treated within the requirements of the legislation outlined in the contract. The provider should ensure that each Claimant is clear about the aims and objectives of the provision and the benefits of their participation.

Delivery Locations

- 4.4 All Claimants referred to this provision will be resident within the SWW District.
- 4.5 South West Wales comprises the following locations:

Aberdare
Aberstwyth
Ammanford
Bridgend
Cardigan
Carmarthen
Haverfordwest
Llanelli
Llantrisant
Maesteg
Neath
Pembroke Dock
Pontypridd
Port Talbot
Porth
Swansea
Tonypany
Treorchy

4.6 As a minimum, Providers will be expected to ensure that there is delivery of provision in:

Bridgend
Carmarthenshire
Ceredigion (2 delivery locations; 1 in the North and 1 in the South)
Neath Port Talbot
Pembrokeshire
Rhondda Cynon
Swansea

4.7 The premises identified must be accessible to Claimants using public transport and must provide Claimants with access to jobsearch facilities and all premises must be appropriate to the provision and address any potential welfare or Legal requirement for DWP claimants.

5. Travel Costs

5.1 The Provider is responsible for paying directly to Claimants their travel expenses in full for journeys from their home to the agreed delivery venue(s).

6. Childcare Costs

6.1 JCP will be responsible for paying any agreed childcare costs associated with the claimant's attendance.

7. Timing

7.1 The Provider will work with JCP to schedule and ensure the provision commences no later than 13 July 2015, with a contract end date of 30 September 2016.

7.2 The last referrals by JCP to the provision must be made by the 20 May 2016 to ensure claimants can attend the 4 week training course, and allow up to 6 weeks after completing the modules to find employment and remain in employment for at least 6 weeks.

8. Performance Requirements

8.1 The performance requirements for the provision are as follows:

- 95% of Claimants referred to the Provider by a JCP Adviser to have a Diagnostic and Planning Interview with an Individual Action Plan (IAP) produced as an outcome; (Maximum 424 Claimants)
- 90% of Claimants who attended a Diagnostic and Planning Interview and had an IAP produced, to start a Four Week Training Course; (Maximum 381 Claimants)

- 70% of Claimants who started, participated fully and completed the Four Week Training course, with evidence of their IAP being reviewed weekly, including a final review; (Maximum 267 Claimants)
 - 40% of Claimants who completed the Four Week Training will be expected to progress into employment within 6 weeks of completing the Four Week Training course, resulting in a Qualifying Job Outcome. (Maximum 107 Claimants)
 - 58% of Claimants who progressed into employment within 6 weeks of completing the Four Week Training course, to retain the job for a minimum 6 weeks, and to receive In Work Support for the duration of this period. (see 8.2 – 8.5). (Maximum 62 Claimants)
- 8.2 A job outcome is defined as commencing employment/self-employment within 6 weeks of completing the programme for a minimum of 16 hours per week and retaining the job for a minimum of 6 weeks.
- 8.3 The Provider will be required to report their success against these criteria to JCP who will track Claimants to confirm status of employment at the end of each month.
- 8.4 Job Outcomes must be genuine opportunities with a realistic possibility of providing sustained employment for the Claimant and be expected to last a minimum of 6 weeks and result in an off flow from benefits (except Universal Credit).
- 8.5 For customers receiving Universal Credit a Qualifying Job Outcome is defined as a job lasting 6 weeks with an earnings threshold as stated below.
- This earnings threshold is set at £330 per calendar month for participants aged 25 and over, £270 per calendar month for those aged under 25 and for apprentices.
- 8.6 DWP will work with the Provider to identify monthly performance requirements (see also Section 11). These may include but would not be restricted to:
- analysis of those Claimants who do not sustain employment;
 - Claimants who fail to attend any element of the provision;
 - copies of Claimant IAPs; and
 - the views of Claimants regarding the quality of provision supplied during the contract period.

9. Payment Model

- 9.1 Bidders are advised that the District budget for this provision sits at a maximum of **£184,600** and therefore the cumulative total of all monthly claims paid to the Provider will not exceed this contract value.
- 9.2 JCP will pay fixed fees for the following elements of the provision:
- A maximum fee of £100.00 will be paid for 95% of Claimants referred who attend an Initial Diagnostic and Planning interview and have an Individual Action Plan (IAP) produced as an outcome; (Maximum 424 Claimants)
 - A maximum fee of £100.00 (Course Start Fee) will be paid for 90% of Claimants who attended a Diagnostic and Planning Interview and had an IAP produced, to Start a Four Week Training Course; (Maximum 381 Claimants)
 - A maximum fee of £200.00 (Course Completion Fee) will be paid for 70% of Claimants who started, participated fully and completed the Four Week Training course, with evidence of their IAP being reviewed weekly, including a final review; (Maximum 267 Claimants)
 - A maximum fee of £300.00 (Job Outcome Fee) will be paid for 40% of Claimants who progress into employment within 6 weeks of completing the Four Week Training course; (Maximum 107 Claimants)
 - A maximum fee of £300.00 (Sustained Job Outcome Fee) will be paid for 58% of Claimants who retain the job for a minimum 6 weeks, and receive In Work Support for the duration of this period. (Maximum 62 Claimants)
- 9.3 The Provider will be paid monthly in arrears upon submission and validation of a suitable invoice detailing the claim along with appropriate supporting evidence as follows:
- SL2
 - Confirmation of job outcome, evidenced by employer confirmation that the Job has lasted a minimum of 6 weeks.
- 9.4 Bidders may propose lower outcome payments for each of the programme elements illustrated at paragraph 9.2. The successful Bidder will be entitled to claim for job outcomes achieved in excess of the job outcome performance requirements detailed in paragraph 8.1, subject to the maximum amount payable for this provision **£184,600**.
- 9.5 No variants on the payment model illustrated in this specification will be accepted.

10. Customer feedback and complaints handling

- 10.1 The Provider must put in place a range of mechanisms for encouraging feedback from claimants. Claimant feedback will be an integral part of the Provider's performance monitoring system.
- 10.2 The Provider must ensure systems are in place to allow claimants to resolve any grievances, concerns or complaints promptly and with the minimum level of bureaucracy, without causing them embarrassment. This includes complaints in relation to discrimination.
- 10.3 The Provider must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact Jobcentre Plus for additional advice.
- 10.4 The Provider must record any discussions and their outcomes, allowing the claimant to see and sign the record. Claimants will be told the outcome of issues raised by them through the complaints procedures.

11. Management Information

- 11.1 Management Information is used to measure the performance and success of the provision:
- evaluate the effectiveness of the programme;
 - measure the uptake and delivery of provision; and
 - monitor and manage contracts (including financial monitoring and external quality inspection).
- 11.2 The South West Wales JCP District will monitor performance and will use Management Information to inform Provider Performance Reviews, as required.
- 11.3 DWP will collect Management Information about claimants who have been referred to the provision by Jobcentre Plus. DWP may request Management Information from the Provider. The Provider will be required to maintain records to allow Management Information to be provided to DWP on:
- referrals;
 - progress on their journey to work;
 - Job Outcomes;
 - Sustainment of Job Outcomes

This list is not exhaustive.

11.4 Where DWP requires additional information, to support performance management for example, Providers will be expected to supply this within the agreed time limits.

12. Sharing of Management Information

12.1 There are rules around the sharing of Management Information. These are detailed in the contract.

12.2 The Provider shall not (and shall ensure that any of their Sub-contractors shall not) at any time publish, disclose or divulge any of the Management Information to any third party until the date of publication of the official and/or national statistics.

12.3 The Provider must implement appropriate arrangements which ensure that the Department's information and any other Departmental assets are protected in accordance with prevailing statutory and central government requirements. These arrangements will clearly vary according to the size of the organisation.

12.4 It is the Provider's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.

12.5 Failure to comply with any of these Policies or Standards could result in termination of the contract.

13. Health and Safety

13.1 All claimants involved in any way with DWP Provision are entitled to train and work in a healthy and safe environment with due regard to their welfare. Under Health and Safety Law they are regarded as the Provider's employees, whether or not they are paid. Providers must, therefore, comply with their Duty of Care under the [Health and Safety at Work Act 1974](#) and the Act's associated regulations in the same way as they would do for any other member of their workforce. Providers must ensure that customers receive health and safety induction, training and supervision which are appropriate to the provision being delivered, and that systems are in place for checking this, both within their own organisation and at any sub-contractors. Providers must complete risk assessments, instruct, inform and train customers on the control measures identified. There are specific risk assessments for young people, pregnant workers, Lone Workers and employees who are engaged in Manual Handling activities. This list is not exhaustive.

13.2 DWP and Jobcentre Plus staff may therefore visit Providers and their sub-contractors for a variety of reasons. When doing so they will, in the course of their duties, adopt an 'awareness' approach to health and safety. In doing this they will not be conducting a health and safety inspection, nor will they be in a position to offer advice on whether something is safe or not. Instead they will approach this from the position of any layperson. If, however, they do spot something on which they require assurance or clarification they will raise this with the Provider or their sub-contractor's representative at the location they are visiting. If it is subsequently decided that the issue raised is one that requires

follow up, this will be arranged with the Provider through their local Jobcentre Plus contact.

14. Data Security Requirements

- 14.1 Cabinet Office has introduced mandatory requirements relating to data handling, security and information assurance in government contracts. Information must be protected, together with systems, equipment and processes which support its use. DWP Contractors must provide an appropriate level of security. Bidders will be required to submit a Security Plan with their Tender, which details all activities required to safeguard DWP information in compliance with the DWP Security Policy and standards. Bidders are required to complete and submit their Security Plan using the template attached as Annex 4 to the Tender Form.

15. Her Majesty's Government (HMG) Personnel Security Requirements

- 15.1 The HMG Baseline Personnel Security Standard is a staff vetting procedure. It requires that a number of checks are made on persons who are to be given access to Government assets (premises, systems, information or data). Full details of the contractual obligations required to comply with the above procedures can be found in the Guidance document "HMG Baseline Personnel Security Standard - A Guide for DWP Contractors".

A PDF version can be viewed at:

<http://www.dwp.gov.uk/docs/aguidefordwpcontractors.pdf>

16. DWP Customer Charter

- 16.1 DWP is committed to providing high quality and efficient services to our customers. The DWP Customer Charter sets out the standards that customers can expect and what their responsibilities are in return. DWP are dedicated to raising the standards of all our contracted provision and require all Providers and sub-contractors to embed the principles of the Customer Charter into the services they deliver on DWP behalf.

The customer charter can be found at;

<http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

17. DWP Code of Conduct

- 17.1 The DWP Code of Conduct spells out the key values and principles of behaviour which DWP expects of Organisations which are essential for creating healthy, high performing supply chains. Organisations that contract with DWP will be expected to operate in accordance with the Code of Conduct.

The Code is Annex 1 to the DWP Commissioning Strategy and be found at;

<http://www.dwp.gov.uk/docs/cs-rep-08.pdf>

18. Offshoring (including Landed Resources and Nearshoring)

- 18.1 Prior written consent from DWP must be sought where Bidders (and/or their sub-contractors) are proposing to host or access DWP systems, services or official information outside of the United Kingdom, or to bring foreign nationals to the United Kingdom to provide services in delivery of the Contract. Bidders must submit an application for approval together with their bid. Further details can be found in the guidance document 'A Guide for Contractors on the DWP Offshoring Policy V2.0'.

A PDF version of this can be viewed at: [DWP Contractor Offshoring Guidance](#)

19. Provider Assurance Team

- 19.1 The Provider Assurance Team (PAT) provide DWP with assurance that:

- payments to contracted employment provision Providers are in accordance with DWP and Treasury requirements;
- public funds and DWP data are protected; and
- value for money has been obtained.

20. Programme Evaluation

- 20.1 Evaluation of the programme may seek to determine the success of provision. DWP will analyse MI and conduct qualitative research with JCP/DWP staff, customers and Providers to build up a picture of the support delivered. Researchers may wish to visit and interview Providers as part of the evaluation. Providers will be contacted in advance of any fieldwork. Providers are expected to fully co-operate with evaluation activity commissioned by DWP.

21. Sustainable Development

- 21.1 DWP supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to 'enable all people to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations. This includes four main aims - social progress recognising the needs of everyone; effective protection of the environment; prudent use of natural resources; and maintenance of high and stable levels of economic growth.
- 21.2 DWP contractors are required to ensure that they and their sub-contractors use all reasonable endeavours to comply with the principles set out in the UK Strategy and the Sustainable Operations on the Government Estate (SOGE) targets. More information can be found on the [DWP Sustainable Procurement page](#).
- 21.3 DWP contractors are required to provide a policy statement within **six** months of the contract start date to demonstrate how they will satisfy and adhere to the principles of sustainable development, together with an action plan to explain how they will deliver environmental and community benefits.