Pinnacle People Post Tender Clarifications
Wellbeing and Work Trials

'I would like to clarify minor aspects of my offer to deliver Wellbeing and Work Trials – Group Work submitted in tender documents of 1st July 2016. I agree should my clarification be accepted by DWP, I will be bound by all details contained in the original proposal pack and to the additional points below'.

Question 2.4.3 - Claimant Journey

1. You refer to printed literature and process guides for Work Coaches (aide memoires, high level process maps). Please provide assurances that you will not seek to market this provision and that any products will be presented to the DWP Project team for review and approval prior to issue.

Answer:

We can provide assurances that we will not seek to market this provision unless on approval of the DWP project team. We will also, as always, ensure that all marketing products will be presented to the DWP Project team for review in advance of issue.

2. You refer to proposals to conduct reception interviews in JCP offices. Due to current changes within the department this may not be feasible. Please provide details (with names of personnel involved) of any agreements you have with Districts as to the viability of this approach. In the absence of this approach please provide details on where you propose to conduct the Reception Interviews.

Answer:

Our model is based on delivering reception interviews from the premises schedule outlined in the bid. We have also noted that *where possible* we will look to agree to deliver the Welcome Interview in Jobcentre Plus offices which we did successfully in the Feasibility Pilot. We recognise that this may not be possible, and in such a case will revert back to scheduling reception interviews in our documented premises.

3. You have proposed a number of additional elements beyond the scope and requirements of the JOBS II Manual. Please provide confirmation that you will remove those additional items from your delivery and will adhere to the fidelity of the JOBS II Manual.

Answer:

We can confirm that any additional elements in our offer which are beyond the scope of the JOBS II manual will be removed from our delivery model ahead of go-live and that we ensure complete adherence to the fidelity of the JOBS II Manual

Question 2.4.4 - Claimant's needs and barriers

4. You have proposed a number of additional elements beyond the scope and requirements of the JOBS II manual. Please provide confirmation that you will remove those additional items from your delivery and will adhere to the fidelity of the JOBS II Manual.

Answer

We can confirm that any additional elements in our offer which are beyond the scope of the JOBS II manual will be removed from our delivery model ahead of go-live and that we ensure complete adherence to the fidelity of the JOBS II Manual

Question 2.4.6 - Staff resources

5. The following information is given in relation to Group Leaders (facilitators).
   - CPA 1 - [redacted] group work facilitators
   - CPA 3 - [redacted] facilitators
   - CPA 5 - [redacted] facilitators

   Please confirm how many Group Leaders you will have in each CPA confirming that each set will have the required rest weeks as dictated by the JOBS II Manual.

Answer

The above assumptions are based on an annual Fixed Term Equivalent.
For CPA 1: We will train and deploy [redacted] Facilitators
For CPA 3: We will train and deploy [redacted] Facilitators
For CPA 5: We will train and deploy [redacted] Facilitators

6. Some of the narrative around delivery and staff resources is replicated across all three bids and is, therefore confusing. There is a reference to delivery of 5 courses per month utilising 5 facilitators. Whilst this may be required and achievable for resources and numbers in CPA 1 it is not clear how this replicates in CPA3 & CPA5. Please provide clarity with regard to group Leader numbers and potential courses each month set out for each CPA.

Answer

The narrative that this question refers to is an error in the bid document.

Our model assumes that our staffing are deployed from our existing internal resources and existing members of our flexible resource bank allowing us to manage the amount of time they work, and manage time in between assignments.

CPA 1: Our planning assumptions show that there will be up to a maximum of 5 courses per month at peak. This means on 1 week each month [redacted]x JOBSII facilitators will be deployed to deliver JOBSII and a further facilitator deployed to undertake the reception interviews. At other times in the month there will only be [redacted] Facilitators deployed. We are aiming to train [redacted] Facilitators, meaning we will be able to rotate Facilitators to allow the required rest periods.

CPA 3: Our planning assumptions show that there will be up to a maximum of 2 courses per month at peak. We will train [redacted]x JOBSII facilitators, meaning we will be able to rotate Facilitators to allow the required rest periods.

CPA 5: Our planning assumptions show that there will be up to a maximum of 2 courses per month at peak. We will train [redacted]x JOBSII facilitators, meaning we will be able to rotate Facilitators to allow the required rest periods.