

Commercial Directorate

Provision of Digital Upskilling Course

Invitation to Tender

Redacted

Specification

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1. Introduction

- 1.1 The Flexible Support Fund (FSF) is intended to help Jobcentre Plus District Managers to deliver elements of our service in the way they see fit for their Districts. In particular, the FSF enables District Managers to trial different approaches to tackling worklessness. Greater autonomy for District Managers will enable Jobcentre Plus (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 customers.
- 1.2 Accrington JCP and Rawtenstall JCP have now become Digital Jobcentres. Cumbria and Lancashire JCP District face the challenge to embed a culture change, which sees Claimants become successful jobseekers, adapting to the changing labour market and utilising modern technology to improve their chances of employment.
- 1.3 Cumbria and Lancashire JCP District has identified a need for a training programme that provides Claimants with the opportunity to upskill on their use of Information and Communication Technology (ICT) systems and devices, to support their 'digital' Jobsearch activities.

2. Aim

- 2.1 The aim of the training programme is to provide Claimants with the digital knowledge and skills to access and use Information and Communications Technology (ICT) Devices and Government/ JCP Online services to effectively compete for jobs or look for employment in the labour market

3. Design & Content

- 3.1 The provision is aimed at Job Seeker Allowance (JSA) and Universal Credit (UC) Claimants, however Cumbria and Lancashire JCP district have considered it appropriate to expand eligibility with an 'Open Gateway' to all Claimant groups, with a focus on those presenting with disabilities/ health conditions, to align with Social Justice Objectives
- 3.2 Eligibility will be determined by JCP Work Coaches, who will identify and refer those Claimants that are considered to be suited and committed to engaging for the duration of the provision, and who have little or no IT/Digital Skills.
- 3.3 Claimants to be referred are restricted to those living within the Cumbria and Lancashire JCP District (specifically the Accrington and Rawtenstall areas).

- 3.4 The provision will be delivered in two elements; Digital Upskilling Course and a follow up, 5 Weeks Jobsearch Support Provision.
- 3.5 The requirement is for a total of 20 Digital Upskilling Courses, each course is to be delivered over 2 consecutive days, at a duration of 6 hours per day. Each 2 day Digital Upskilling Course is to be followed by a 5 week Jobsearch Support Provision, delivered at minimum duration of 4 hours per week.
- 3.6 The premises must be accessible to Claimants. Delivery of the provision is required within the Accrington area and should be ideally within reasonable walking distance of Accrington town centre so that vast majority of the Claimants can access the provision using no more than 1 bus journey.
- 3.7 Premises should also provide Claimants with access to post course Jobsearch support facilities – this should be in addition to the facilities used for the Digital Upskilling Course, but Claimants should have access to PCs for their Jobsearch.

3.8 **Digital Upskilling Course**

The requirement of the provision is to enable Claimants to;

- Switch on a computer
- Use the mouse and keyboard
- Select a search engine
- Search GOV.UK and access Universal Jobmatch (UJ), register an account on Universal Jobmatch (UJ)
- Create/update CV and upload on Universal Jobmatch (UJ)
- Create an appropriate email address. Learn how to send & receive emails.
- Become familiar with how to save and retrieve “my documents”

- 3.9 Cumbria and Lancashire JCP District would expect the Provider to deliver as a minimum the elements of the course, as listed above, but would also offer the Provider the flexibility to deliver additional content within the parameters of the requirement, that they consider will support the Claimants learning.
- 3.10 Cumbria and Lancashire JCP District Work Coaches will share an Action Plan upon referral, to give the Provider an indication of current skill level of a Claimant.
- 3.11 Cumbria and Lancashire Jobcentre Plus District expect Action Plans for all Claimants to be maintained for the duration of the provision (6 weeks) to record achievements and progress against the areas for Upskilling identified with JCP Work Coaches.

3.12 **Post Course Jobsearch Support**

Upon completion of the Digital Upskilling Course, each Claimant will receive 5 weeks of Jobsearch Support, for a minimum duration of 4 hours per week.

3.13 Jobsearch Support will be delivered with the aim of motivating each Claimant to continue with Jobsearch, increasing self esteem and confidence to apply for jobs, and understand what employers are looking for in a job advert.

3.14 The Jobsearch Support facility must be available in the same premises used to deliver the Digital Upskilling Course.

3.15 Cumbria and Lancashire Jobcentre Plus District expect the Provider to update the Claimants Action Plan at the point the engagement ends, i.e. week 6 of the Provision, and will book a follow up appointment with JCP Work Coaches for ongoing engagement.

4. **Referrals**

4.1 Jobcentre Plus will be the sole referral agent to the provision

4.2 All Claimants will have been in receipt of Jobseekers Allowance (JSA), Universal Credit (UC) or other Working Age benefits living in the Cumbria and Lancashire District and been identified by Jobcentre Plus Work Coaches as having little or no digital IT skills, and being suited and committed to engaging for the provision duration.

4.3 Attendance will be mandatory so the Provider will need to be aware that Skills Conditionality will apply to Claimants referred to this Provision.

4.4 **Skills Conditionality**

Skills conditionality is to reduce the numbers of people who fail to start and fail to complete on provision which is identified as necessary. When a claimant signs for benefit there is an obligation that they skill themselves to move into the workplace. Participation in the training will be mandatory for all claimants referred to this programme. If a claimant fails to participate then Providers are required to inform JCP, within 24 hours, by completing the referral form for any claimant who fails to comply, and to keep supporting evidence, which includes information regarding:

- failure to participate in or complete the training;
- refusing a place on the training programme when notified of the requirement to attend by JCP, demonstrated by a failure to attend the first day;

- failure to attend or participate in any meeting or activity, having been notified of the requirement to attend by the Provider without the previous agreement of the Provider; and
- losing a place on the training programme through misconduct.

To note: - The sanction regime is a 4 week sanction for the first offence, followed by a further 13 week sanction for a second offence within 12 months.

- 4.5 The Provider will be responsible for ensuring all customers are treated within the requirements of legislation outlined in the contract. Following initial digital screening to determine the Claimant's skill level the Provider should ensure the Claimant is clear about the aims of the provision, the specific aims of the programme of activity that has been developed and the benefits of their participation.
- 4.6 Cumbria and Lancashire District expect to generate a maximum of 20 referrals per week, not to exceed 200 Claimants over the duration of the contract. It is anticipated that the maximum 200 Claimants will access the Digital Upskilling Course and the Post Course Jobsearch support provision.

5. Travel Costs

- 5.1 Providers are responsible for paying customers' travel expenses in full for journeys from the customer's home to the venue for delivery of the Digital Upskilling Course and post course Jobsearch Support provision.

6. Childcare Costs

- 6.1 Jobcentre Plus will be responsible for paying any childcare costs associated with attendance at the Digital Upskilling Course and post course Jobsearch Support provision.

7. Timing

- 7.1 The Provider will work with Jobcentre Plus to ensure the contract commences no later than 9th February 2015 to 7th August 2015. The contract will run continuously for a 6 month period, with the last referrals to be received w/c 15th June 2015 and last 2 day Digital Upskilling Course to be started no later than w/c 22nd June, to facilitate delivery of the 2 Day Digital Upskilling Course and follow on, 5 Weeks of Jobsearch Support within the contract period.

8. Performance

- 8.1 The performance expectations for the contract are as follows:
- Cumbria and Lancashire Jobcentre Plus District would expect the delivery of 20 Digital Upskilling Courses for 10 Claimants per

course, with flexibility to deliver a course up to, but not to exceed, 15 Claimants per course, to a maximum of 200 Claimants over the contract period.

- Each of the 20 Digital Upskilling Courses are to be delivered over 2 consecutive days, at a duration of 6 hours per day.
- All Claimants who complete the course should be presented with a certificate of completion and an updated Action Plan covering planned activity in relation to Digital Jobsearch to be undertaken with support from the Provider during the follow up period.
- Each Claimant upon completion of the Digital Upskilling Course is to receive follow up Jobsearch Support for a period of 5 weeks, at a duration of 4 hours per week.
- Jobsearch Support for 5 weeks to motivate each Claimant to continue with Jobsearch, encouraging them to increase their self esteem and confidence to apply for jobs, and understand what employers are looking for in a job advert.
- The Provider is required to update the Claimants Action Plan at the point the engagement ends, i.e. week 6 of the Provision, and will book a follow up appointment with JCP Work Coaches for ongoing engagement.

9. Provision Budget

- 9.1 A maximum budget of £100,000 has been set for the Digital Upskilling Course and Jobsearch support provision.

10. Payment Model

- 10.1 A fixed fee will be paid for each Claimant who accesses and starts the Digitally Upskilling provision, and a further fixed fee paid for each Claimant upon completion of both the 2 Day Digital Upskilling provision and the 5 week Jobsearch support.
- 10.2 Bidders are asked to submit a price per Claimant who accesses and starts the Digital Upskilling provision, up to a maximum of £300 and a price per Claimant who completes both the 2 Day Digital Upskilling provision and the 5 week Jobsearch support, up to a maximum of £200 in the Tender Form
- 10.3 Providers will be paid against an invoice for Claimants who start the Digital Upskilling Provision; and who complete both the 2 Day Digital Upskilling provision and the 5 week Jobsearch Support.
- 10.4 Provider need to submit an Invoices on a monthly basis.

- 10.5 Each invoice must be supported by evidence of the Claimants activity on Provision. The invoice requires evidence of the Claimant starting the Digital Upskilling Course, and the Claimant completing both the 2 Day Digital Upskilling provision and the 5 week Jobsearch Support.
- 10.6 A worked example based on the anticipated number of courses is set out below for illustrative purposes only:
- Digital Upskilling Course Start Fee: £300 – maximum payable $200 \times £300 = £60,000$
 - Digital Upskilling Course Completion and 5 weeks Job Search Support Completion Fee – maximum payable $200 \times £200 = £40,000$
 - Overall cost £100,000
- 10.7 Bidders may propose a course start fee and/or course/provision completion fee unit cost than illustrated in the worked example. The successful Bidder will not be entitled to claim for start fees and or course/provision completion fees achieved in excess of the performance requirements detailed in paragraph 8.1, subject to a maximum contract value of £100,000.
- 10.8 No variants on the payment model illustrated in this specification will be accepted.

11. Customer feedback and complaints handling

- 11.1 Providers should put in place a range of mechanisms for encouraging feedback from customers. Customer feedback will be an integral part of the Provider's performance monitoring system.
- 11.2 Providers must ensure systems are in place to allow customers 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.
- 11.3 Providers must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact Jobcentre Plus for additional advice.
- 11.4 Providers must record any discussions and their outcomes, allowing the customer to see and sign the record. Customers will be told the outcome of issues raised by them through the complaints procedures.

12. Management Information

- 12.1 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).
- 12.2 Cumbria and Lancashire Jobcentre Plus District will monitor performance and will use Management Information to inform Provider Performance Reviews, as required.
- 12.3 DWP will collect Management Information about customers 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:
- Digital Upskilling Course starts
 - Digital Upskilling Course completers
 - Jobsearch Support starts
 - Jobsearch Support completers

This list is not exhaustive.

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

13. Sharing of Management Information

- 13.1 There are rules around the sharing of Management Information. These are detailed in the contract.
- 13.2 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.
- 13.3 All Providers 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.
- 13.4 It is the Provider's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.
- 13.5 Failure to comply with any of these Policies or Standards could result in termination of current contract.

14. Health and Safety

- 14.1 All customers 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 employee, 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.
- 14.2 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.

15. Data Security Requirements

- 15.1 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 Providers 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.

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

- 16.1 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>

17. DWP Customer Charter

- 17.1 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>

18. DWP Code of Conduct

- 18.1 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>

19. Supplier Charter

- 19.1 The Supplier Charter is a set of principles that outline how DWP and its contractors, will work together to help DWP achieve its strategic objectives. The charter embraces a partnering approach to driving up value for money through continuous improvement and innovation. It reflects DWP core values and our commitment to a fairer and more sustainable society. A full copy can be found below. <http://www.dwp.gov.uk/docs/dwp-supplier-charter.pdf>

20. Offshoring (including Landed Resources and Nearshoring)

- 20.1 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](#)

21. Provider Assurance Team

- 21.1 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.

22. Programme Evaluation

- 22.1 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.

23. Sustainable Development

- 23.1 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.
- 23.2 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 can be found on the [DWP Sustainable Procurement page](#).
- 23.3 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.