



Department
for Work &
Pensions

Commercial Directorate

**Lone Parent Support Provision
Greater Wessex Jobcentre Plus District**

Invitation to Tender

**Specification
August 2015**

Contract Reference Number: UI_DWP_ 101725

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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 Governments priorities - 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 The Jobcentre Plus District of Greater Wessex intends to use FSF to fund the 'Lone Parent Support' programme to support Lone Parents who are claiming Income Support or Universal Credit.

2. Aim

- 2.1 The overall aim of the programme is to help eligible claimants in the District of Greater Wessex move closer to employment. This could include people who have been in long term unemployment, have a lack of employability skills, little or no knowledge of the digital agenda and how to use IT and are now facing a changed labour market with much greater emphasis on digital skills.
- 2.2 The aim of the Lone Parent Support provision is to provide an innovative approach to tackling real or perceived barriers to help claimants overcome their personal challenges and move them into employment whilst equipping them for the 'digital by default' age.

3. Design & Content

- 3.1 The provision will consist of a 5 day course with attendance times from 10 am to 2 pm to accommodate the school commitments of the participant group and will operate in term time only. Providers are free to specify if the courses will run on consecutive days or any other format, as long as they all involve five day attendance.
- 3.2 The training will address
 - Confidence Building – placing an emphasis on transferable skills developed through parenting or previous employment, identifying personal skills, capturing and assessing individual attributes, values and achievements
 - Increasing motivation levels and life skills, challenge and inspire claimants whilst allowing them to develop techniques to cope with new and difficult situations – a 'can do' attitude
 - 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;
 - Digital Needs – Setting up email, and a Universal Jobsearch account, delivering training on navigation and access.
 - Improving basic IT skills

- CVs including preparation, order and content, what makes a good or bad CV
- Interviews - preparing for interviews, dress code, first impressions, interview skills
- Applications – completion of application forms, understanding what makes a good application, understanding why CVs and applications are rejected, digital recruitment methods, assessment days
- Identification of realistic “jobs for me” – strong element of job searching including using UJ, transferable skills in job context,
- Identifying the advantages of employment, pros and cons, gains and sacrifices.
- Setting short, medium and long term goals and related milestones.
- Finding and getting a job – preparing covering letters, time management, impact of work i.e. managing childcare, arranging child care provision, budgeting, travel to work, dealing with emergencies, local labour market vacancies, what employers look for as some customers have never worked and have no idea of expectations
- Provide an overview of the local labour market, so that claimants can make informed decisions on their next steps towards employment;
- This list is not exhaustive and potential suppliers are encouraged to be innovative.

3.3 The Supplier must show a commitment to help and support claimants to move closer to work.

4. **Geographical Coverage**

4.1 The provision will target claimants residing in the Greater Wessex Jobcentre Plus District and will be split into the following areas:-

Lot 1: Wiltshire & Dorset, including: Devizes, Bournemouth & Winton, Poole & Blandford, Weymouth & Bridport, Swindon, Chippenham, Trowbridge, Salisbury.

10 courses are to be delivered in Wiltshire & Dorset: 2 in Swindon, 2 in Chippenham, 2 in Trowbridge, 1 in Salisbury, 1 in Bournemouth, 1 in Poole and 1 in Weymouth.

Lot 2: Hampshire and the Isle of Wight including: Gosport, Alton, Borden and Petersfield (as one location), Eastleigh, Farnborough, Winchester, Hythe, Havant, Andover, Cosham, Portsmouth, Aldershot, Southampton, Lymington, Basingstoke, Fareham, Ryde (IOW), Newport (IOW).

8 courses are to be delivered in Hampshire & IoW: 1 in Cosham, 1 in Gosport, 1 in Portsmouth, 1 in IOW, 1 in Eastleigh, 1 in Basingstoke, 1 in Aldershot and 1 in Havant.

4.2 DWP will award one contract to deliver the provision in each Lot. Suppliers who wish to bid for both Lots will be required to complete a separate bid for each Lot. See Instructions to Potential Bidders for further information.

4.3 The course delivery locations must be accessible by public transport and provide access to job search facilities. All premises must be appropriate to the provision and address any potential or legal requirement for DWP claimants.

4.4 The use of JCP sites to deliver this provision will not be allowed.

5. Referrals/Volumes

5.1 It is anticipated that 10 courses will be run in Wiltshire & Dorset and 8 courses in Hampshire & IOW at the locations stated in section 4 above.

5.2 There will be a maximum of 15 customers on each course in Wiltshire & Dorset and a maximum of 19 customers per course in Hampshire & IoW. All 18 courses can be run by one provider if successful in both areas.

5.3 JCP does not guarantee Claimant volumes, but anticipate that approximately 300 claimants in total will start on provision with 150 customers in each area.

5.4 JCP will be the sole referral agent to this provision, and will determine claimant suitability and eligibility.

5.5 All claimants referred to the provision will be Lone Parents in receipt of Income Support (IS) or Universal Credit (UC) and living in the Greater Wessex Jobcentre Plus District.

5.6 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.

5.7 JCP intends to implement these powers to support this provision and expects to work collaboratively with the Supplier in order to achieve the stated objectives of the provision.

6. Travel Costs

6.1 The Supplier is responsible for paying directly to claimants' their travel expenses in full for journeys from their home to the agreed delivery venue(s).

6.2 Bidders must take into account any travel costs which may be incurred as a result of residential training.

7. Childcare Costs

7.1 Jobcentre Plus will be responsible for arranging to provide childcare costs associated with the participant's attendance. Bidders should note that all such costs must be agreed with JCP in advance of any agreement reached with the claimant.

8. Timing

- 8.1 The successful supplier will be required to work with Jobcentre Plus to ensure the provision commences on the 9 November 2015. The provision will last for 10 months with a contract end date of 31 August 2016, with the last claimant starts on the course being made no later than 23 May 2016. The period from 30 May 2016 to 31st August 2016 is to account for reaching job outcomes, sustained job outcomes and invoicing.

9. Performance

- 9.1 The overall performance requirements for the provision are as follows:
- 100% (300) of claimants to actively participate in the five day course
 - 100% (300) of claimants who complete the provision to receive a report detailing progress made in terms of attitude, approach, motivation and engagement;
 - The Supplier will be expected to achieve a minimum Job Outcome target of 30% (90) of claimants who complete the 5 day course. (see paragraph 9.3 for definition of a job outcome)
 - 44 Claimants who progress into employment within 6 weeks of completing the 5 day course are to retain the job for a minimum 13 weeks.
- 9.2 The Supplier will be required to report their success against these criteria to Jobcentre Plus. Jobcentre Plus will track customers to confirm employment and sustained employment.
- 9.3. A Job Outcome payment and sustained job outcome will be limited to one per Claimant. For claimants in receipt of Income Support a Job Outcome is defined as employment of at least 16 hours per week, expected to last for at least 13 weeks and resulting in an off flow from benefit. Job outcomes can be claimed up to 6 weeks following the claimant's completion of the course and must be genuine opportunities with a realistic possibility of providing sustained employment for the customer. A sustained job outcome can be claimed after a claimant has been in employment for a minimum of 13 weeks at 16 hours per week.

Universal Credit

For Lone Parents in receipt of UC the eligibility for job outcomes payments and sustained outcome payments will be determined by a customers' earnings. Earnings for the month will be measured against a monthly earnings threshold. From 6th April 2015, this earnings threshold is set at £338 net pay per calendar month for participants aged 25 and over, £272 net pay per calendar month for young people and apprentices. These thresholds maybe be uprated from April of each year, to align with the uprating of legacy IS.

Eligibility for a job outcome payment:

The claimant must be:

- **Either** off benefit for 42 and 91 calendar days.
- **Or**, for those who remain on Universal Credit, have earnings of at least the threshold level for 42 and 91 calendar days.

Eligibility for a sustainment outcome payment:

A sustainment payment will be paid once the period specified by the District has ended and providing the participant is:

- **Either** off benefit for the entire period.
- **Or**, for those who remain on Universal Credit, have earnings of at least the threshold level during the period of the claim.

9.4 JCP will work with the successful Supplier to identify monthly performance requirements (see also Section 9). 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 and
- Feedback from the claimants regarding the quality of provision supplied and their own progress during the contract period.

10. Provision Budget

10.1 A maximum budget of **£200,000** has been set aside for this provision, **£100,000** per Lot.

11. Payment Model

11.1 Jobcentre Plus will pay the successful organisation/s in each Lot as follows:-

- a maximum start fee of £210 will be paid for each customer, up to a total of 150 customers, who starts the 5 day course ($150 \times £210 = £31,500$)
- a maximum completer fee of £255 will be paid for each customer, up to a total of 150 customers who successfully completes the 5 day course ($150 \times £255 = £38,250$)
- A job outcome payment of up to £330 will be paid for each customer who achieves a Job Outcome within 6 weeks of completing the programme ($45 \times £330 = £14,850$) See 9.3 for definition of a Job Outcome
- A sustained job outcome payment of up to £700 will be paid for a maximum of 22 claimants who remain in work for a minimum of 13 weeks ($22 \times £700 = £15,400$) See 9.3 for definition of a sustained Job Outcome.

11.2 Bidders may propose lower outcome payments for each of the programme elements illustrated at paragraph 11.1. The successful Bidder will be entitled to claim for job outcomes achieved in excess of the job outcome performance requirements detailed in paragraph 9.1, subject to the maximum of £100,000 for each Lot, £2000.00 in total.

- 11.3 Bidders may propose lower outcome payments for each of the programme elements illustrated above. The successful Bidder will be entitled to claim for job outcomes achieved in excess of the job outcome performance requirements detailed in paragraph 9.1, subject to a maximum budget of £100,000 for each Lot.
- 11.4 Each fee claim / invoice must be supported by appropriate evidence, i.e. an SL2, or equivalent, for starts / completions, payslips and / or letter from Employer to support job outcomes.
- 11.5 The successful Supplier will be paid monthly in arrears upon submission and validation of a suitable invoice detailing the claim along with appropriate supporting evidence.
- 11.6 The cumulative total of all monthly claims paid to the Supplier will not exceed the agreed contract value.
- 11.7 No variants on the payment model illustrated in this specification will be accepted.

12. Customer Feedback and Complaints Handling

- 12.1 The Supplier should put in place a range of mechanisms for encouraging feedback from participants. Participant feedback will be an integral part of the Supplier's performance monitoring system.
- 12.2 The Supplier must ensure systems are in place to allow participants 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.
- 12.3 The Supplier must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact Jobcentre Plus for additional advice.
- 12.4 The Supplier must record any discussions and their outcomes, allowing the participant to see and sign the record. Participants will be told the outcome of issues raised by them through the complaints procedures.

13. Management Information

- 13.1 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).
- 13.2 The Greater Wessex Jobcentre Plus District will monitor performance and will use Management Information to inform Supplier Performance Reviews, as required.

13.3 DWP will collect Management Information about participants who have been referred to the provision by Jobcentre Plus. DWP may request Management Information from the Supplier. The Supplier will be required to maintain records to allow Management Information to be provided to DWP on the following (list not exhaustive):

- referrals;
- progress on their journey to work;
- Job Outcomes
- Sustained job outcomes..

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

14. Sharing of Management Information

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

14.2 The Supplier 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.

14.3 The Supplier 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.

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

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

15. Health and Safety

15.1 All participants 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 Supplier's employees, whether or not they are paid. Suppliers 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. Suppliers 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. Suppliers 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.

- 15.2 DWP and Jobcentre Plus staff may therefore visit Suppliers 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 Supplier 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 Supplier through their local Jobcentre Plus contact.

16. Data Security Requirements

- 16.1 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.

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

- 17.1 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:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/392775/guide-for-dwp-contractors-bpss.pdf

18. DWP Customer Charter

- 18.1 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 Suppliers 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:

<https://www.gov.uk/government/publications/our-customer-charter>

19. DWP Code of Conduct

- 19.1 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:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement#code-of-practice>

20. Off-Shoring (including Landed Resources and Near-Shoring)

- 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 Off-Shoring Policy V2.0'. A PDF version of this can be viewed at: [DWP Contractor Offshoring Guidance](#)

21. Supplier Assurance Team

- 21.1 The Supplier Assurance Team (PAT) provide DWP with assurance that:
- payments to contracted employment provision Suppliers 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 Suppliers to build up a picture of the support delivered. Researchers may wish to visit and interview Suppliers as part of the evaluation. Suppliers will be contacted in advance of any fieldwork. Suppliers 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 (SOGES) targets. More information 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.