

Date: 20/02/2015

Sent by: Evolve Your Future Ltd

Subject: Clarification on bid

Message

Dear REDACTED

I am writing to confirm that I would like to make some amendments to my offer to deliver the provision of Lone Parent Support Programme (CPA2)' (tender reference UI DWP 101533), submitted in the tender document dated 22nd January 2015, as subsequently amended by my revised offer dated 19th February 2015. I agree that should my offer, as revised, be accepted by DWP, I will be bound by all details contained in the original tender bid with the exception of the specific amendments below.

As requested, please find below clarification on the following aspects of our tender:

**CLARIFICATION:** Your revised offer provided alternative provisional dates for the delivery of the courses. There is some overlap in the delivery dates now specified. Can I ask you to check your original bid and confirm whether you believe that the staffing resource quoted therein (particularly the Tutors / IAG Practitioners staff) will still be sufficient to ensure effective delivery of the provision during the revised course delivery dates referred to in your revised offer of 19/2/15.

**RESPONSE:** We would ensure there is a dedicated lead Tutor/ IAG Practitioner for each course being delivered. Our revised delivery dates sees three courses being delivered during the 13th April to 22nd May 2015 timeframe, three courses being delivered during the 1st June to 17th July 2015 timeframe, and two courses being delivered during the 7th September to 9th October 2015 timeframe. To this effect, we propose to utilise 1 Full Time Equivalent (FTE) Tutor/ IAG Practitioner and 2 Part Time (PT) Tutors/ IAG Practitioners. The FTE Tutor/ IAG Practitioner will hold responsibility for co-ordination of all course delivery, alongside leading the delivery of one course at any one time. The 2 PT Tutors/ IAG Practitioners will each lead the delivery of one course at any one time. Supplemental delivery support will be provided by our expert pool of associate delivery staff as required e.g. Image Consultant (REDACTED, You and Your Style) delivers supplementary first impressions sessions.

In addition to this, our Managing Director will hold overall accountability to the DWP for achievement of targets, contractual obligation and financial accountability; our Operations Manager will undertake day to day management of performance and staff against required standards, financial monitoring, weekly performance tables, provision and maintaining strategic relationships with contract managers and stakeholders; and our Administrator will provide support to the delivery teams including updating MI systems, booking appointments and maintaining engagement with all claimants, and ensuring all paperwork and claims are processed.

**CLARIFICATION:** Your revised offer of 19/2/15 stated that all claimants would be contacted within 48 hours of referral from Jobcentre Plus to make arrangements for their attendance on a course, and that a letter would be issued to the claimant on the same day to summarise the arrangements agreed. However, your revised offer subsequently states that your organisation will ensure claimants are notified in writing of course date, location and details within 5 working

days of referral. As these proposals seem to contradict each other, I should be grateful if you would provide further clarification.

**RESPONSE:** Within 48 hours of referral from Jobcentre Plus, our Administrator will telephone claimants to verbally advise of set course dates. Should our Administrator not be able to contact the claimant, they will continue to telephone the claimant and attempt contact using any other details provided (e.g. email, text message), leaving messages asking the claimant to contact our Administrator by telephone. As such, we anticipate a verbal confirmation by telephone of course attendance between the Administrator and all claimants within 3 days of referral. Once the Administrator has confirmed the course date and venue with the claimant, a letter will be sent out to the claimant on the same day of verbal confirmation to summarise the agreement in writing (which we will aim to ensure claimants receive in the post within 5 working days of referral).

If we are unable to contact the client to confirm a course date (verbally or written) within 5 working day of referral, we will inform JCP.

**CLARIFICATION:** We also note that your revised offer appeared to suggest that claimants would be given an element of choice when deciding which course to attend. However, we would remind you the Specification document points out that many claimants may be mandated to attend the provision and therefore client choice on the matter may not be an option.

**RESPONSE:** We acknowledge and confirm our understanding that provision is mandatory. In this respect, in affording customer choice, there will nevertheless be a requirement for a choice to be made and confirmed by customers. To balance commercial viability, CPA coverage, and customer convenience, we will develop a month-by-month course schedule and jobcentre engagement strategy, encouraging local referrals to correlate with the local course dates wherever this is possible. Should, however, a customer fail to make a choice of course, they will be allocated and mandated to a course by our team.

Should you require further clarification on any aspect of our tender, please do not hesitate to contact me.

Yours sincerely,

**REDACTED**