Department for Work & Pensions

DWP Post Tender Clarification Meeting PeoplePlus Group Limited

Wellbeing and Work Trial – Group Work

Monday 10th October 2016

Welcome and Introductions

- **Commercial Directorate:**

  [REDACTED] [REDACTED] [REDACTED]

- **DWP Fit for Work and Wellbeing Trials Programme**

  [REDACTED]

- **DWP Policy Psychology**

  [REDACTED]

- **DWP Work and Health Unit**

  [REDACTED]

Domestics

- Toilets
- Fire alarm test
- Fire exit

Agenda

- Meeting Purpose. Process and objectives.
- Outline of approach to Post Tender Clarification
- Presentations
- Contractual Matters
- High Level Implementation Plans
- Briefing
- Agree next steps
- Any Other Business

Purpose of the Day

- Preferred Bidder status, no obligation to contract.
- Preferred Bidder and DWP will work together to form a common understanding to form the basis of the Contract.
- PTC period commences now and hope to be completed by end of the week, with contracts due to be issued by the end of the week
- PTC meeting purpose is to clarify the content of the tender, for example, specifying, and fine tuning.

Objectives of PTC

- To ensure a clear two-way communication protocol between DWP and Preferred Bidder;
- To fully understand delivery proposals and ensure they are fit for purpose for the contract term;
- To ensure clear assumptions and risks are identified and agreed by both parties prior to contract commencement;
- To provide understanding on ‘go-live’ timescales.
- To agree implementation plans;
- To ensure Preferred Bidder understands and agree to all DWP’s requirements including T&Cs and security requirements, in advance of contract signature;
- To ensure Preferred Bidder is given equal and fair consideration, that the procurement process is fair and auditable and that the Preferred Bidder is aware of the procedures to be followed during post tender clarification phase of the competition.

Roles and responsibilities / Contacts

- PTC Commercial Leads –**[REDACTED] [REDACTED]**
- Work and Wellbeing Trials
  - **[REDACTED] [REDACTED]**
  - DWP Policy Psychology
  - **[REDACTED]**
  - DWP Work and Health Unit
  - **[REDACTED]**
- During the implementation phase details of other key contacts will be provided – Performance Manager, PRaP contacts

Define communication protocols

- Commercial Confidentiality still applies until contract signature.
- Questions raised at PTC are answered where possible at the time, and for any others, these will be taken away and a response provided within an agreed timescale.
- An action point log will be held and maintained of all our questions and response during PTC meetings

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Bid Clarification Questions

[REDACTED] [REDACTED]

Bid Clarification

- Any written responses from the Potential Supplier to questions raised by DWP through post tender discussions should have the following paragraph inserted at the beginning: ***'I would like to clarify minor aspects of my offer to deliver Wellbeing and Work Trials – Group Work submitted in tender document of [Insert date]. 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'.***

- Review and discussion of clarification questions sent under cover of letter dated 29th September 2016

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MPL's and Customer Service Standards

[REDACTED]

MSL and CSS A brief overview

- Minor changes from those included within the Specification
- In providers favour
- Give additional day in which to input into PRaP
- Performance colleagues will expand at the implementation event and the provider guidance will give more detail
- Require email confirmation that you are content with amendments

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Policy and Service Requirement JOBS II Fidelity

[REDACTED]

DWP Specification and JOBS II

- Information about the JOBS II programme
  - ➢Preventative programme
  - ➢Week long, facilitated
  - ➢Group leader training

- Evidence about previous research
  - ➢Job search capability, emotional functioning, wellbeing (↓ depression)
  - ➢Increased rates and quality of employment, enduring impact, and
  - ➢Restorative for those with MH

- One of the best return to work programmes, best researched & UK version
- Research indicates **adherence** to JOBS II model

Fidelity and Adherence to JOBS II manual

- Group Leader selection, training and monitoring
- JOBS II programme delivery – content and group leader behaviour

Science and consistency

- Test effectiveness of JOBS II in UK labour market
- Whether it improves employment and wellbeing prospects for DWP claimants – more effective for some participants than others
- Designed a scientific evaluation
- Designed Work Coach Training (and managers) – additional evaluation
- Monitoring by Work Psychologists

Overview

- Consistency, fidelity and adherence all contribute to accurate evidence and science

  - ➢Need JOBS II programme to drive performance

  - ➢Know experienced providers can make helpful suggestions! (and in other DWP initiatives this would be welcomed)

  - ➢Here need providers to manage fidelity and adherence

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Trial Evaluation and MI Requirements

[REDACTED]

Evaluation

- This is a complex evaluation, designed to detect an employment and wellbeing impact from the JOBS II programme

- Quantitative Evaluation

- Qualitative Process evaluation

  Management Information to be matched with DWP admin data and longitudinal wellbeing data

- Data will be transferred to DWP via PGP encrypted files – to a single contact
  - Can you expand on your internal process

- Dedicated Trial Implementation Managers – checking that the trial is implemented as intended

Overview of the Group Work Evaluation Strategy

- Go-Live date Jan 17 (running for 12 months)
- A Zelen design trial – randomised prior to consent;
- Aiming for 3,000 starts.
- N = 33,000 (control = 9,000) (intervention = 24,000) claimants
- Qualitative Process Evaluation – JCP staff, Provider staff and Claimants; those who participated, dropped-out and declined
- Cost Benefit Analysis
- An embedded trial to tackle Failure to Attend rates

Who is eligible for this trial:

- Claimants from; JSA, ESA (WRAG) and IS Lone Parents who are actively seeking employment, but WC's recognise as struggling with jobsearch

Area selection

- Checked trialling map
- Sufficient numbers of claimants within 45 min travel horizon
- Some negotiation with Districts/offices
- Avoiding UC roll-out offices
- 52 JCP Offices across 5 Districts

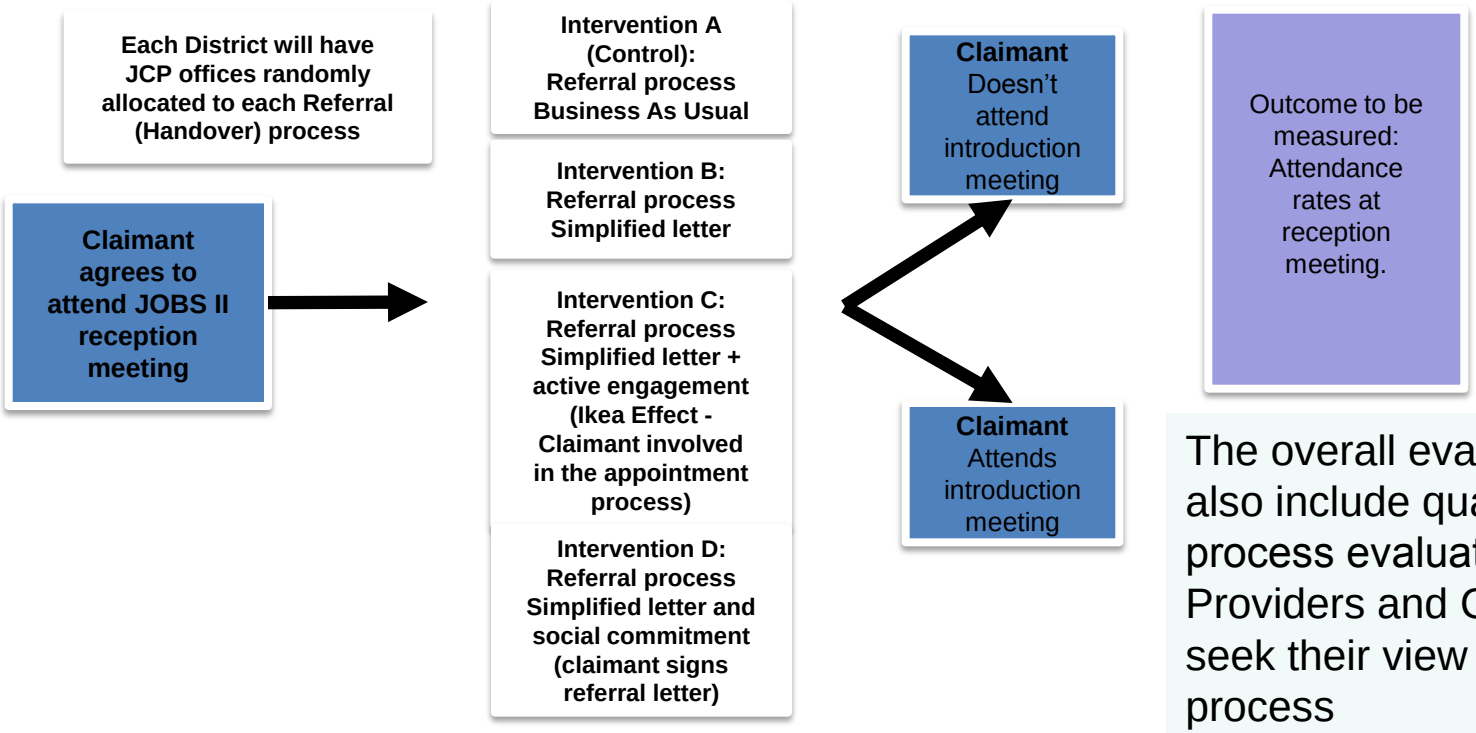
Overview of the trial and its key elements… outcomes

- We will use 100% admin data for employment outcome data
- We will collect psychological state data to confirm the wellbeing effects of the JOBS II programme (longitudinal 6 and 12 month follow-up) from a random sample of control group and non-participants (3,000 each) and all JOBS II participants.

- Employment outcomes (time off benefit over 12 months)
- Increased earnings (for those in work)
- GAD-7 Generalized Anxiety Disorder 7 Item Scale
- PHQ-9 Patient Health Questionnaire
- WHO-5 WHO-5 Wellbeing Index
- GSE General Self Efficacy Scale
- JSSE Job Search Self Efficacy Index
- We will also utilise the ONS wellbeing question
- We also need to know; who attends reception meeting; who starts JOBS II, daily attendance/completion and engagement on the course

Overview of the trial and its key elements… the embedded trial

- This is a clustered design trial – each office will only be exposed to one type of intervention.
- I will use a block randomisation technique to control for possible confounding variables which may impact on the outcomes (i.e. regional labour market differences) and spreads risk for the provider.



The overall evaluation will also include qualitative process evaluation with WC's, Providers and Claimants to seek their view on the process

- N = 6,000 (n= 1,500 approx. per trial arm)

The interventions (Handover forms):

JOBS II – Group Work Trial

Handover Form –

Simplified (work coach completes details)

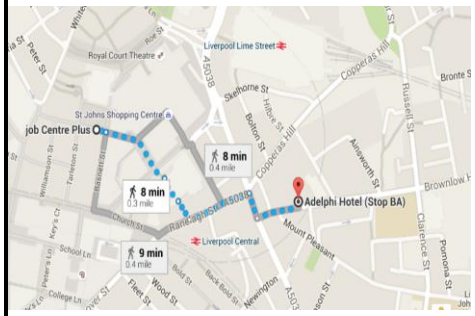
Dear John

Thank you for agreeing to take part in JOBS II programme.

You have agreed to attend a reception meeting to find out more about the JOBS II programme and how it could help you.

The appointment details are, as follows:

Date:	*Tuesday, 5th April 2016*
Time:	*10:30*
Location:	*Adelphi Hotel* *Conference Room 4* *Ranelagh Place* *Liverpool* *L3 5UL* *See map below*



This initial meeting will last for approximately 45 minutes. When you arrive please ask for ……Mr Julian Cope…….

Mr Cope will tell you how to claim back your travel expenses.

If you need to change or cancel this appointment please contact Danielle Dax on 0114259 4404.

JOBS II – Group Work Trial

Handover Form –

(Ikea effect: claimant completes details)

Dear John

Thank you for agreeing to take part in JOBS II programme.

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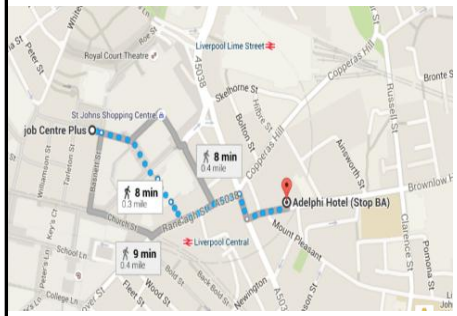

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JOBS II – Group Work Trial

Handover Form –

(Social Commitment - WC completes details and claimant signs)

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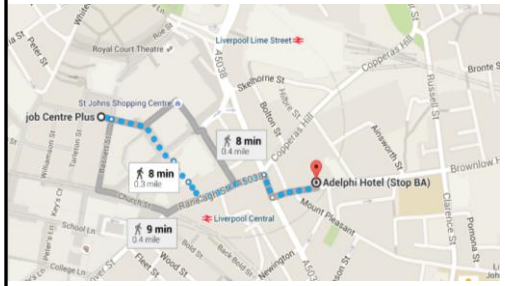

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I agree to attend this meeting. If I need to change or cancel this appointment I will contact Danielle Dax on 0114259 4404.

Signed: *John Cooper-Clarke*

Minor amendment to referring JCP Offices

- There have been some minor changes to the referring Jobcentre offices in Merseyside CPA 4.
  - Aintree, Belle Vale, Bootle, Crosby, Edge Hill, Everton, Garston, Huyton, Kirkby, Norris Green, ~~Runcorn~~, ~~Southport, St Helens~~, Toxteth, Wavertree, West Derby, ~~Widnes~~, Williamson Sq, **Birkenhead**
- The decision was made due to concerns going further afield given transport links, distances and the voluntary nature of the programme.
- If numbers prove an issue and of course in agreement with provider will consider revisting the referral sites.

Minor amendment to referring JCP Offices

- Two sites listed originally, Runcorn and Widnes went UC Full Service from July 16, the District are fully occupied embedding this change. All new claims will be UC and JSA/ESA stocks will reduce as any change in circumstances potentially means a move to UC.
- Southport and St. Helen’s are known in the District to be difficult sites to get claimants to travel into Liverpool from.
- Birkenhead is now inlcuded as it has good transport links into the centre and has a potential case load of over 2000.

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Contractual Matters

[REDACTED]

Terms and Conditions

- I shall require some information to build the contracts.
- I shall require a completed DWP VAT confirmation form and self billing agreement to be signed by you. It forms part of the contract but a further copy is require for our colleague who manage the payments
- I shall send request through Bravo.
- The contract is in the form of the draft shared with you at the ItT stage.
- I am in the process of populating the schedules.
- We shall not require a Parent Company Guarantee based on your Financial Viablity Assessment undertaken through the Supplier Accreditation and Passporting process
- I shall be preparing a separate contract for each CPA. Please proof read and advise of any errors.

Transparency

- We will publish the contract documents
- Subject to any agreed redactions, this must include:
  - Specification
  - Terms and Conditions
  - Associated Schedules (which may include the winning bidders tender)
  - This requirement is reflected in the Terms and Conditions,
- You did indicate some information which is Commercially Sensitive in your bids therefore I shall asses those requests in line with the guidance to be redacted.
- As a standard we do redact names and personal information, your security plan, finance schedules and any item we deem is Commercially Sensitive.

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Implementation

[REDACTED] [REDACTED]

Implementation Planning

Role of Group Work Project Team

The DWP Team will:

- Manage the collation of all information in relation to the planning of delivery
- Manage the discussions needed to align implementation plans and go live date
- Manage regular progress checkpoints that the provider needs to attend
- Manage reporting of progress to DWP governance

Referral start date - Proposal for accepting referrals in early December

Provider plan shows ability to mobilise by the first week in December 2016

Implementation Planning

Implementation day 17 October 2016

Purpose

- Introductions and meet the teams
- Discuss in more detail implementation planning
- Support needed
- Preferred internal communication routes and key contacts
- External communication planning and alignment
- Governance
- Reporting tools such as weekly reports and updates
- Managing risk

Supply Chain Positioning

- You state no subcontractors. 100% delivery but there was some confusion within your bid. Addressed via Clarification question.

- Are there any planned changes to the supply chain we need to be aware of?

Premises

- We asked for list of proposed delivery site addresses including those of your supply chain.
- Do these remain unchanged? – see above around JCP referring offices. – any impact in reduction of JCP offices in Merseyside and inclusion of Birkenhead.

Key Staff and Management Structure

- We asked for details of key staff charts for delivery of your bids to. Do these remain unchanged?

- We sought clarity on number of Group Leaders. Are there any issues bearing in mind success in 2 CPA's.

Contingencies

- We need to see a risk and assumptions log, which will need regular updates. This would typically include those risks identified by yourselves as part of your response to the implementation question and any further ones you have identified since bid submission.

- Provider should submit this to us immediately following contract signature. With weekly updates thereafter, or more regular if something urgent occurs.

Briefing

- **Security plans** – CD security colleagues will take forward independently The final agreed Security Plan will be included in the contract.

- **Provider Guidance** –Draft version will provided to you over the next few weeks.

- **Marketing Material –** In terms of marketing you should NOT be marketing this provision. To do so would corrupt the evaluation and could influence the random allocation and the control group. With regard to the Induction Pack a draft should be shared with the project for approval – Danny Jones

- **Reminder regarding any press releases –** to be approved by the project team prior to issue.

Issue Handling

- Any implementation issues, live running issues and any impacts on your ability to deliver on time. - Project Team Implementation named contact **[REDACTED]**REDACTED
- Any commercial issues - **[REDACTED]** (Post Contract signature)
  - REDACTED
- Any communications prior to contract signing should be via the BravoSolutions messaging facility.

Next Steps

- We shall issue the meeting notes within 7 days from date of meeting at the latest

- Supplier to develop a risk & assumptions log and send to DWP immediately following contract signature.

- Request weekly progress updates/highlight report thereafter by COP Friday. To show key headings and include any progress made problems etc. DWP will provide a stencil to you by email.

Further Information

If you wish to raise any questions after meeting and prior to contract signature please submit them to DWP using the Bravo Solution website messaging facility

Any other Business