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DWP,
Commercial Directorate
Work and Health Category
Ground Floor
1 Hartshead Square,
Sheffield S1 2FD

Website: www.dwp.gov.uk

4th October 2016

Sent via the DWP ePS portal:

[REDACTED]
PeoplePlus Ltd

Dear **[REDACTED]**

Invitation to Tender for Wellbeing and Work Trials – Group Work
OJEU Contract Notice: 2016/S 104-186322
Reference: UI_DWP_101686

I write with reference to our recent correspondence regarding the success of your bids for the Wellbeing and Work Trials – Group Work Provision in the following contract package areas:-

CPA 2 – Durham and Tees Valley
CPA 4 - Merseyside

I am now seeking to discuss, clarify and reach agreement on several issues before I am able to progress towards the agreement of contracts with your organisation. Please note that this letter should not be regarded as notification of award of contract.

I have arranged for us to meet on Monday 10th October 2016, from 12.30pm to 3pm at Caxton House, Tothill Street, London, SW1H 9NA. Please see the attached agenda at Annex 1.

There are some questions from your bid, attached at Annex 2, for which we require written responses, as these clarifications will form part of the contract.

I accept that written responses may not be possible prior to Monday but we will cover the questions and use the meeting as an opportunity to discuss any queries we have.

One main focus of the meeting will be around the “fidelity” requirements and our DWP Psychologist will be briefly presenting the JOBS II manual to you. This is the ideal opportunity for any questions you may have on the model to be presented.

I shall provide your details to our security to enable you to sign in. **[REDACTED]**and I shall meet you in the reception area at 12.30 pm with the formal meeting commencing at 1 pm.

Please forward any AOB items for discussion by 12 noon on Friday 7th October to enable us to be in a position to address your issues.

I look forward to meeting you on Monday but if you have any queries please contact me.

Yours sincerely

[REDACTED]
Wellbeing and Work Trials

Annex 1

Agenda

Title of Meeting:	Wellbeing and Work Trials – Group Work
Date:	Monday 10th October 2016
	Pre meet at 12.30 Formal meeting to start at 1pm
Location:	**Caxton House, London, Tothill Street, London , SW1H 9NA**
Attendees:	**[REDACTED]**

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1. Welcome and Introductions

2. Meeting Purpose. Process and objectives.

3. Outline of approach to Post Tender Clarification
   - Roles and Responsibilities
   - Communication protocols
   - Timescales
   - Contacts

4. Presentations
   - Post tender clarification questions and issues requiring resolution – **[REDACTED]**
   - Performance Management, Minimum Performance Levels and Minimum Service Levels **[REDACTED]**
   - JOBS II and fidelity – **[REDACTED]**
   - Evaluation and role of provider including MI collation requirements and processes, referring offices update – **[REDACTED]**
   - Q&A

5. Contractual Matters
   - Terms and Conditions
   - Transparency Agenda
   - Start dates

6. High Level Implementation Plans

- High Level Review
- Premises
- Management Structures
- Planned Contingencies
- Issue Handling

7. Briefing
    - Security Plans
    - Provider Guidance
    - Marketing material
    - Press Releases
    - Issue handling

8. Agree next steps

9. Any Other Business

Annex 2

Written responses to these questions are required by close of business Monday 10th October 2016.

Your written responses 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 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.

PeoplePlus agrees that it would not seek to market this provision. Any products will be presented to the DWP Project team for review and approval prior to issue.

2. You have proposed a number of additional elements beyond the scope and requirements of the JOBS II manual. This includes exit sessions and requesting feedback from participants. Please provide confirmation that you will remove any additional items from your delivery and will adhere to the fidelity of the JOBS II Manual.

PeoplePlus agrees to remove any additional items from delivery including exits sessions and feedback from participants, and will adhere to the fidelity of the JOBS II Manual.

3. You state that you do not intend to sub contract but if you do so in the future any sub-contractors will be subject to same compliance measures.
    a. Under what circumstances do you see it being necessary to use sub-contractors? Bearing in mind length of training and pilot length please provide your reasons for why you think this approach is feasible?

PeoplePlus cannot see any reasonable circumstances where it would be necessary to use sub-contractors on this contract. PeoplePlus concedes that the statement is of no relevance in this instance and should therefore be removed.

Question 2.4.4 - Claimant's needs and barriers

4. Please provide clarity on how you will address any immediate and urgent needs of a participant whilst on the programme.

PeoplePlus staff are all trained to recognise and act upon any safeguarding situations which may arise with participants whilst on programme. All Group Work Leaders will undergo this training prior to delivery to ensure that any incidents/safeguarding identified are acted upon both immediately and appropriately.

5. 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.

PeoplePlus would be happy to remove any additional items from our delivery and will adhere to the fidelity of the JOBS II Manual.

Question 2.4.5 – Delivery Strategy

6. You refer to a framework of subcontracted outreach delivery venues and use of individual freelance Group Work leaders. This deviates from the sole delivery model and is confusing bearing in mind your assurances that PeoplePlus can deliver without the use of sub-contractors.

    a. Please provide further assurances that where you deliver from any subcontracted outreach delivery sites you will have the day to day management of the course and that this will not be contracted out to the site hosts.

PeoplePlus confirms that it is our express intention to retain sole day to day management of the course, which will under no circumstances be contracted out to the site hosts. People Plus feels that the terminology used here was misleading and misrepresentative e.g. "a framework of subcontracted outreach delivery venues". This was reference to the fact that PeoplePlus has at its disposal a suite of available delivery locations across the CPA2 area. This includes but is not limited to current PeoplePlus offices, current People Plus Work Programme Sub-contractor offices, fully vetted community outreach locations, and known outreach venues which could be promptly procured and vetted should the need arise.

    b. Please clarify how you will ensure that the freelance Group Work leaders will be trained and monitored appropriately and in what circumstances you envisage they will be used.

PeoplePlus feels that such instances would be very unlikely. It is our intention to have **[REDACTED]** *staff in three roles capable of delivering the programme at any time, with one Group Work Leader in reserve, Group Work Supervisor, and the Group Work Leader Trainer (GWLT).*

c. Please provide assurances that you consider the use of external providers to be the most appropriate delivery method and that you can guarantee the fidelity to the model using this model

PeoplePlus do not consider the use of external providers to be the most appropriate delivery method and would not look to use external providers on this contract. PeoplePlus can guarantee the fidelity to the model by confirming that it is our express intention to retain sole day to day management of the course, which will under no circumstances be contracted out to the site hosts.

d. Provide assurances that the Contract Manager will be aware of any changes made in delivery.

People Plus would contact the DWP Contract Manager and request formal approval before implementing any delivery which differs from the JOBS II Manual.

Question 2.4.6 - Staff resources

7. Clarity is required in relation to trainers – see question 6 above.

We believe we have clarified this point in our answer to question 6. If this response is insufficient or requires further clarification please let us know

8. The following FTE information is given in relation to Group Leaders (facilitators).
   - CPA 2 - **[REDACTED]**Group Work leaders to deliver 3 courses per month with an element of overcapacity
   - CPA 4 - **[REDACTED]**Group Work leaders with 2 courses running concurrently.

   a. 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.

We can confirm it is our intention to have the following volume of Group Leaders in each CPA:

- *CPA 2 -* **[REDACTED]***FTE(increase of* **[REDACTED]***Group Work leaders to deliver 3 courses per month with an element of overcapacity*
- *CPA 4 -* **[REDACTED]***FTE Group Work leaders with 2 courses running concurrently.*

However, as described in the answer to Question 6b we will also have a **[REDACTED]***as a fully trained reserve Group Work Leader, meaning available capacity of* **[REDACTED]***Group Work Leaders at any time.*

PeoplePlus can confirm that all staff will have the required rest weeks as dictated by the JOBS II manual

b. Further assurances are required regarding the staffing levels in line with the expected courses. Other responses refer to the use of freelance trainers. Is this where they will be utilised. A further explanation of trainer usage is required.

See answer to question 6 b. We believe we have sufficient staffing to cover delivery of the expected courses utilising the staffing model we have cited in the bid which provides for **[REDACTED]** *fully trained individuals capable of delivering the programme at any given time. However, as a fail-safe mechanism, People Plus will provide the specified training to an additional member of staff not cited in the resource plan, taking the available delivery headcount to* **[REDACTED]***individuals). These staff would receive regular monthly updates and ongoing training as required so that they would be fully equipped to deliver immediately should they need to be deployed.*

Question 2.4.10 - Premises and Location Strategy

9. You refer to sourcing potential new venues. Please provide assurances that you will work with your local SPoC and the Contract Manager prior to contracting with these new sites.

PeoplePlus can confirm that in the event of sourcing potential new venues, the PP will seek prior approval from both the SPoC and the DWP Contract Manager prior to contracting with these new sites.