



Department
for Work &
Pensions

RETAIL TRADE FRAMEWORK

The Service of Supplying Goods to DWP Customers

SPECIFICATION AND SUPPORTING INFORMATION

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1. **Overview**

- 1.1 This specification sets out the delivery requirements which apply to the Department of Work and Pensions (DWP) Retail Trade Framework (RTF).
- 1.2 The RTF aims to provide a convenient and cost effective way to supply retail goods to job seekers to enable them to overcome barriers to work as part of the Flexible Support Fund (FSF).

Introduction

- 1.3 The Department for Work and Pensions (DWP) is responsible for welfare and pension policy and is a key player in tackling child poverty. It is the biggest public service delivery department in the UK and serves over 20 million customers.
- 1.5 The DWP is responsible for:
 - understanding and tackling the root causes of poverty rather than its symptoms
 - encouraging people to work and making work pay
 - encouraging disabled people and those with ill health to work and be independent
 - providing a decent income for people of pension age and promoting saving for retirement
 - providing value for money and reducing levels of fraud and error
 - reducing work-related death and serious injury in workplaces through the Health and Safety Executive
- 1.6 The priorities are:
 - helping to reduce poverty and improve social justice
 - helping people to find and stay in work
 - enabling disabled people to fulfill their potential
 - helping people save more for their retirement through workplace pensions and making the State Pension simpler and fairer
 - recognising the importance of family in providing the foundation of every child's life
 - improving services to the public by providing value for money and reducing fraud and error
- 1.7 The DWP supports these priorities through delivering a range of services through Jobcentre Plus, The Pension Service, the Child Maintenance Service and partner organisations.

- 1.8 Jobcentre Plus (JCP) plays a major role in helping people gain the support and skills they need to find and stay in work. It provides services based on individual customers' needs to achieve the best outcome for them, while continuously building on performance, efficiency and value for money. As part of this support Jobcentre Plus administers the Flexible Support Fund (FSF) to support customers into work.
- 1.9 This FSF is key to the implementation of DWP core business of making DWP an exemplar of effective service delivery to individuals and employers, maximising employment opportunities for all, and reducing the numbers on "out of work" benefits and reducing poverty.
- 1.10 The FSF was introduced in April 2011 by amalgamating a number of budgets into a single budget. All JCP District Managers (DM) receive an FSF allocation consisting of a discretionary fund which they can use to support local economic activity, supplement mainstream provision and tailor support to meet the specific needs of individuals and their local area. A proportion of the FSF is used to provide financial support to customers who experience barriers which prevent them from getting a job or moving closer to the labour market. Within this element of funding, a significant number of financial awards are made to customers enabling them to purchase suitable clothing for a job interview or special equipment or tools making them more readily available to start work.
- 1.11 The FSF is administered by JCP Advisers, who are based in Jobcentres across the UK. Details of the Jobcentre Plus Groups and Districts are shown in Appendix 1.
- 1.12 JCP Advisers are able to make financial awards to customers up to a specified limit based on the District Manager's discretion. This delegated financial authority limit varies from District to District and per customer based on individual circumstances and is subject to internal approvals and in some circumstances the submission of a business case.
- 1.13 The Retail Trade Framework (RTF) exists as a group of suppliers who provide a service to DWP customers by supplying the retail goods required to support customers into work.

Critical Success Factors

- 1.14 Below are the Critical Success Factors against which the success of the RTF will be judged:
- Supply of goods to customers within the agreed service delivery standards as set out at Appendix 6
 - Excellent customer service
 - Value for money on the goods provided

- An increase in the number of awards made through effective use of the RTF which supports claimants with barriers that prevent them from accepting or moving them closer to sustainable employment
- An extension of geographical coverage and range of suppliers
- Robust financial assurance

Commercial Approach

- 1.15 The new Retail Trade Framework will go live from 1st December 2014 across England, Wales and Scotland in the 11 Lots outlined in Appendix 2.
- 1.16 DWP wishes to put in place framework agreements with up to 6 suppliers in each sub lot within lot 1 (Ladies and Gentlemens clothing) and up to 3 suppliers in Lots 2 - 5, who will supply retail goods to DWP customers and invoice the Department centrally.
- 1.17 It is expected that suppliers will meet this commencement date and will be required to demonstrate this in the implementation plan submitted with their tender.
- 1.18 The commencement date is defined as Suppliers being able to provide a service to supply retail goods to Jobcentre Plus customers in the geographical locations across the relevant Lot(s).
- 1.19 Requests for retail goods will be expected to be supplied throughout the duration of the contract.
- 1.20 Suppliers will be able to bid for as many Lots as they wish however, they must be able demonstrate a wide high street /local presence across the Lot.

Payment Model

- 1.21 The payment model is set out at section 4 of this specification.

Flexibility during the life of the Contract

- 1.22 Contracts will be sufficiently flexible to handle any changes that might occur during the lifetime of the contract, including any variations. This will be subject to discussion and agreement at the appropriate time.
- 1.23 Any proposed changes would be subject to agreement via a formal change control procedure, as detailed in the Terms and Conditions.

2. The Service Requirement

- 2.1 The authority is looking for suppliers in each of the 5 lots to supply a range of quality retail goods to Jobcentre Plus customers from 1st December 2014.

Suppliers must provide high standards of customer service to Jobcentre Plus customers, and deliver best value for money for the Authority. The range of goods is split into five lots which are:-

- Lot 1 - Ladies and Gentlemens clothing;
 - Split into 7 regional lots as set out in appendix 2
- Lot 2 - Work wear;
- Lot 3 - Work tools and Equipment;
- Lot 4 - Bicycles and Accessories;
- Lot 5 – Laptop Computers, Tablets and Mobile phones.

- 2.2 A detailed list of items to be supplied can be found at Appendix 3.
- 2.3 There may be occasions where suppliers are asked to supply goods which do not appear on the detailed approved list. In these circumstances the price paid for these items will be subject to any percentage discount set out in your financial proposal. The ordering and payment process would be the same as set out in paragraph 2.10 below.
- 2.4 JCP Advisers will, in the first instance, when addressing barrier to work issues with customers, use their FSF budget to supply goods to customers using the suppliers on the RTF.
- 2.5 When Jobcentre Plus customers are successful in obtaining an award to address barrier to work issues they will be directed to any of the Lot specific suppliers on the framework based on stock availability and location. This could include on-line ordering with delivery to the customers' home or, for Lot 1 items, for same day collection where necessary.
- 2.6 For Lot 1, Ladies and Gentlemens clothing suppliers will be permitted to bid for one or more of the 7 groups or on a national basis. Suppliers will be required to demonstrate the widest possible geographic coverage applicable to the group(s) and be able to supply all the core items specified within the lists set out in appendix 3. Whilst retail outlets are preferable this could include immediate or short time delivery. Suppliers will be required to demonstrate how delivery options could meet an immediate need. The Authority is seeking up to 6 suppliers for each of the regional Lots (Lots 1a – 1g) to provide choice and accessibility for Jobcentre Plus. DWP customers will generally require clothing to be available on the same day.
- 2.7 For each of the other Four lots the Authority is seeking up to 3 potential Suppliers who can give the widest geographical coverage as possible, covering England, Scotland and Wales. The expectation is that suppliers will be required to supply the widest range of goods and this will be reflected in the evaluation model for each of the individual lots which shall be set out in the Instructions to Bidders. A full range of goods as set out in appendix 3 will be required for Lots 4 and 5.

- 2.8 As there are seven Jobcentre Plus groups, and there is the option to bid regionally for Ladies and Gentlemens clothing, there are potentially 11 lots available within the framework.
- 2.9 The Authority will award business to Suppliers on the framework according to whichever Suppliers offer the most economically advantageous tender and on quality of service and accessibility to the Jobcentre Plus customer on a 60/40 evaluation basis in favour of price.

Proposed Ordering Process

- 2.10 An FSF award can be offered by Advisers at any time to eligible DWP customers if the Adviser feels that the financial support would move the customer into, or closer to work. If an award is made, the customer will be given two copies of a completed IPF1JP (See Appendix 4 for copy of form) which they will then take to the relevant suppliers store. The store will then provide the goods to the customer, obtain a signature from the customer, keep the IPF1JP and provide a receipt to the customer. The customer does have the option of paying more if he/she chooses to purchase a more expensive similar item but DWP will only be invoiced for the amount authorised on the IPF1JP. The supplier will then be required to submit an electronic invoice to DWP.
- 2.11 In the case of an “online” supplier an order would be submitted by the adviser on behalf of the customer. The customer’s home address will be provided to facilitate home delivery. Timescales for delivery would need to be competitive and delivery charges kept to a minimum. The store would invoice DWP as set out above. Suppliers are required to demonstrate how any online and delivery service will meet short term requirements
- 2.12 The process has the following advantages:
- Customers can receive the goods they require, usually, on the same day or on occasion, as quickly as postage will allow. This allows customers to attend interviews at short notice or start work quickly;
 - A local/high street presence ensures customers have an element of choice and can try clothing on before purchase;
 - The electronic invoicing process is more cost effective than both parties processing numerous invoices for individual transactions.
- 2.13 During the lifetime of this framework the Authority may want to evaluate other options and pursue alternative solutions to the current process, but in the immediate term the Authority wish to use the process outlined at paragraph 2.10.

- 2.14 Suppliers must ensure that they always offer the lowest possible price available at the time of sale. Suppliers will be asked to supply prices for 'best selling' items; these items must be available at the price given until the next periodic review which will also be subject to a discount price offer.

3. Detailed Requirements common to all lots

Contract Term

- 3.1 The contract will be for a period of 2 years with the option to extend for a further 2 years on a 1 plus 1 basis. As this is a Framework there is no guarantee of the volume of purchases. Purchases from suppliers will be subject to locality of the store, stock availability and the local stores relationship building with local Jobcentre Plus offices.

Implementation

- 3.2 The Supplier will be required to have the following in place, tested, accredited and signed off by the Authority as ready for the specified go live date 1st December 2014.
- All testing of systems and processes to be completed before operational go live;
 - A training package to train staff on the operation of the Framework including ongoing training and aide memoirs;
 - The ability to provide all MI as detailed below and any new requirements identified during the duration of the contract;
 - A contract management team as the Authority's single point of contact to manage the service.

Quality

- 3.3. The Authority is looking for Suppliers to supply a range of quality retail goods that are fit for purpose and comply with any industry, quality, or safety standards relevant to the purpose for which they will be used.

Geographic Coverage

- 3.4 Lot 1 suppliers will be expected to have a local/high street presence in the area for which they are bidding. Suppliers must be able to provide the widest possible range of geographical coverage across the relevant Lot(s).
- 3.5 For Lots 2, 3, 4 and 5 a high street presence would be preferable but the Authority would welcome any innovative ideas as to how coverage could be extended through use of other media such as the internet. With reference to innovative ideas the authority is interested to know how suppliers will provide

a service to meet customer needs particularly in remote areas in which you do not have local/ high street presence.

Customer Care

- 3.6 Jobcentre Plus is uncompromising with their requirement for customers to be treated respectfully and in the same manner as other customers would like to be treated.
- 3.7 Suppliers must provide a high quality sales service to DWP customers, which ensures that their statutory rights as consumers are maintained. In the past some DWP customers have felt stigmatised by being treated differently from other customers for example by being directed to end of line items or the retailer cutting out the labels of clothing. Suppliers must ensure that Jobcentre Plus customers receive a high standard of customer service and that they are treated the same as other paying members of the public.
- 3.8 The Supplier must provide a comprehensive returns and complaints policy that will meet the needs of DWP customers. Customers who return goods must be able to exchange goods on a like for like basis. Workwear items, such as smart black trousers cannot be exchanged for fashion items. If a replacement item is not required customers must not be offered a refund. Refunds will not be expected, but in the unlikely event of an item being returned Suppliers will be required to reimburse DWP the full cost of the item. Suppliers will need to put in place a method of identifying that the item was purchased as part of the DWP Framework agreement.

Marketing

- 3.9 Awards made through the FSF are discretionary and it is the responsibility of advisers during the advisory process to identify suitable applicants who may be eligible for an award. The Authority does not want unsolicited applications. For this reason Suppliers on the framework must not advertise, promote, or market their involvement in the schemes or their participation as a framework Supplier with respect to the schemes, under which awards are made. In addition the Authority does not want Suppliers to promote or sell additional products or services to DWP customers e.g. store cards.

Recruitment through Jobcentre Plus

- 3.10 One of the key objectives of the Department for Work and Pensions is to move people from welfare into work. Jobcentre Plus – an Agency of the Department – has a Great Britain-wide network of public offices that provide job broking services for unemployed people. The Supplier is therefore required to notify Jobcentre Plus when recruiting staff for any entry-level job vacancies located

within Great Britain, which may arise from the delivery of their contract to the Authority.

- 3.11 The Supplier is also encouraged to use the Universal Jobmatch service for any other vacancies that may arise. The Supplier may, in addition, use other recruitment methods.

4 Performance and Payment Model

Lots

- 4.1 For information on the proposed Lots see Appendix 2.

Payment Model

- 4.2 The UK Government currently mandates the use of a Government Procurement Card (GPC) service as the method of payment for approved ad-hoc transactions (against a defined list of categories) across all Government Departments. The DWP GPC implementation has a daily transaction limit of £600. The DWP current provider of our GPC programme is J. P. Morgan.
- 4.3 The DWP contract with J. P. Morgan expires in December 2015 and a new cross-Government GPC Contract (known as GPC4) will be in place before then. The Crown Commercial Service (CCS) is currently tendering for this service across all financial transaction service suppliers.
- 4.4 The current DWP contract with J. P. Morgan does also support “Lodged Card” functionality as well as a Single Use Account (SUA) facility. The recommendation would be to make use of this existing facility with J. P. Morgan until the new x-Government service comes into operation in 2015-16.
- 4.5 These e-payment options would enable DWP to replace the current manual and very cumbersome process used by the current Retail Trade Framework (RTF). The benefits to the Retail Merchants of this new payment model would include the reduction of the current 40-45 day payment timeframe down to an expected 4-days maximum; the stopping of the need for voluminous transaction feeder files; the reduction in the possibilities of fraud by the copying of vouchers and visiting multiple stores; and the provision of improved audit trails.
- 4.6 The Lodged Card facility means that each Merchant will be provided with a card that is lodged with them and is linked to the DWP Jobcentre Plus programme. Each Jobcentre Plus office would be given an Account Number for each supplier organisation (not any of the card details). The Jobcentre staff who authorise payment awards to any of their Clients, who require to have certain goods in order to attend job interviews or to be work ready, would use the Account Number on the notice of award that they issue to purchase selected goods from the approved Merchant.

- 4.7 All transactions that the Retail Merchant performs on behalf of DWP using this Lodged Card facility will go from the Retailers EPOS systems through to J. P. Morgan just as they do now for existing debit and credit card transactions. All transactions will be consolidated centrally and the card provider will pay the Merchant in an expected 4-day timeframe and will then charge DWP. The Supplier does not have any contact with DWP for processing of transactions and payments for goods supplies.
- 4.8 The above information is for the benefit of all Retail Merchants submitting responses to the DWP RTF tender, and its adoption and operation will be subject to discussions between the DWP Commercial team managing the card provider contract; the Retail Merchants approved to operate on the new framework, and the card provider.
- 4.9 The future x-Government new ePurchasing Card Solution will have the functionality of the current GPC card and the functionality of the Lodged Card and will be embedded (lodged) with a Merchant. When the ePurchasing Card Solution is embedded with a Merchant, any payment to the Merchant by any of a Government Body's staff shall be made via the embedded ePurchasing Card Solution, i.e. individual End Users will not be required to input individual payment details for each transaction as all payments shall be consolidated through the embedded ePurchasing Card Solution.
- 4.10 The new ePurchasing Card Solution will also have the facility to be able to generate individual card numbers for single use, which can be locked down to specific dates, Merchant Categories and values.
- 4.11 Information and feedback on your experience with such payment facilities as a Lodged Card and/or Single Use Account or of any alternative innovative methods would be welcomed within your bid response.

5 Additional Information and Delivery Requirements

5.1 Sustainable Development

General Considerations

- 5.1.1 DWP is committed to sustainable development and recognises that procurement is a key enabler that can help to deliver environmental, economic and social benefits/improvements. Sustainability is an integral part of our commercial activities and we expect those we contract with to help us to make progress. General sustainable development related considerations relevant to this procurement can be found below, Suppliers may find that additional considerations are set out in the specification for this procurement:

Environmental Aspects

5.1.2 DWP supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to – ‘enable all people throughout the world to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations’.

5.1.3 The UK Strategy for Sustainable Development has four main aims:

- Social progress that recognises the needs of everyone;
- Effective protection of the environment;
- Prudent use of natural resources; and
- Maintenance of high and stable levels of economic growth

5.1.4 An overview of sustainable procurement in DWP can be found in the DWP Sustainable Procurement Awareness Sheet for suppliers. This document also gives details of the Sustainable Operations on the Government Estate (SOGE) targets that DWP, along with all other central Government departments, must make progress towards.

5.1.5 When delivering services outside the DWP estate Suppliers shall, and shall ensure that where possible, their sub Suppliers, use all reasonable endeavours to comply with the principles set out in the UK Strategy for Sustainable Development and the SOGE targets.

5.1.6 When delivering services on the DWP estate (including Jobcentre Plus premises) Suppliers shall, and shall ensure that where possible, their sub Suppliers, work with DWP to assist in making progress towards the SOGE targets and the wider sustainable development principles.

Minimum contractor requirements

5.1.7 In accordance with the Sustainable Development Requirements contract schedule (which forms part of the DWP standard terms and conditions of contract), Suppliers will be required to complete and 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. As part of this policy statement, Suppliers will need to give an assurance that their waste is disposed of by a registered waste collector, in accordance with current regulations, and that items such as ink cartridges and toners are recycled or disposed of in the correct way. Assurance must also be provided that Waste Electrical and Electronic Equipment (WEEE) regulations are observed with regard to the disposal of electrical and electronic equipment.

5.1.8 Suppliers must also produce an action plan (within six months of the contract start date) to explain:

- How waste produced will be minimised and how recycling will be promoted within their business
- How energy consumption will be minimised within their business
- How the use of transport will be minimised and how the use of public transport will be promoted within their business, both to staff and customers where appropriate
- Details of a baseline assessment of their current position in terms of waste minimisation, recycling levels and energy consumption (energy consumption will only be required if current energy usage is available)
- Annual estimates of the progress of the SD actions detailed in their plan
- How staff awareness of sustainability will be increased in line with their sustainable development plan

Additional requirements

5.1.9 In addition to the above, Suppliers will be expected to provide detail around how they endeavour to reduce any negative environmental impacts associated with the delivery of this contract. Example activities could include a commitment to reduce the amount of packaging on goods provided through the contract, delivery schedules that allow for the most efficient route to be taken and a well maintained vehicle fleet that minimises carbon emissions where possible.

5.1.10 The [Government Buying Standards](#) are a set of sustainable specifications for a range of commonly purchased products, some of which will be delivered through this contract. The products were chosen for their environmental impact, scope for environmental improvement and political or example setting function. The Government Buying Standards are comprised of both a set of mandatory minimum standards at the market average level and best practice specifications.

5.1.11 The best practice specifications are more stretching than the mandatory

minimum and are voluntary for those that wish to purchase the ‘best in class’ products – however these best practice specifications are likely to become the minimum in the future and DWP aim to purchase products at this higher level.

5.1.12 The UK Government Timber Procurement Policy specifies that only timber and timber products originating either from independently verifiable legal and sustainable sources or from a licensed Forest Law Enforcement, Governance and Trade (FLEGT) partner will be procured for use on the Government estate. DWP require that any timber/timber products delivered by this contract adhere to this requirement. Full details and guidance on this policy can be found [here](#).

5.2 SOCIAL ASPECTS

Diversity and Equality

5.2.1 Diversity and equality is a prominent theme running through the DWP Departmental Strategic Objectives – the objectives that underpin all of our activities and define the nature of the Department. DWP also has a ‘duty to promote’ on equality and the Department needs to ensure that it actively promotes equality of opportunity for and good relations between, all persons irrespective of their race, gender, gender reassignment, disability, age, sexual orientation or religion/faith/belief.

5.2.2 As a result of the above, DWP (and wider Government) need to consider equality when conducting their commercial activities – there is a real opportunity to make a difference by addressing equality issues professionally in the procurement process.

Minimum contractor requirements

5.2.3 As a minimum, all successful Suppliers must ensure compliance with equality legislation and satisfy the requirements set out in the DWP Diversity and Equality Requirements contract schedule (requirements that focus on the contractor workforce and organisation).

Additional requirements

5.2.4 Diversity and equality elements are key in this contract as Suppliers will act as the interface between DWP and customers, for example, when customers are ordering and receiving deliveries of goods. As a result of this, in addition to the above minimum requirements, Suppliers should demonstrate how they will manage diversity and equality aspects associated with the delivery of this contract and the customers involved.

International Labour Organisation (ILO)

- 5.2.5 Given the role DWP has in UK Government welfare and employment objectives, and to improve the quality of life for all, assurance must be sought around labour standards throughout the supply chain.
- 5.2.6 Some areas of labour practices and industrial relations aren't covered in some countries' legislations, or always enforced robustly when they are. In respect of labour conditions, [International Labour Organisation \(ILO\)](#) guidelines, (fully coherent with those of the OECD) are extremely useful when trying to advance opportunities for people to obtain decent, productive work in conditions of freedom, equity, security and human dignity. The main aims of the ILO are to:
- Promote rights at work
 - Encourage decent employment opportunities
 - Enhance social protection and
 - Strengthen dialogue in handling work related issues
- 5.2.7 The ILO is the global body responsible for drawing up and overseeing international labour standards. Working with its member states, the ILO seeks to ensure that labour standards are respected in practice as well as principle.
- 5.2.8 The ILO provides a 'one stop shop' service to businesses called the ILO Helpdesk. The Helpdesk is available free of charge to managers and workers as well as workers' and employers' organisations. The Helpdesk provides guidance and deals with questions relating to international labour standards. Further information can be found [here](#).

Organisation for Economic Co-operation and Development (OECD)

- 5.2.9 The Organisation for Economic Co-operation and Development (OECD) guidelines for Multinational Enterprises provide voluntary principles and standards that Governments adhering to the guidelines encourage international businesses to comply with wherever they are trading and operating. The guidelines set out a responsible approach to areas of business ethics, including:
- Employment and industrial relations
 - Human rights
 - Environment
 - Information disclosure
 - Combating bribery
 - Science and technology
 - Competition and
 - Taxation

5.2.10 Adhering Governments also recommend that multinational businesses encourage their suppliers and sub Suppliers to observe these standards.

5.2.11 The Department for Business Innovation & Skills (BIS) website provides further details on the [OECD guidelines and the role of the UK National Contact Point](#) (responsible for promoting the guidelines and managing complaints relating to businesses registered in or operating from the UK).

5.2.12 Following examination of a complaint, the UK National Contact Point will issue a Final Statement setting out whether the UK National Contact Point considers that the company has acted consistently with the Guidelines or not. This will be published on the UK National Contact Point's website.

Contractor requirements

5.2.13 DWP requires that Suppliers demonstrate assurance (as far as reasonably possible) that their supply chains are acting in accordance with ILO and OECD guidelines.

5.2.14 Suppliers should ensure that they have a level of visibility throughout their supply chains that they feel is sufficient to highlight any potential risks and issues. This visibility should be demonstrated to DWP in order to provide assurance to the Department. This level of visibility should remain consistent as DWP may request further assurance at any point during the duration of this contract, particularly if wider risks are identified in a particular market sector

Supported Factories and Businesses

5.2.15 Suppliers are encouraged to utilise Supported Factories and Businesses (where at least 50% of the workforce are disabled) as sub Suppliers where ever possible and appropriate to do so. Further details on Supported Factories and Businesses can be found [here](#).

Apprenticeships and Skills

5.2.16 The Government announced that supporting apprenticeships was to be a prioritised policy to be pursued through procurement. Ministers announced a new ambition to secure 20,000 apprenticeship places through public procurement, as part of a wider commitment to increase apprenticeship numbers.

5.2.17 Further information on apprenticeships can be obtained from the [National Apprenticeship Service](#).

5.2.18 Minimum contractor requirements:

DWP Suppliers are required to satisfy the requirements set out in the DWP Apprenticeships and Skills Requirements contract schedule, within three months of the contact start date.

5.2.18 The requirements include:

- Suppliers are required to take all reasonable steps to employ apprentices (and report the number of apprentices employed) during delivery of a contract
- Suppliers must take all reasonable steps to ensure that 5% of employees delivering a DWP contract are employees on a formal apprenticeship programme
- Suppliers must make information about apprenticeships and wider skills opportunities available to employees delivering DWP contracts
- If the use of apprentices is not possible or appropriate in delivery of a DWP contract, the contractor must demonstrate what other training and skills development is made available to employees

6 Quality, Evaluation and Performance Management

6.1 This section provides a summary of the information requirements to meet contractual obligations relating to quality, evaluation, performance and contract management

6.2 DWP is committed to raising the standards of its contracted provision making continuous improvement an integral part of its contracting arrangements.

Performance Management and Account Management

6.3 The RTF contracts will be managed by a Category Manager. Supplier performance is based on an assessment of performance priority which considers a range of factors including estimated contract value, compliance with the contract, performance and security.

6.4 Suppliers will be responsible for managing the contract, including addressing poor performance. The supplier will need to ensure that all systems and processes used for the monitoring and recording of performance are robust,

provide a clear audit trail of evidence, and give confidence to DWP that the supplier and its supply chain are delivering the RTF in accordance with the supplier's overall contractual obligations.

- 6.5 The supplier must appoint appropriate named contacts who will work with the DWP Category Manager to ensure that RTF is delivered as specified in the contract and that required standards and performance levels are met.

Performance

- 6.6 DWP Category Manager may hold regular Contract Performance Review (CPR) meetings with suppliers which will focus on the achieving contractual performance and quality of service and improving delivery in line with the Contract. Staff representing JCP districts and Benefit Delivery Centres may also attend these meetings.

- 6.7 DWP will use MI collated from the invoices submitted by the supplier for the ongoing management of the provision and for discussion with individual suppliers.

- 6.8 As DWP is committed to transparency on how its programmes are working, suppliers need to be aware that MI may also feed into published Official Statistics on the RTF. Consequently suppliers must treat information they have access to as restricted, and for their use only, ahead of formal publication. Official Statistics may also cover performance expectations at supplier level.

- 6.9 The Supplier must supply information requested relevant to the delivery of the Services to the Authority. The Supplier will be required to produce monthly reports with information which may include but is not limited to:

- Dates of transactions;
- Value and description of goods purchased;
- Store/Group where purchases made;
- Variances between amounts awarded by Jobcentre Plus Advisers and the actual amounts spent on the goods;
- Complaints.

- 6.10 The Authority reserves the right to make reasonable requests for ad-hoc information and reports, at no additional charge from the Supplier.

The Authority shall provide:

- a. Remote Category Manager and support teams to work in conjunction with the Supplier to manage and monitor Information and operations

The Supplier shall provide:

- a. An experienced senior manager to work with the Authority to provide strategic leadership and input, and in particular management of the service

6.11 The Supplier will be required to report on:

- a. Financial Stability & Invoicing
- b. Forward planning
- c. Changes to management team(s)
- d. Proposals for changes to working practices through a formal change control process
- e. Any business disruption incidents including any store closures
- f. Security and breaches of Security

At intervals agreed with the Authority. This list is not exhaustive.

Appendix 1 – Jobcentre Plus Group and Districts

There are seven Groups throughout England, Scotland and Wales. Each Group has a number of Districts which are serviced by a number of Jobcentre Plus offices. The Group and associated Districts are as follows:

Group	Districts
Scotland	North of Scotland West of Scotland East & South East Scotland Glasgow, Lanarkshire & East Dunbartonshire
North East England	Durham & Tees Valley North East Yorkshire & The Humber Northumberland, Tyne & Wear South Yorkshire West Yorkshire
North West	Cumbria & Lancashire Greater Manchester Central and Cheshire Greater Manchester East & West Merseyside
London and The Home Counties	Bedfordshire & Hertfordshire Essex East London North London South London West London Kent
Central England	Nottinghamshire, Lincolnshire & Rutland Leicestershire & Northamptonshire Birmingham & Solihull Black Country Mercia Midland Shires (Derbyshire, Staffordshire & Shropshire) East Anglia
Southern England Group	Devon, Cornwall & Somerset Surrey & Sussex Thames Valley Greater Wessex Gloucestershire & West of England
Wales	South East Wales South West Wales North & Mid Wales

Further information can be provided on each Group / District coverage if required.

Appendix 2

Proposed Packaging for Retail Trade Framework

Goods required		Ladies & Gentlemens Clothing	Work wear	Work Tools / Equipment	Bicycles and Accessories	Laptop Computers, Tablets and Mobiles
Jobcentre Plus Groups	Scotland	Lot 1a	Lot 2	Lot 3	Lot 4	Lot 5
	North East England	Lot 1b				
	North West	Lot 1c				
	London and The Home Counties	Lot 1d				
	Central England	Lot 1e				
	Southern England	Lot 1f				
	Wales	Lot 1g				

Appendix 3

Detailed Lot Information

Lot 1 Women and Gentlemens clothing

The Authority requires Suppliers to supply a range of quality smart and appropriate clothing suitable for attendance at interviews or the work place that will withstand the normal wear and tear of work. The Supplier will need to be able to supply a wide range of sizes, for example plus, petit and tall sizes. The list below is the approved list of items that are likely to be required. **Suppliers must be in a position to supply all items listed.** This list is not exhaustive. There may be occasions where the claimant requires other items not listed. JCP advisers will order these items using the process set out at paragraph 2.10 above.

Ladies

Shirt
Blouse
Coat
Trousers
Skirt
Shoes
Boots
Jeans
Jacket
Cardigan
Sweater
Trainers
T Shirt

Gentlemens

Shirt
Coat
Shoes
Trousers
Ties
Jeans
Jacket
Jumper
T Shirt
Cardigan

Trainers
Boots

Lot 2 – Workwear

The Authority requires Suppliers to supply quality workwear which fits within required standards and will withstand the normal wear and tear of work. This lot should comply with all industry regulations and be fit for the purpose it is bought. The list below is the approved list of items that are likely to be required. The list below is the approved list of items that are likely to be required. **Suppliers are not required to be in a position to supply all items listed.** This list is not exhaustive. There may be occasions where the claimant requires other items not listed. JCP advisers will order these items using the process set out at paragraph 2.10 above.

Safety helmet
Safety glasses
Steel capped boots
'Rigger' style boots
High Vis vest
High Vis Jacket
Safety mask
Boiler suits
Overalls
Gentlemens lightweight waterproof jacket
Ladies lightweight waterproof jacket
Gentlemens padded waterproof jacket
Ladies padded waterproof jacket
Gentlemens waterproof trousers
Ladies waterproof trousers
Ladies Tunic
Gentlemens Tunic
Chef's Clogs
Catering clothes including Chef whites
Apron
Donkey Jacket
Gardening Gloves
Safety Gloves
Combat Trousers

Lot 3 – Work Tools and Equipment

The Authority require Suppliers to supply quality tools and equipment which are fit for purpose and comply with any industry standards or regulations relevant to the purpose for which they are purchased. The list below is a list of items that are likely to be required. **Suppliers are not required to be in a position to supply all items listed.** This list is not exhaustive. There may be occasions where the claimant requires other items not listed. JCP advisers will order these items using the process set out at paragraph 2.10 above.

Socket set
Tool box
Hammer
3 way extension ladders
Step ladders
Corded Drill
Screw drivers
Cordless Drill
Hammer
Saw
Corded Power Screwdriver
Cordless Power Screwdriver
Electric Sander
Tile saw
Bricklaying trowel
Wood chisel
Plane
Wrench
Nail Gun
Chamois leather, scrim, bucket and associated window cleaning equipment
Pipe cutter
Blow torch
Work Bench
Electricians tape
Pasting table

Paint brushes
Wallpapering scissors
Drill bits
Torch
Plumbers cement
Sandpaper
Hawk
Derby
Chef's knives
Hairdressing scissors

Lot 4 – Bicycles and Accessories

The Authority require Suppliers to supply quality ladies and Gentlemens bicycles, a range of accessories e.g. locks, lights and mud guards and helmets whilst delivering best value for money to the Department. Options for an assembly service would be preferred but is not essential. The list below is the approved list of items that are likely to be required. The list below is the approved list of items that are likely to be required. **Suppliers must be in a position to supply all items listed.** This list is not exhaustive. There may be occasions where the claimant requires other items not listed. JCP advisers will order these items using the process set out at paragraph 2.10 above.

Ladies Bicycle
Gentlemens Bicycle
Coil Lock
Front Light
Rear Light
Ladies Helmet
Gentlemens Helmet
Front Mudguard
Rear Mudguard
Bicycle Pump
Bicycle repair kit
Water Bottle
Waterproof Cape

Lot 5 –Laptop Computers, Tablets and Mobile Phones

The Authority requires Suppliers to supply quality mobile phones and Laptop Computers whilst delivering best value for money for the Department. Suppliers will

be expected to comply with [Government Buying Standards](#) regarding technical specifications for Laptop Computers.

Suppliers must be in a position to supply all items listed.

The Technical Specifications for Laptop Computers are:

Laptop Computers

Purchase of Laptop Computers with low energy consumption to reduce the amount of energy consumed throughout the life cycle, the amount of waste sent to landfill and noise levels.
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<i>The European Commission has required that Energy Star criteria be used in Central Government Procurement, as of December 2007</i>
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BEST PRACTICE Technical Specification(s)

- | |
|---|
| <ul style="list-style-type: none">• The product meets the performance requirements of ENERGY STAR
<i>Products awarded the ENERGY STAR label will be deemed to comply. Other appropriate means of proof, such as a technical dossier of the manufacturer or a test report from a recognised body demonstrating that the criteria are met will also be accepted.</i>• Parts: facilitating segregation and recovery<ul style="list-style-type: none">○ Parts that have to be treated separately are easily separable○ Plastic parts >100g consist of one material or of easily separable materials.○ Plastic parts >25g have material codes according to ISO 11469 referring to ISO 1043.○ Plastic parts are free from metal inlays or have inlays that can be removed with commonly available tools.○ Labels are easily separable. (This requirement does not apply to safety/regulatory labels).○ Upgrading of components can be done (e.g. with processor, memory, cards or drives)○ Upgrading can be done using commonly available tools.○ All cover/housing plastic parts >25g are halogen free• Prolonging useful life: Hardware upgrades.<ul style="list-style-type: none">○ Spare parts are available after end of production for 5 years.• Chemicals in components.<ul style="list-style-type: none">○ Plastic parts >25g are free from flame retardant substances / preparations |
|---|

- above 0.1% classified as R45/46, R50/51/53 and R60/61 (67/548/EEC)
- Maximum mercury content per lamp of 3mg
- Packaging.
 - Product plastic packaging does not contain chlorine.
- Documentation.
 - User and product documentation do not contain chlorine bleached paper

Appropriate means of proof for all specifications include a technical dossier of the manufacturer or a test report from a recognised body demonstrating that the criteria are met.

Laptop Computers – Minimum requirements

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) DDR2 RAM (32-bit) or 2 GB DDR2 RAM (64-bit)
- 160 GB 7200RPM SATA hard disk drive
- DirectX 9 graphics device with WDDM 1.0 or higher driver
- 14" screen.
- Integrated graphics
- Two (2) USB 2.0 ports
- Integrated Ethernet interface (10/100/1000)
- Audio
- 802.11b/g/n Wireless Card

Mobile phone – Minimum requirements Basic "Pay as you Go" mobile phone capable of making and receiving phone calls and sending and receiving text messages.

Appendix 4 – IPF1JP



IPF1JP v08.12
sample.pdf

This form will be updated to take into account the new payment method once refined.

Appendix 5

SERVICE DELIVERY STANDARDS

- A6.1 The success of RTF will be measured against a series of delivery standards to ensure that the policy intent of the programme is delivered.
- A6.2 Delivery against respective responsibilities will be monitored through a combination of existing performance management practices, local provider engagement meetings and a range of service delivery standards.

Minimum Performance Levels

- A6.3 Once the contract has gone live, suppliers will be required to deliver the following targets:
- the ability to supply goods to JCP customers from 1st December 2014 in accordance with the requirements
 - provide a high level of customer service in accordance with the specification requirements
 - provide the requisite goods according to the prices set out in the bidding documentation.
 - implement any other agreed minimum performance levels as set out in the tender and agreed with the authority during post tender discussions

Minimum Service Levels

- A6.4 Providers are expected to actively manage provision to ensure appropriate action takes place.
- A6.5 The measures to identify that timely access to goods, appropriate communication channels and robust processes are in place will include:
- Suppliers ensuring that customers are provided with excellent customer service and not subject to stigma.
 - Suppliers to ensure that all staff are aware of the Retail Trade Framework including the processes and procedures
 - Providers ensuring they submit correct feeder files on a monthly basis
 - Suppliers fostering a good relationship with local JCP offices
- A6.6 These targets and standards will be managed by the DWP Category Manager.

Assurance Processes

- A6.7 It is essential that we can provide assurance to the taxpayer that publicly funded provision is delivering a quality service and value for money has been obtained.
This will be measured using the following methods (this list is not exhaustive):

- Supplier representation at local performance meetings as agreed with DWP at post-tender negotiations;
- Supplier procedures to handle claimant complaints, which must be available to DWP and ICE upon request;
- Suppliers' annual self-assessment report (further information regarding self-assessment is available in Chapter 7 of Generic Provider Guidance); <https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement>
- Performance management process as outlined in section 5 of this document;
- Payment Validation;
- Audit by DWP, NAO or (in England) ESF auditors.