

Date: 19/02/2015

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. 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 aspect of our tender: "In your bid you have advised upon the methods your organisation will adopt in handling referrals from Jobcentre Plus to the provision. Are you able to confirm the methods you will adopt in then notifying claimants of the dates for joining the courses and also details of the methods you will utilise to issue reminders to them of the dates and venues."

Methods adopted in notifying claimants of the dates for joining the course: We will employ a staggered approach to course recruitment. As part of this, we will develop a month-by-month plan to target Work Coaches in specific Jobcentres, encouraging claimant referrals within each town/ district to align with the agreed course dates. The aim of this will be to ensure optimum course participant numbers within each town. Within 48 hours of referral from Jobcentre Plus, our Administrator will telephone claimants to advise of available course dates running within their local town, as well as those running within neighbouring towns within a maximum of 30 minutes travel time from their home. Our Administrators will be trained to equip claimants with all required information to allow them to make an informed choice as to which course date and venue to attend e.g. school holidays and public bank holiday dates, as well as public transport and car parking options. With JCP's approval, we will provide claimants with an impartial list of Ofsted registered childcare providers within a short distance of delivery venues. If required, the Administrator will telephone the claimant the following day to agree a convenient course date and venue, allowing time to consider childcare options prior to committing to a course.

Details of the methods you will utilise to issue reminders to claimants of dates and venues: Once the Administrator has agreed a course date and venue which is convenient for the claimant, a letter will be sent out to the claimant on the same day to summarise the agreement. This will include brief course details, the course dates, full address of the venue and public transport/ car parking facilities which can be used whilst attending provision. We will work to internal targets to ensure claimants are notified in writing of course date, location and details within 5 working days of referral. A text message and/ or email reminder (aligning to claimant preferences) will also be sent to claimants 5 days prior to when their course is due to commence, followed by an informal introductory phone call from the Tutor who will lead their course the working day prior to course commencement.

We would also like to take this opportunity to revise the provisional course dates proposed in our tender (which we fully anticipate to further discuss and review with JCP upon contract award) to the following:

Northampton - 13th April-15th May 2015, 1st June-3rd July 2015, 7th September-9th October 2015

Corby - 20th April-22nd May 2015
Daventry - 1st June-3rd July 2015
Kettering - 15th June-17th July 2015
Rushden - 7th September-9th October 2015
Wellingborough - 20th April-22nd May 2015

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

Yours sincerely,

REDACTED