

1	Warm handover - can this take place in JCP or will it be over the telephone?	Warm handovers will take place over the phone, with the work coach and participant calling the provider from the jobcentre. In some cases (subject to suitable accommodation being available in Jobcentres), it may be possible for the provider representative to also attend the Jobcentre for the warm handover. See para 2.15 of the IPES specification.
2	Warm handover - how can there be a warm handover if people attending the JCP who will not have been to the JCP before?	Customers will have to come into the Jobcentre in order to access IPES provision. Work coaches will make a judgement on how far away they are away from the labour market. For IPES this means customers must be eligible and suitable for IPES provision. Ref 2.12 and 2.13 of specification. In addition, all potential participants will have had discussions with work coaches to establish their suitability and eligibility for IPES. These discussions will take place in Jobcentres. As most participants will be claiming a benefit they will be familiar with Jobcentres.
3	How many customers do you think will go onto the programme from JCP compared to other sources?	All customers will be referred to the programme from JCP. We estimate that nationally between 0 to 450 people per year could start the programme having been identified through sources other than JCP. The range reflects the uncertainty around the estimate. The actual numbers will be influenced by the relationships providers build with signposting organisations.
4	Some Providers already hold SES contracts and therefore have more performance data than others, Can other providers have access to the same data? i.e. actual numbers not just the high level published performance data	DWP can only share what is in the public domain and the published data. Please see link to these statistics: https://www.gov.uk/government/statistics/announcements/specialist-employability-support-statistics-number-of-referrals-starts-and-job-outcomes-to-august-2018
5	Re the Cabinet Office Outsourcing Playbook - abnormally low tenders identified as 10% lower than the cost floor. Will DWP be adhering to this principle?	Yes, DWP will be following this principle.
6	Is it possible to extend the timeline? Current timescale is very tight; additional time would allow for better offers.	DWP have reviewed the timeline following the event and initial responses are now due Monday 8th April 10 am
7	TUPE - in the presentation DWP said it didn't have a position on TUPE but in Annex H of ITT it says DWP think TUPE may apply and there are some yellow highlighted sections included that should perhaps have been removed.	TUPE data was uploaded to BRAVO on 26/3/19.

8	Should innovation be included in the core tender response?	<p>Innovation should be included in the core tender response where it is part of your core offer and you think it will enhance your response to evaluation questions as to how you will deliver the requirements of the IPES Specification and therefore, should you be successful, it will form part of your IPES contract. This core tender response will be evaluated and not shared with the wider market.</p> <p>Separately, the Department would like to understand any proposals / thinking around further innovation or additional services that could help the IPES customer group over and above what is required in the IPES Specification and this should be provided as a separate page within the contract cost register. Refer to paragraph 3.12 to 3.17 of the IPES Specification.</p>
9	What are you looking for in the separate innovation section?	The Department do not wish to be prescriptive in terms of innovation proposals. Bidders should refer to the published response of 19th March, Q8
10	Is there a different innovation expectation to underpin performance, price saving and assessing value? Will these be shared?	<p>See question 8 and 9 above. Innovation should be determined by each bidder and provided as a separate page within the contract cost register.</p> <p>Where innovation has been incorporated in to your core offer to deliver the requirements of the specification, DWP will not share with other IPES bidders.</p>
11	Will all bidders go through to dialogue?	Yes that is the intention as long as mandatory criteria are met. There will be no shortlisting prior to dialogue.
12	We have a lot of governance to go through before submitting a bid so timeline is tight especially with Tender Assurance questions being locked down.	See answer to Question 6 above.
13	Regarding concerns from WHP Additional Assurance that there was some misrepresentation of supply chain relationships - it is difficult to create supply chain relationships in 2 week time period.	DWP have reviewed the timeline (see question 6 above). If Providers have a current supply chain relationship then that may be checked as part of the IPES Tender Assurance process.
14	If Tender Assurance is testing existing DWP Employment contracts, what happens if a provider has a DWP Employment contract in a different CPA to the one they are bidding for, can they use a contract in a different part of the country as evidence?	Yes, bidders can use an example from a different CPA.

15	Are just DWP contracts being tested? What about DWP contracts in devolved deal areas and Scotland?	Only DWP contracts or London and Manchester devolved Work and Health Programme contracts can be used. DWP will not accept any other contracts.
16	Access to Work (AtW) - at what point in the provision can AtW support kick in?	Some elements of support may be funded through the Access to Work scheme from the time the participant starts work. More details on this will be provided within the Provider Guidance.
17	Due to the nature of the customer group we anticipate needing a diverse supply chain - is there an expectation around the percentage of SME involvement?	DWP is committed to supporting the Government target of 33% of Government spending with third party Providers to go to SMEs through either direct or indirect spend where it is relevant to the contractual requirement and provides value for money. For IPES, DWP has an aspirational target of 40% spend, either directly or indirectly, to be with SMEs.
18	Will a list of attendees at the launch event be made available?	Yes this was published on BRAVO on 18/3/19.
19	Random Control Group - will this be decided on before Initial Response as this may need to be incorporated into delivery model?	DWP can confirm that a Randomised Control Group will form part of IPES.
20	How will IPES be delivered in London and Manchester?	IPES will only be delivered through DWP contracts. It is not being devolved to local areas.
21	Warm handovers - can these take place in Jobcentres?	See question 1 above.
22	How will the Work Coach make a reasoned assessment of non-benefit claimant's suitability before the warm handover?	IPES warm handovers are not expected to be made on the basis of a single meeting between the work coach and customer. The work coach will need to determine eligibility and suitability as described in the IPES Specification before the warm handover.
23	What is your estimate of how long it will take to allocate a JCP Work Coach?	The assumption is that most IPES referrals will be identified by the work coach; if an applicant is on benefit it will be possible to assign them to a work coach almost immediately. However, if the application comes via a Signposting Organisation, then it may take approximately 5 days.
24	Is there a decision tree for Work Coaches regarding customer suitability for IPES? What do the criteria look like? This will impact profiling and it would be useful for analysis.	DWP can clearly distinguish IPES and WHP customers. Work has been carried out with JCP work coaches to confirm they can make this distinction, and identify the IPES customers. There is no automated process or decision tree. DWP will use IPES learning and development to support the experience and judgement of our work coaches. Work coaches will be further supported by our Disability Employment Advisers (DEAs).

25	Can the Work Coach process for identifying suitable customers be continually monitored and reviewed through the life of the contract?	Yes, there will be a central co-ordination point looking at referral volumes and looking at how criteria are applied.
26	What are your assumptions on the proportion of participants who are non-benefit claimants?	DWP have used a nil assumption for volumes of non-benefit claimants at this stage. Expectation is that volumes will be small. See Q3
27	What is the main difference between customers expected to go on IPES vs. those on SES?	IPES customers are expected to be further from the labour market compared to those on SES, without the support of the programme; for details of the IPES customer group see paras 2.3 and 2.4 of the IPES specification.
28	Would Work Programme ESA 12 month prognosis group offer a better comparison and have you looked at the data?	<p>Assuming the question is referring to a comparison for volumes:</p> <p>Q. Would Work Programme ESA 12 month prognosis group offer a better comparison and have you looked at the data?</p> <p>A. We have not looked at this data, and do not consider it a useful comparison because:</p> <ul style="list-style-type: none"> a) This work programme group consists of ESA claimants only, whereas IPES will be offered to non-ESA claimants as well. Published SES statistics show around 60% of participants were JSA claimants which suggests that looking at an ESA-only intervention will not be applicable for IPES. b) This work programme group was partly mandatory, whereas IPES is completely voluntary.
29	What is the implication if a participant moves in to work but hasn't completed the IPES 16 hours work experience requirement?	Providers should reflect the journey on the Action Plan, but a job would always have priority over work experience.
30	Is it likely that a provider will receive referrals who are SES completers?	This depends on the work coach's assessment of a particular customer's needs.

31	The specification refers to weekly meetings - does this have to be with the Key Worker or could it be with another organisation/supply chain partner?	Weekly meetings are expected to be held with the Provider-allocated Key Worker and the IPES participant (ref paragraph 2.26 of the specification). 2.26 The quality of the Participant's relationship with their Key Worker is critical to achieving a successful outcome for the Participant. IPES Participants must have a consistent Key Worker throughout their time on provision, so far as possible, including the IWS phase. Caseload sizes must allow Key Workers sufficient time to properly deliver the services and appropriate level of support, to each Participant, as agreed in their Action Plan.
32	Performance Offer - feels like ceiling and floor based on averages	The Department has their view of expected performance levels and will use these alongside the markets initial performance offers to create a median and then develop a performance range to determine the levels of acceptable offers.
33	Have you based the "should cost" model on SES or other programmes?	It is based on predictions of the Department delivering IPES itself. The Outsourcing Playbook for complex procurements recommends that all government departments should do a "should cost" model. It should align with service lines and take a view of what a service actually costs; Department will then baseline. Providers are recommended to look at the Playbook on https://www.gov.uk/government/publications/the-outsourcing-playbook .
34	At the last event you made a reference to accessing the IPES programme digitally - what is the thinking behind this?	The face to face meeting is key to building engagement and delivering IPES outcomes. If a customer can't/won't meet face to face, or if it is necessary in remoter parts of the country - a digital option may be considered. The key thing is to build the relationship. However providers must be mindful of the availability of the required technology, and the Data Security requirements - see 2.43 and 6.14 to 6.17 of the specification. Also that the same quality of service is provided as for other participants as per the Equality Act 2010.
35	Can case conferences be conducted by Skype?	This may be an option but providers must be mindful of data security requirements as per specification 6.14 to 6.17. Also depends on availability of technology to all three parties on Case Conferences

36	Can IPES customers access NEA for self employment support?	At this time IPES and NEA provision cannot be accessed simultaneously. Those qualifying for NEA already have a business idea to take forward, or are already self employed. They are not more than 12 months from the labour market - which distinguishes the IPES customer.
37	Will DWP expect providers to comply with Merlin standard?	Yes see IPES specification 6.10 to 6.13.
38	PPN 01/18 and 04/18 - do providers need to comply with these?	PPN 01/18 is covered in the IPES Terms and Conditions. The requirements of PPN 04/18 will be adopted as best practice.
39	Is there a cap on to what extent primes can be in other prime contractor's supply chains or work in collaboration with other providers?	There is a cap in the specification and this applies at group level - see para 3.23 to 3.27 of IPES specification. It does however only apply to prime contracts.
40	Could the Department please confirm if the DWP contract example to be used for the tender assurance questions needs to come from the Prime bidder only, or can be from another business within the wider group structure and/or a supply chain partner?	The IPES Bidder needs to be the prime contractor for the contract example being used for the Tender Assurance questions and therefore ultimately responsible for the delivery of the contract.
41	Section 44.4 of the Instructions to Bidders states "Each IPES Bidder must identify a single DWP Employment Programme Contract which it will use for each of its responses to Tender Assurance Questions 1.5.2, 1.5.3, 1.5.4, 1.5.5, 1.5.6, and 1.5.7(i) (i.e. the same DWP Employment Programme Contract will be used by the IPES Bidder for each of these questions)". Would DWP consider allowing bidders to reference two DWP contracts, as we feel this would enable us to more effectively demonstrate the capabilities the department is seeking to assure as part of this process?	No, bidders must only reference one DWP contract for responses to Tender Assurance Questions 1.5.2, 1.5.3, 1.5.4, 1.5.5, 1.5.6, and 1.5.7(i). However bidders may choose to use an alternative DWP contract for 1.5.7(ii) if they wish.
42	44.5 of the instructions to bidders states that a different DWP Employment Programme Contract can be used to evidence our response, please could you confirm if all identified contracts have to be current contracts that are currently being delivered	It is not a requirement that it is a current contract however, the contract(s) selected must be able to be tested through Tender Assurance with sufficient evidence and information available to substantiate the response.
43	Annex H states that it is likely that TUPE will apply, and suggests that liability data is embedded within the Annex. However, this does not appear to be the case. Could you therefore please provide TUPE liability related to this CPA as soon as is possible?	Employee data released to Suppliers on 21 March 2019. TUPE position to be confirmed at final offer stage and bidders may change their position up to that point.

44	With regards to the contract example(s) used in our responses to the Tender Assurance questions, could you please advise whether we would be able to use contract examples relating to devolved DWP funding e.g. Work and Health Programme in London?	It has been confirmed that bidders can use contract examples relating to devolved DWP funding from Work and Health Programme in London and Manchester. See Question 15 in Q&A Log published 19th March 2019.
45	Annex G states that bidders need to return an alternative view on TUPE 1 week prior to the deadline date, which is 29/03/2019. Please can you confirm if this still applies, as the TUPE information has still not been released and there is insufficient time to review and complete due diligence of this information.	The deadline for tender submission has now been extended to 8/4/19 and so the date by when bidders now need to return any alternative view on TUPE is 01/04/19.
46	Para 3.36 of the specification refers to an aspirational target of 40% spend with SMEs (direct or indirect). Question 1.4.2 of the Technical Envelope asks how bidders will achieve a minimum 40% spend (direct or indirect). Is this therefore aspirational or is it a minimum specified requirement to spend 40% with SMEs?	The 40% referred to is an aspirational target of spend with SMEs not a minimum requirement. See also response to Q17.
47	Please can you clarify if the SES contract is still live in the North West?	SES contracts are national covering Scotland, England and Wales, including the north west area of England. All contracts are currently receiving referrals and delivering services.
48	In response to the submission date of the 29th March and the need to upload on the 28th in preparation for the 10am next day deadline, we are seeking an extension. With annual leave and current time critical commitments, we are unable to resource the preparation of our submissions in an effective way without funding additional external resource and placing all annual leave for impacted individuals on hold. Even then, we will not be able to submit the Annex S with any appropriate level of detail or question responses to the highest standards. Could you consider an extension of 1 week?	The deadline for tender submission has now been extended to 10am on 08 April 2019.
49	With reference to Annex F (Offshoring Proposal Questionnaire), we are already using a tool that has been approved by the DWP. Can you please confirm if we could state our SPCR number rather than completing the annex.	Annex F will still require completion as the existing SPCR will relate to particular contract(s).

50	With reference to 1.13.2 (SQ 8.1) as part of the Qualification Envelope, can you please confirm the levels of insurance required. Also, is the Product Liability Insurance compulsory, if so to what level?	It is for the IPES Bidder to determine adequate levels of insurance required. The Department will confirm its position on Product Liability insurance prior to the date for submission of IPES Initial Responses.
51	Within section 44.4 of the Instructions to Bidders, it states "IPES Bidders must also identify the delivery sites at which the employment support services under that contract are being delivered in the Appendix at Technical Questionnaire 1.6.6 on BRAVO". There are no appendix's linked to 1.6 on Bravo. Can you please confirm when this will be published.	Template now uploaded in BRAVO.
52	As part of the Qualification Envelope on Bravo, 1.11.1 (SQ 6.1) asks for us to provide relevant experience and contract examples. Is there a template for this?	No, there is no template for this, please upload on a Word document.
53	In section 1.17 and 1.18 of the Specification, it states the number of individuals on voluntary Intervention regimes is 896 for CPA 6. Can you please confirm which cohort these individuals sit in.	896 is the total number of starts we anticipate in CPA 6 over the 4 years of the programme. This figure has been estimated based only on individuals who are on benefit regimes in which regular interactions with DWP are mandatory. It is not based on individuals who are on benefit regimes where interactions with DWP are voluntary, as we expect these individuals to only make up a very small proportion of the total figure.
54	With reference to section 4.22 of the specification, can you please provide examples of the types of costs you are likely to recover	These will be linked to additional costs that the Department incurs as a result of issuing a Performance Improvement Notice, further details will be provided in the IPES Terms and Conditions.
55	If we provide support to the individual during the pre-employment stage which results in them securing employment but the individual decides they do not want us to engage with the employer, how do we provide support?	Providers should record the participants request not to engage with their employer, on the action plan. The action plan should also record that the Employer Support Plan (required within ten days of a participant starting work) will not be produced. Some support can still be provided to a customer without contacting the employer. This should be tailored to individual needs. There should also be continued engagement, so that a customer can return to provision, if still within the timeframe of provision, if their employment does not last.

56	If we secure a paid placement for 6 months, can this contribute to the participants earning under RTI. Can the participant enter permitted work under this programme	Both of these scenarios are currently under consideration with regards to earnings contributing – this is wider than just IPES provision where RTI is used and we will respond asap with a policy decision. A participant can enter Permitted Work whilst on IPES provision, but we will respond on the earnings consideration as outlined above.
57	Could the Department please confirm if the DWP contract example to be used for the tender assurance questions needs to come from the Prime bidder only, or can be from another business within the wider group structure and/or a supply chain partner?	The IPES Bidder needs to be the prime contractor for the contract example being used for the Tender Assurance questions and therefore ultimately responsible for the delivery of the contract.
58	Section 44.4 of the Instructions to Bidders states "Each IPES Bidder must identify a single DWP Employment Programme Contract which it will use for each of its responses to Tender Assurance Questions 1.5.2, 1.5.3, 1.5.4, 1.5.5, 1.5.6, and 1.5.7(i) (i.e. the same DWP Employment Programme Contract will be used by the IPES Bidder for each of these questions)". Would DWP consider allowing bidders to reference two DWP contracts, as we feel this would enable us to more effectively demonstrate the capabilities the department is seeking to assure as part of this process?	No, bidders must only reference one DWP contract for responses to Tender Assurance Questions 1.5.2, 1.5.3, 1.5.4, 1.5.5, 1.5.6, and 1.5.7(i). However bidders may choose to use an alternative DWP contract for 1.5.7(ii) if they wish.
59	Q6.2 - Maintaining Supply chains. Is there a word count limit for any attachment supplied in response to this question?	No, there is no word count for any attachment supplied in response to Q6.2 Maintaining Supply Chains.
60	a) Is there a template available to complete for Q6.1? b) If no template, is there minimum information you would need for the 3 x examples? c) Is there a word count limit?	a) No template available, please use free form b) The information requirement is as per the IPES Specification c) There is no word count limit
61	At the Bidders Event DWP committed to reviewing the bid deadline, following feedback from organisations in the room. Please can you advise when a decision will be shared with the market, as this significantly impacts resource allocation, governance, and - potentially - bid/no bid decisions for this opportunity.	Deadline for ItT tender responses has been extended to 10:00am 08 April 2019.

62	Due to the tight turnaround we are not able to seek / receive legal advice on our TUPE position before Friday 22nd March. Can you please clarify whether we would be able to change our position on TUPE at a different stage of the tendering process?	Employee data released to Suppliers on 21 March 2019. TUPE position to be confirmed at final offer stage and bidders may change their position up to that point.
63	Please could you confirm if subcontractors declarations are to be submitted just for end to end partners or will they also be required for specialist auxiliary partners?	Declarations from specialist delivery partners should be provided.
64	Can you please confirm whether we are able to use Work and Health Programme in the devolved regions as an example for the Tender Assurance Testing process?	It has been confirmed that bidders can use contract examples relating to devolved DWP funding from Work and Health Programme in London and Manchester. See Question 15 in Q&A Log published 19th March 2019.
65	Please can you advise whether we can use DWP contracts for question 6.1 Relevant experience and contract examples	It is for the IPES Bidder to make a judgement, but DWP contracts are permitted to be used.
66	Appendix 3, Delivery infrastructure states "NB If there is insufficient space in the above table to include all the organisations proposed to deliver specific elements of the service involved, please attach a supplementary sheet using the same table format". Please could you confirm whether providers should continue adding rows the the existing spreadsheet, create a new Worksheet or provide an additional Excel Workbook.	Bidders should continue adding rows to the existing spreadsheet.
67	Question 1.4.16 requests a narrative to support Appendix 5. It is not clear whether the first four bullet points of the question relate to the narrative or to Appendix 5, or both? The last bullet asks bidders to use a narrative to expand on the Implementation Plan but is the only bullet that explicitly refers to the narrative. Can you please clarify?	Bidders can determine where to put the appropriate narrative as long as all the bullet points are covered within either Appendix 5 and/or in the 2 sides response to question 1.4.16.
68	Please can the DWP provide further information on the DWP IT System and any supporting CRM system that providers are required to use as part of the IPES delivery? Also, please can we request access details to the weblink?	It is likely that all interactions with Providers will be via PRaP. A replacement system called TRAPS is being developed, but it is unlikely TRAPS will be available in time for IPES go live. Providers will be updated in the event that this position changes.

69	Part of Q1.4.2 asks us to provide details on how we will support the Social Value agenda and how we will ensure we have a consistent approach across the whole CPA. Can DWP confirm that they want a response that is not just limited to Life Chances Through Procurement, but one which addresses wider Social Value agenda issues e.g. how IPES supports development of skills, creates employment opportunities, supports local economic growth, contributes to environmental sustainability, etc.?	Yes DWP can confirm this is a separate requirement to that reflected through the Life Chances in Procurement schedule.
70	Annex S. On tab 14a requires bidders to submit their performance profile of when “the supplier expects to receive payment not outcomes”. Para 5.17 of the Specification states that a “61-day settlement period will exist between DWP’s receipt of HMRC data and notification to the Provider of an Outcome”. If a participant starts a job on Day 456 (month 15), then a HIGHER outcomes (182 days) will be in month 21. Therefore, payment would be 2 months (61 days) after this, so month 23. The profile template only allows for outcomes to be identified up to month 21. Is the assumption of timings correct (and thus the Annex S is incorrect), or is the interpretation of paragraph 5.17 incorrect?	Revised Annex S uploaded to Bravo 26/3/19
71	Can you please confirm that the deadline to return Annex G is still 1 week prior to the deadline - 10am on the 1st of April	Please see response to Question 45 in IPES Q&A Log published 21/03/19.
72	Can you please clarify the outcome data settlement period outlined in the spec (5.17). Can you please confirm that provider will be subject to a 61 day delay in payment being received once the outcome payment has being triggered.	The Department are seeking clarification on this point
73	Randomised Control Group - Can you please confirm if the randomised control activity will be conducted by DWP once the participant has been identified by the workcoach or will the randomised control element be conducted by the provider	The randomised control activity will be conducted by DWP once the participant has been identified by the work coach.
74	In the Spec it advises that weekly appointments should be offered to all participants. CQ31 states that weekly are meeting are expected to be held. Can you confirm clarify this statement?	Participants must be offered a minimum of weekly face to face contact and any additional contact as required. As a minimum, face to face meetings must take place every four weeks throughout their time on IPES provision

75	In the event that we are unable to arrange a face to face meeting or call for the warm handback, due to the JCP Work Coach not being available, can you please confirm an acceptable alternative process?	We don't envisage providers will be unable to arrange meetings/calls with the JCP work coach. However, it may not always be with the work coach who originally referred the participant to provision.
76	How will the referrals be managed? Will we receive referrals on an ad hoc basis throughout the month or will we be notified of referrals for a given month at the beginning of that month?	The frequency of the referrals from the coordinator to Providers has not been finalised at this point.
77	If a participant is already undertaking unpaid work when they join IPES, can this be counted towards the 16hr work placement requirement?	Yes, if the participant is deemed eligible/suitable for IPES, any 16 hours of legal work experience will count if it is undertaken during participation on the programme.
78	Is there any guidance on when the customer should complete the 16hr work placement during the 15 month pre-work period?	There is no specific guidance. Readiness for experience in a work environment will depend on the participants' individual circumstances. Before setting up the experience in a work environment, Providers must consider suitability and progress made in addressing the participants barriers to work.
79	How will referrals be allocated across JCP sites within the CPA?	Referral profiles will not be allocated to JCP sites (due to low numbers). Instead they will be allocated from CPAs to Group or District levels. Monitoring to manage parity is expected to take place.
80	When will Terms and Conditions be made available	Draft terms and conditions were published on BRAVO on 3/4/19.
81	Can you confirm whether DWP's intend to use the Tender Assurance questions and the Tender Assurance Factor for future opportunities, or whether this is something specific for the IPES procurement?	Decisions as to whether to use Tender Assurance questions/Tender Assurance Factor for future procurement will depend on the individual procurement and choices made about the strategy and appropriate tools to be used.
82	Question 1.5.4 states: 'How you ensured ongoing interventions with Jobcentre Plus were tailored and meaningful in order to improve the support provided to participants'. Please can you clarify in respect to this point what you mean by 'interventions with Jobcentre Plus'?	"Interventions with Jobcentre Plus" in this instance are incidences of provider contact with Jobcentre Plus where some action takes place to progress an individual participant's journey on the programme concerned, such as a handover, handback, progress monitoring or any other contact/activity with Jobcentre Plus designed to meet individual participant needs.
83	Can DWP confirm when they would publish the terms and conditions?	Draft terms and conditions were published on BRAVO on 3/4/19.
84	Can you please confirm when the T&C's will be published.	Draft terms and conditions were published on BRAVO on 3/4/19.

85	Can DWP specify whether, for annexes Q6.6.7 and Q6.6.8, we need to list only direct delivery sites or also include delivery sites from our supply chain?	For annexes 6.6.7 and 6.6.8 bidders should list delivery sites at which Employment Support Services are being delivered relating to the DWP Employment contract selected for the response. This includes direct delivery sites and delivery sites from supply chain. 1.6.8(6.6.8) refers to the delivery sites corresponding to the contract specified for question 1.5.7(ii); in this context the detail of the site(s) required is where the operations are delivered from for the specified contract i.e. where the evidence of the process is held to substantiate the response to question 1.5.7(ii).
86	Could DWP provide further information relating to the work locations of staff's eligible for TUPE to ensure we are able to allocate them to the correct CPA?	TUPE information will be refreshed prior to Final Offer; Further information relating to the work location of staff cannot be provided prior to the deadline for Initial Response.
87	On 21st of March you published two additional attachments: 1. 6.6.7 Delivery Sites 1.5.2-1.5.7 (i) 2. 6.6.8 Delivery Sites 1.5.7 (ii) Can you please clarify the following: - On the portal, question 6.6.7 is "To support Question 1.5.7(ii) above, please provide details of your DWP Employment Programme contract". Should the annex for 6.6.8 in fact be for 6.6.7? If so, can you please clarify what annex 6.6.7 Delivery Sites 1.5.2-1.5.7 (i) should be used for. - In addition to delivery sites, what other information is required for 6.6.7. - The annex 6.6.8 Delivery Sites 1.5.7 (ii), the question on the portal is "Please provide details of your DWP Employment Programme Contract Reference Number". Is this an error and this questions does not require the need for delivery locations	The completed documents Annex 1.6.7 and 1.6.8 should be uploaded onto Bravo as a message in the Qualification Envelope by 10am on 8th April. 1.6.7(6.6.7) refers to the delivery sites corresponding to the contract specified for questions 1.5.2 to 1.5.7(i) inclusive. 1.6.8(6.6.8) refers to the delivery sites corresponding to the contract specified for question 1.5.7(ii); in this context the detail of the site(s) required is where the operations are delivered from for the specified contract i.e. where the evidence of the process is held to substantiate the response to question 1.5.7(ii).
88	Could you please clarify with regard to the response provided for Q53?	The correct response to question 53 is: 896 is the total number of starts we anticipate in CPA 6 over the 4 years of the programme. This figure has been estimated based only on individuals who are on benefit regimes in which regular interactions with DWP are mandatory. It is not based on individuals who are on benefit regimes where interactions with DWP are voluntary, as we expect these individuals to only make up a very small proportion of the total figure.

89	Are you able to update on the availability of SES data to support with our assumptions regarding performance offer?	DWP can only share what is in the public domain and the published data. Please see link to these statistics: https://www.gov.uk/government/statistics/announcements/specialist-employability-support-statistics-number-of-referrals-starts-and-job-outcomes-to-august-2018
90	Please could you confirm if a Work & Health Programme customer could leave this provision and move onto IPES if IPES deemed more suitable for the customer and their needs?	A customer can be considered for IPES if they have been exited from WHP and their circumstances have changed. If a customer is deemed eligible/suitable for WHP by the Work Coach, they will not be eligible/suitable for IPES.
91	Is DWP still planning to issue a draft contract at Initial Stage and if so - given short timeframes - does it still require bidders to review and (potentially) propose changes for 8th April submission?	Draft terms and conditions were published on BRAVO on 3/4/19. Bidders are not required to review and propose changes by 8th April submission; this should be done prior to Final Offer deadline.
92	Question 1.4.2 states the following: Provide details on how you will support the Social Value agenda and how you will ensure you have a consistent approach across the whole CPA. Could you clarify whether the meaning of a consistent approach is in general, or a consistent approach to Social Value?	With reference to Q 1.4.2, this refers to a consistent approach to Social Value across the whole CPA.
93	The start numbers in cells D15 to AY15 of sheet 14a Performance Input appear to be flat profiled and locked. Is it possible to unlock these to reflect expected monthly variances in starts?	While ramping up referrals / starts over the first year would reflect learning from previous provision, in the case of IPES the very low numbers means that it may make little practical difference and so may be an unnecessary complication. Volumes have therefore been flat-profiled. In reality, there are likely to be small monthly fluctuations in referral volumes which providers will be expected to be sufficiently flexible to accommodate. These fluctuations are expected to average out over the course of a year.
94	In Q1.4.16 Implementation it states the following: 'The date on which you propose to commence service delivery (first referral date)' Could you please clarify if this date can be prior to the 04/12/19 which is day one of service commencement? Would it be acceptable to put an earlier date in this response, even though delivery would not start until the 4th December?	No, the commencement of service delivery should be prior to this date. There will however be an implementation period ahead of commencement of service delivery.

95	Can you please confirm if we need to provide sub contractor declarations for spot purchase and sign posting organisations included in our bid?	Subcontractor declarations are not required for signposting organisations, however subcontractor declarations will be required for any spot purchase organisations referenced within the bid.
96	Section 1.3 on the portal states that the DWP are under the view that TUPE applies and if the bidder is against this view we should submit annex G by the 1st of April. However, on line 43 of the clarification log, it states "TUPE position to be confirmed at final offer stage and bidders may change their position up to that point". In order for us to submit a compliant bid, can you please confirm if we are required to submit our alternative view or can this wait until final offer.	If the bidder has an alternative view on TUPE, this does not need to be submitted by the Initial Response deadline but must be submitted before Final Offer stage (date to be confirmed).
97	Further to the latest TUPE information that has been circulated, please can you provide details of the assignments on the Remploy spreadsheet	See Q86 of Q&A Log published 28/03/19.
98	Question 1.14.5 - Contractual Documents 5 states the following: If you have no Parent Company would you be able to obtain a guarantee elsewhere (e.g. from a bank). Please could you clarify if this question is PASS/FAIL? (Would an organisation be unsuccessful if they answered 'No'?	This question is not PASS/FAIL so an organisation would not automatically be unsuccessful if they answered "no".
99	1.3.6 - SQ1.2(b) - (ii) states the following: If you responded yes to 1.2(b)-(i) please provide additional details for each subcontractor here. We may ask them to complete this form as well. Could you please clarify the level of detail you are looking for in this section?	The level of detail required in this section is a list of names of proposed subcontractors with an indication of their proposed relationship/role in the supply chain, including for example if there are any tiers.

100	<p>From the requirements specification and response to our previous clarification question, please can you confirm or correct our interpretation below of expectations around IT systems, specifically in relation to case management: The Department intends to deliver a system – known as TRAPS – to Providers as an all-encompassing case management solution. This will be used for day to day operations, reporting, plus audit and compliance. This will meet all security and accreditation requirements as specified by The Department. Please can The Department confirm that this is correct, advise if or how Providers will be charged for using this service, how the service will be provisioned in what timescales we expect the service to be made available. As an interim measure whilst the TRAPS service is made available, The Department expects Providers to deliver a temporary case management service for day to day operations, reporting, plus audit and compliance – that also meets all security and accreditation requirements as specified by The Department. Please can The Department confirm that this is correct, and specify any technical and security requirements that this temporary solution must adhere to.</p>	<p>We can confirm that the Department are developing an in house solution – known as TRAPS - for referrals and case management which will fulfil all the necessary security and audit requirements. The Department does not intend to charge providers for its use. Delivery timescales are not currently known but providers will be informed when things change. Until TRAPS is available the Department will continue to use the current PRaP solution.</p>
101	<p>In relation to Q1.4.2 – Service Delivery Proposal, please can you confirm if you are expecting to see the journey mapped to 1 specific customer?</p>	<p>We are expecting to see a generic customer journey explaining how individual barriers will be identified and addressed, and how interventions will be structured, with the appropriate rationale, as per the IPES Specification. If bidders think it would be helpful to map the journey to 1 specific customer then they can choose to use this approach.</p>

102	With regards to the completion criteria on page 26 paragraph 2.47 could you confirm whether or not a participant is considered to be a completer once they have achieved the higher earnings outcome? Under the completion criteria one of the scenarios states that a participant can be considered to have completed the programme once they have: -Achieved the higher threshold outcome and -Received a minimum of 182 days of IWS and -The provider determines their support is no longer required. but if they achieve a higher earnings outcome in less than 182 days are they considered to have completed the programme?	No, the Participant is entitled to a minimum 182 day period of IWS even if the higher earnings threshold outcome has been achieved before the 182 days have elapsed. Please also see examples in Annex 2 of the IPES specification.
103	Subcontractor Delivery Stencil and Declaration In the Stencil there is a column for % of Overall Delivery. Is this intended to apply to % of volume delivery or % of contract value? We ask as our supply chain includes organisations that will not deliver "end to end" support for participants but will e.g. provide products/tools, deliver staff training, or ad hoc participant support. Also, should these organisations complete subcontractor declarations or are these intended for end to end suppliers only?	The % of Overall Delivery on the stencil is intended to represent the % of volume delivery. Subcontractor declarations will be required for any supply chain organisations referenced within the bid.
104	SES Earnings Data. Is more detail available on the earnings data in the Performance Annex, including a regional breakdown of earnings?	See Q89 from Q&A Log published 28/03/19.
105	Within the SPEC the department refers to IPES PG. Can you confirm that provider guidance will be created for IPES as it was suggested at the market engagement event that this would not be the case.	The IPES Provider Guidance will be available for reference. Commercial Directorate confirmed at the Provider event 14/3/19 that the guidance does not form part of the contract. It will provide details on processes.
106	Cost Register. Within tab 15b of the CCR, Service Line 10 is stated as On Boarding. This terminology is not used within the tender documentation as far as we can tell. We presume that this means the contact made between the Warm Handover and the Initial Appointment, as there is a Service Line entry for Warm Handover. Could you please advise as to what is meant by On Boarding in this context?	Clicking on the "onboarding" link in the spreadsheet should bring up the definition: "The work the provider needs to do to keep the participant engaged from the point of referral up until the point they start on provision". For IPES this relates to activity to keep the customer engaged between the Warm Handover and the Initial Meeting with the provider.

107	Can the DWP please confirm what level of screening, including health related screening will take place with potential participants prior to Warm Handover in order to ensure suitability for IPES? • Does the DWP require providers to have a certain level of Clinical Governance sign off in relation to assessment tools?	A disability/health condition is self-declared by the customer for the purposes of DWP employment provision. There is no expectation on providers relating to Clinical Governance. See IPES specification paras 2.3 and 2.4 for details of customer eligibility/suitability for the IPES programme.
108	Do DWP have an approved list of signposting organisations for Referrals?	Not for IPES. Providers will need to identify potential Signposting Organisations for IPES; local arrangements will be in place for approval.
109	Will DWP accept Electronic signatures on customer action plans?	Current policy allows signatures to be scanned and stored electronically. At this time electronic signatures are not acceptable on action plans, should this position change, bidders will be notified.
110	Please could you confirm if it is acceptable to explore use of JCP premises were formal/informal agreements are already in place	DWP is confirming the position internally and will provide an update.
111	In regard to the Annex to Q6.6 and Annex to Q6.8, details of delivery sites for tender assurance. Where a bidder is using a Work Programme Contract as the contract example for Tender Assurance and many of the Delivery Sites are no longer delivering Work Programme or have closed due to the contract winding down, what would the Authority expect to see in this Annex?	Please provide details of delivery sites that are currently operational either for delivery purposes or where participant records are stored which relate to the DWP contract you have identified to support responses to Questions 1.5.2-1.57(i)/1.5.7(ii).
112	Can DWP confirm what details they require for questions 1.6.5 and 1.6.7 of the Supplier Contact Details and Supporting Information for Tender Assurance ("To support Questions 1.5.2 - 1.5.7(i)/1.5.7(ii) above, please provide details of your DWP Employment Programme contract")? Would contract title, CPA and start/end dates be enough?	Please provide the DWP Programme Title/ Provision Title and the DWP Contract Number.

113	<p>"The Performance Rationale Question asks: ""Please specify your predicted Earnings Performance Indicator (Earnings PI) figures by month for the contract period, as per paragraph 4.5 of the IPES specification."" Paragraph 4.5 of the IPES specification states: ""DWP also requests Bidders to specify a predicted "Earnings PI" (the number of Participants each Month which the Bidder anticipates would need to have earned an income from employment for the Contractor to achieve the relevant Required Number of Outcomes (RNO)). This is to enable the DWP to carry out Performance Indicator Reviews from time to time as part of review of the Bidder's performance."" Is DWP asking for a monthly profile of participants who will achieve a 'First Earnings' HMRC notification plus a Self-Employed Job Starts? Or is DWP asking for a profile showing how many participants will be 'Employed' and earning in each month, our In Work caseload for example? Or is DWP asking for something other than these two examples?"</p>	<p>The former example is correct. Please provide the combined monthly profile of first earning notifications (originating from HMRC) and self employed starts that you anticipate will be required to meet the Required Number of Outcomes (RNO).</p>
114	<p>For avoidance of doubt, please can DWP define what it means by "Onboarding" - a service line in the contract cost register?</p>	<p>Clicking on the "onboarding" link in the spreadsheet should bring up the definition: "The work the provider needs to do to keep the participant engaged from the point of referral up until the point they start on provision". For IPES this relates to activity to keep the customer engaged between the Warm Handover and the Initial Meeting with the provider.</p>
115	<p>Within tab 15b of the CCR, Service Line 10 is stated as On Boarding. This terminology is not used within the tender documentation as far as we can tell. We presume that this means the contact made between the Warm Handover and the Initial Appointment, as there is a Service Line entry for Warm Handover. Could you please advise as to what is meant by On Boarding in this context?</p>	<p>Clicking on the "onboarding" link in the spreadsheet should bring up the definition: "The work the provider needs to do to keep the participant engaged from the point of referral up until the point they start on provision". For IPES this relates to activity to keep the customer engaged between the Warm Handover and the Initial Meeting with the provider.</p>

116	<p>In relation to section 4.15 of the Instructions to bidders it states the following: ...All acronyms and abbreviations, if used, must be fully explained. You should not assume that DWP has any prior knowledge in relation to any answers you give to questions, even where an example within such an answer relates to services you have previously provided to DWP. a) does this include terms such as 'DWP' and 'IPES' b) does this include instances where accronyms/abbreviations are the norm e.g. 'TUPE', 'HR', 'SME'</p>	<p>No; where acronyms and abbreviations are the norm it is acceptable to use these in the tender bids.</p>
117	<p>We have some HR related questions linked to the TUPE information provided for IPES - can you help? Action on Hearing Loss – Scotland – Number on TUPE List – 1 • What type of pension is offered? Doncaster Deaf Trust – Number on TUPE List – 7 • Is contractual notice period in line with statutory minimum? • Terms of the travel allowance and is it contractual? • Details of the enhanced redundancy terms are required. Action on Hearing Loss – Wales – Number on TUPE list – 1 • Parental @ 39 weeks – does this mean maternity terms? Elite (KS ELI) • No maternity policy attached to review terms. Remploy • What are the terms associated with home working i.e. working hours and what travel costs are associated with home working? • What does DPEC mean? • Details of the collective agreements are required • Is car allowance contractual? • What does NC mean - is it NA? • What is the 'other' allowance for and is it contractual? • Is medical insurance contractual? • Annual leave entitlement needs clarifying, is it the number of hours people are entitled? • What are the enhanced terms of maternity and sickness? RNC .What are UCU pay and conditions? • Details of the collective agreements are required Shaw Trust • Is car allowance contractual? • Is medicash contractual? Details of enhanced redundancy terms are required</p>	<p>Please see Q86 of the IPES Q&A Log published 28/3/19.</p>

118	With reference to CQ 91, we are not required to submit annex R until the Final Offer Stage. Therefore, for our submission on the 8th of April, do we select yes or no and do we just upload a blank document to enable us to submit as it is a mandatory field.	Annex R is Contract Document Amendments. If Bidders answer no, bids are still compliant and any Contract Document Amendments can be uploaded at Final Offer stage.
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