



Department
for Work &
Pensions

Invitation to Tender

Specification

Lone Parent Support Programme

**In the Jobcentre Plus District of
Leicestershire & Northamptonshire**

Contract Reference: UI DWP 101533

January 2015

Contents

1.	Introduction	3
2.	Aim	3
3.	Targeted Support	3
4.	Service Requirements	4
5.	Referrals.....	6
6.	Contract Package Areas	6
7.	Travel Costs	7
8.	Childcare Costs.....	7
9.	Timing	7
10.	Performance.....	7
11.	Provision Budget	8
12.	Payment Model	9
13.	Participant feedback and complaints handling	10
14.	Management Information	11
15.	Sharing of Management Information	11
16.	Health and Safety.....	12
17.	Data Security Requirements	13
18.	Her Majesty's Government (HMG) Personnel Security Requirements	13
19.	DWP Customer Charter	13
20.	DWP Code of Conduct.....	13
21.	Supplier Charter	14
22.	Offshoring (including Landed Resources and Nearshoring).....	14
23.	Provider Assurance Team.....	14
24.	Programme Evaluation.....	14
25.	Sustainable Development	14

1. Introduction

- 1.1 The Flexible Support Fund (FSF) is intended to help Jobcentre Plus District Managers to deliver elements of our service in the way they see fit for their Districts. In particular, the FSF enables District Managers to trial different approaches to tackling worklessness. Greater autonomy for District Managers will enable Jobcentre Plus to respond to one of the priorities of the coalition government - public service reform and the devolution of power from the centre to the front line. District Managers are best placed to deliver elements of our service effectively and efficiently, procuring external services where appropriate, in order to meet the needs of local Claimants.
- 1.2 The Leicestershire and Northamptonshire Jobcentre Plus District Manager has identified a need for a provision which will help Lone Parent Claimants to re-enter the labour market.

2. Main Aims and Objectives

- 2.1 The provision aims to assist pre and post Work Programme Lone Parent claimants who are in receipt of welfare to work benefits [Income Support (IS), Jobseekers Allowance (JSA) or Employment & Support Allowance (ESA)] to progress into sustainable employment through a bespoke programme of support.
- 2.2 This will be achieved by:
 - challenging the myth some lone parents may have around possible financial loss when taking up employment;
 - increasing claimants' confidence and motivational levels and raising self esteem;
 - increasing employability skills and identifying transferable skills;
 - ensuring claimants understand about follow-on support and childcare arrangements.

3. Targeted Support

- 3.1 The provision will target Lone Parent claimants residing in two Contract Package Areas (CPAs), namely:
 - CPA1 – Leicestershire, and;
 - CPA2 – Northamptonshire.
- 3.2 DWP will award one contract for each CPA. Potential Suppliers are invited to submit a tender to deliver the provision in one or more of the CPAs. See the 'Instructions to Potential Suppliers' document (paragraphs 8.1 to 8.42) for details of how to submit tender bids for each CPA.
- 3.3 Information about each of the CPAs, including delivery locations and Claimant referral volumes, is included in paragraph 6.1.

4. Service Requirements

- 4.1 The provision will comprise of a five week course of activities. In addition, up to eight weeks of aftercare support will be available for those claimants who progress into employment.
- 4.2 In addition, up to 8 weeks of aftercare support will be available for those claimants who progress into employment within 13 weeks of completing / leaving the course. See paragraphs 4.10 to 4.11 for further details.

Five Week Course

- 4.3 Each course will run for a duration of 12 hours over a 3 day period each week for five weeks. Potential bidders should bear in mind that, given the target client group, the course must be designed to fit around school hours (i.e. 12 hours of participant attendance over the course of 3 days each week between the hours of 10:00am and 2:30pm).
- 4.4 Jobcentre Plus would like to ensure that the proposed provision is made available / accessible to as many Lone Parents as possible across the District. To this end, the successful bidder(s) will be required to deliver the proposed provision in each of the locations detailed for the relevant CPA in paragraph 6.1. Jobcentre Plus anticipates that a total of up to 16 courses will be required in CPA1 and up to 8 courses in CPA2 over the duration of the contract. Paragraph 6.1 also provides details of anticipated client volumes for each delivery location.
- 4.5 Each course should be designed to support between 12 and 16 participants.
- 4.6 Jobcentre Plus District will agree the delivery dates for the courses in each location with the successful Supplier following the award of contract.
- 4.7 All delivery premises must be accessible to Claimants using public transport.

Course Content

- 4.8 Many of the claimants in this group may have been out of work for a number of years. As a result, it is recognised that motivation and confidence are often key barriers and so they may benefit from the boost the proposed provision will provide to kick start their positive attitude to job searching.

4.9 As a minimum, each course must include:

- An in-depth diagnostic interview to identify the claimants' key barriers to employment. This will produce a robust action plan detailing the interventions which will take place to slowly break down barriers and move the claimant forward;
- Motivational training. This element will address the following topics:
 - the claimant getting to understand their strength and weaknesses;
 - self esteem;
 - social skills, interaction communicating in a group environment;
- Skills / employability training. This element will address the following topics:
 - transferable skills;
 - basic I.T. skills assessment and support;
 - managing personal circumstances to increase employability;
 - effective job searching – identifying capabilities and limitations;
 - effective CV writing;
 - interview skills and techniques;
 - how to search for childcare providers;
 - better off in work calculations;
 - budgeting skills (to support moving to a monthly wage);
 - information / advice about self employment, including preparing claimants for New Enterprise Allowance where it is considered appropriate;
 - the successful bidder is encouraged to involve local employers in the delivery of the proposed provision, where appropriate. For example, this might include employer talks / presentations, mock interviews etc. Bidders will be asked to include an outline of such proposals in their tender bid.

Follow-On Support

4.10 All Claimants moving into work within 13 weeks of leaving / completing the five week course will be offered access to follow-on support for a period of up to 8 weeks from the successful bidder. The support should focus on helping Claimants to retain their job.

4.11 The type of Follow-on support and frequency of contact should be agreed with individual Claimants although, as a minimum, the Claimant should be contacted weekly during the first two weeks of their employment. This could include a mix of face-to-face and 'light touch' contact as may be appropriate to the individual concerned. For example, this could include contact via telephone, e-mail, drop-in facility etc. Bidders are encouraged to propose innovative solutions where they believe, and can demonstrate in their tender proposals, that this will deliver an effective follow-on support service.

5. Referrals

- 5.1 JobcentrePlus will be the sole referral agent to the provision.
- 5.2 JobcentrePlus Work Coaches will be responsible for contacting the successful Supplier(s) to arrange an appointment for the Claimant to start the provision.
- 5.3 The provision will target appropriate pre and post Work Programme claimants. These will primarily be Lone Parents in receipt of IS who's youngest child is aged 1 year or older, or in receipt of JSA who's youngest child is aged 5 years or older.
- 5.4 All Claimants referred to the provision will be resident within the Contract Package Areas described in paragraph 6.1 and, where possible, will be mandated to attend the provision.
- 5.5 The successful Supplier(s) will be responsible for ensuring all Claimants are treated within the requirements of legislation outlined in the contract.

6. Contract Package Areas (CPAs)

- 6.1 The table below details the CPAs and the delivery locations required in each, together with anticipated number of courses and Claimant starts.

- **CPA 1 (Leicestershire):**

Location	Anticipated Participant Volumes	Anticipated Number of Courses
Coalville	12	1
Hinckley	12	1
Leicester	168	11
Loughborough	12	1
Market Harborough	12	1
Melton	12	1
Total:	228	16

- **CPA 2 (Northamptonshire):**

Location	Anticipated Participant Volumes	Anticipated Number of Courses
Corby	12	1
Daventry	12	1
Kettering	12	1
Northampton	36	3
Rushden	12	1
Wellingborough	12	1
Total:	96	8

6.2 Potential bidders should note, however, that these claimant / course volumes are indicative only and that Jobcentre Plus can give no guarantees that these volumes will be realised.

7. Travel Costs

7.1 The successful Supplier(s) is/are responsible for paying Claimants' travel expenses in full for return journeys from the Claimant's home to the agreed delivery venues.

8. Childcare Costs

8.1 Jobcentre Plus will be responsible for arranging to provide childcare costs associated with the participant's attendance on the course. Potential Suppliers should note that all such costs must be agreed with JCP in advance of any agreement reached with the claimant.

9. Timing

9.1 The successful Supplier(s) will work with Jobcentre Plus to ensure the contracts commence no later than 6th April 2015. Each contract will run continuously until 31st March 2016 in order to allow those Claimants entering employment to complete the post course Follow-On Support. The last date for Claimants to start the provision will be 25th September 2015, potentially allowing for a last course start date of 28th September 2015.

9.2 Subject to agreement between the parties, there is a possibility that JCP may wish to extend the contract period(s) beyond the planned end date quoted in paragraph 9.1. Any extension would be for a further period of no more than 6 months and/or up to a further 16 courses in the case of CPA1 and 8 courses in the case of CPA2. However, any decision to extend either of the contracts will be dependant upon various factors, such as contract performance and future budget availability, and so it is not possible to give any further information at this time.

10. Performance

10.1 The performance requirements for each CPA are:

- a minimum of **90%** of claimants starting the provision will complete the 5 week course;
- a minimum of **50%** of claimants starting the provision will achieve a qualifying Job Outcome (including self employment);
- a minimum of **45%** of qualifying Job Outcomes achieved (including self employment) will be Sustained for at least 13 weeks;

- a minimum of **80%** of claimants starting the provision will enter formal accredited work related training or achieve a 'milestone' outcome within 13 weeks of completing the provision. See paragraph 10.4 for definitions of work related training and 'milestone' outcomes.
- 10.2 A qualifying Job Outcome is defined as one where, within 13 weeks of leaving the provision, the participant leaves the unemployment register and enters paid employment (or self employment) with a minimum of 16 hours work per week. Such jobs should be genuine opportunities with a realistic possibility of sustained employment for a minimum of 13 weeks, resulting in an off-flow from benefits. Limited to one Job Outcome per participant.
- 10.3 A Sustained Job Outcome is payable when a Claimant has been in employment (or self employment) and off benefit each week (a week is defined as a 7 day period) for thirteen weeks following the initial job start date. Limited to one Sustained Job Outcome per participant.
- 10.4 For contract performance purposes:
- work related training outcomes are defined as Skills Funding Agency funded accredited employment related training, sector based work academies, apprenticeships or traineeships.
 - a 'milestone' outcome is defined as completion of a full 4 weeks Work Experience with an employer (excluding work experience within the successful Suppliers organisation).
- 10.5 The successful Supplier(s) will be required to report their success against these criteria to Jobcentre Plus.

11. Provision Budget

- 11.1 A total maximum budget of **£222,975** has been set for the provision.
- 11.2 A breakdown of the budget for the individual CPAs is detailed in the table below.

CPA	Maximum Budget
CPA 1: Leicestershire	£154,750
CPA 2: Northamptonshire	£68,225

12. Payment Model

- 12.1 A fixed fee will be paid in respect of each course delivered.
- 12.2 A 'Completer' Fee will be paid in respect of each participant who successfully completes the full 5 weeks of the course.
- 12.3 A Job Outcome Fee will be paid in respect of each participant who progresses into work. See paragraph 10.2 for the definition of a qualifying Job Outcome.
- 12.4 A Sustained Job Outcome Fee will be paid in respect of each Job Outcome which is sustained for a period of 13 weeks or more. See paragraph 10.3 for the definition of a qualifying Sustained Job Outcome.
- 12.5 A fee will be paid in respect of each training or 'milestone' outcome achieved. See paragraph 10.4 for the definition of a qualifying training or 'milestone' Outcome;
- 12.6 When tendering, potential Suppliers are asked to submit their pricing proposals in Annex S of the Tender Form as follows:
- a unit cost per course, *up to a maximum of £2,000.00*;
 - a unit cost per participant who completes the full 5 weeks of the course, *up to a maximum of £100.00*;
 - a unit cost per training or 'milestone' outcome, *up to a maximum of £125.00*.
 - a unit cost per qualifying Job Outcome, *up to a maximum of £250.00*, and;
 - a unit cost per Sustained Job Outcome, *up to a maximum of £1,000.00*.
- See Annex S of the tender form for further details.
- 12.7 Potential Suppliers interested in bidding to deliver the proposed provision in both CPAs will be required to submit a separate pricing proposal in respect of each. See the 'Instructions to Potential Suppliers' document for more information.
- 12.8 The successful Supplier(s) will be paid upon receipt of appropriately completed invoices in respect of courses delivered, qualifying Job Outcomes and Sustained Job Outcomes.
- 12.9 Each invoice must be supported by appropriate evidence / confirmation of all participants starting/completing the course and starting / sustaining a job or achieving a training or 'milestone' outcome. For example, an SL2 in respect of each course starter / completer. In the case of claims for job / sustained job outcome payments the successful Supplier(s) should make best efforts to obtain and submit either written confirmation from the employer involved or copies of the employee's payslips. Should there be an instance where the Supplier is unable to

obtain such evidence, they may instead submit a formal written statement to that effect and provide full details (to include relevant employers' name and address details, date Claimant started employment and, in the case of claims for Sustained Job Outcomes, confirmation of at least 13 weeks continuous employment). Jobcentre Plus will discuss requirements in more detail with the successful Supplier(s).

12.10 A worked example for CPA 1 based on the anticipated number of courses (i.e. **24** courses); progression into work (i.e. **50% Job Outcomes**); and sustained outcomes (i.e. **45% Sustained Job Outcomes**) is set out below for illustrative purposes only:

- Course fee: unit cost of **£2,000.00** – maximum payable **16** x **£2,000.00 = £32,000.00**
- Course Completer fee: unit cost of **£100.00** – maximum payable **205** x **£100.00 = £20,500.00**
- Training / 'Milestone' achievement fee: unit cost of **£125.00** – maximum payable **182** (228 x 80%) = **£22,750.00**
- Job Outcome Fee: Unit cost of **£250.00** – maximum payable **114** (228 x 50%) = **£28,500.00**
- Sustained Job Outcome Fee: Unit cost of **£1,000.00** – maximum payable **51** (114 x 45%) = **£51,000.00**
- **Overall cost £154,750**

12.11 For each CPA, potential Suppliers may propose a lower course fee and/or Job Outcome fee unit cost than illustrated in paragraph 12.6. The successful Supplier will be entitled to claim payment in respect of Job Outcomes achieved in excess of the Job Outcome performance requirements detailed in paragraph 10.1, subject to the maximum overall contract value for each CPA.

12.12 No variants on the payment model illustrated in this specification will be accepted.

13. Participant feedback and complaints handling

13.1 The successful Supplier(s) must put in place a range of mechanisms for encouraging feedback from participants. Participant feedback will be an integral part of the successful Supplier's performance monitoring system.

13.2 The successful Supplier(s) must ensure systems are in place to allow customers to resolve any grievances, concerns or complaints promptly

and with the minimum level of bureaucracy, without causing them embarrassment. This includes complaints in relation to discrimination.

13.3 The successful Supplier(s) must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact Jobcentre Plus for additional advice.

13.4 The successful Supplier(s) must record any discussions and their outcomes, allowing the participant to see and sign the record. Participants will be told the outcome of issues raised by them through the complaints procedures.

14. Management Information

14.1 Management Information is used to measure the performance and success of the provision:

- evaluate the effectiveness of the programme;
- measure the uptake and delivery of provision; and
- monitor and manage contracts (including financial monitoring and external quality inspection).

14.2 Leicestershire and Northamptonshire District will monitor performance and will use Management Information to inform Provider Performance Reviews, as required.

14.3 DWP will collect Management Information about Claimants who have been referred to the provision by Jobcentre Plus. DWP may request Management Information from the Provider. The Provider will be required to maintain records to allow Management Information to be provided to DWP on:

- Referrals
- Starts
- Course completers
- Job outcomes
- Other recognised outcomes

This list is not exhaustive.

14.4 Where DWP requires additional information, to support performance management for example, Providers will be expected to supply this within the agreed time limits.

15. Sharing of Management Information

15.1 There are rules around the sharing of Management Information. These are detailed in the contract.

- 15.2 The Provider shall not (and shall ensure that any of their Sub-contractors shall not) at any time publish, disclose or divulge any of the Management Information to any third party until the date of publication of the official and/or national statistics.
- 15.3 All Providers must implement appropriate arrangements which ensure that the Department's information and any other Departmental assets are protected in accordance with prevailing statutory and central government requirements. These arrangements will clearly vary according to the size of the organisation.
- 15.4 It is the Provider's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.
- 15.5 Failure to comply with any of these Policies or Standards could result in termination of current contract.

16. Health and Safety

- 16.1 All Claimants involved in any way with DWP Provision are entitled to train and work in a healthy and safe environment with due regard to their welfare. Under Health and Safety Law they are regarded as the Provider's employees, whether or not they are paid. Providers must, therefore, comply with their Duty of Care under the [Health and Safety at Work Act 1974](#) and the Act's associated regulations in the same way as they would do for any other member of their workforce. Providers must ensure that participants receive health and safety induction, training and supervision which are appropriate to the provision being delivered, and that systems are in place for checking this, both within their own organisation and at any sub-contractors. Providers must complete risk assessments, instruct, inform and train participants on the control measures identified. There are specific risk assessments for young people, pregnant workers, Lone Workers and employees who are engaged in Manual Handling activities. This list is not exhaustive.
- 16.2 DWP and Jobcentre Plus staff may therefore visit Providers and their sub-contractors for a variety of reasons. When doing so they will, in the course of their duties, adopt an 'awareness' approach to health and safety. In doing this they will not be conducting a health and safety inspection, nor will they be in a position to offer advice on whether something is safe or not. Instead they will approach this from the position of any layperson. If, however, they do spot something on which they require assurance or clarification they will raise this with the Provider or their sub-contractor's representative at the location they are visiting. If it is subsequently decided that the issue raised is one that requires follow up, this will be arranged with the Provider through their local Jobcentre Plus contact.

17. Data Security Requirements

- 17.1 Cabinet Office has introduced mandatory requirements relating to data handling, security and information assurance in government contracts. Information must be protected, together with systems, equipment and processes which support its use. DWP Providers must provide an appropriate level of security. Bidders will be required to submit a Security Plan with their Tender, which details all activities required to safeguard DWP information in compliance with the DWP Security Policy and standards. Bidders are required to complete and submit their Security Plan using the template attached as Annex 4 to the Tender Form.

18. Her Majesty's Government (HMG) Personnel Security Requirements

- 18.1 The HMG Baseline Personnel Security Standard is a staff vetting procedure. It requires that a number of checks are made on persons who are to be given access to Government assets (premises, systems, information or data). Full details of the contractual obligations required to comply with the above procedures can be found in the Guidance document "HMG Baseline Personnel Security Standard - A Guide for DWP Contractors". A PDF version can be viewed at:
<http://www.dwp.gov.uk/docs/aguidefordwpcontractors.pdf>

19. DWP Customer Charter

- 19.1 DWP is committed to providing high quality and efficient services to our customers. The DWP Customer Charter sets out the standards that customers can expect and what their responsibilities are in return. DWP are dedicated to raising the standards of all our contracted provision and require all Providers and sub-contractors to embed the principles of the Customer Charter into the services they deliver on DWP behalf. The customer charter can be found at;
<http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

20. DWP Code of Conduct

- 20.1 The DWP Code of Conduct spells out the key values and principles of behaviour which DWP expects of Organisations which are essential for creating healthy, high performing supply chains. Organisations that contract with DWP will be expected to operate in accordance with the Code of Conduct.

The Code is Annex 1 to the DWP Commissioning Strategy and be found at; <http://www.dwp.gov.uk/docs/cs-rep-08.pdf>

21. Supplier Charter

- 21.1 The Supplier Charter is a set of principles that outline how DWP and its contractors, will work together to help DWP achieve its strategic objectives. The charter embraces a partnering approach to driving up value for money through continuous improvement and innovation. It reflects DWP core values and our commitment to a fairer and more sustainable society. A full copy can be found below.
<http://www.dwp.gov.uk/docs/dwp-supplier-charter.pdf>

22. Offshoring (including Landed Resources and Nearshoring)

- 22.1 Prior written consent from DWP must be sought where Bidders (and/or their sub-contractors) are proposing to host or access DWP systems, services or official information outside of the United Kingdom, or to bring foreign nationals to the United Kingdom to provide services in delivery of the Contract. Bidders must submit an application for approval together with their bid. Further details can be found in the guidance document 'A Guide for Contractors on the DWP Offshoring Policy V2.0'. A PDF version of this can be viewed at: [DWP Contractor Offshoring Guidance](#)

23. Provider Assurance Team

- 23.1 The Provider Assurance Team (PAT) provide DWP with assurance that:
- payments to contracted employment provision Providers are in accordance with DWP and Treasury requirements;
 - public funds and DWP data are protected; and
 - value for money has been obtained.

24. Programme Evaluation

- 24.1 Evaluation of the programme may seek to determine the success of provision. DWP will analyse MI and conduct qualitative research with JCP/DWP staff, customers and Providers to build up a picture of the support delivered. Researchers may wish to visit and interview Providers as part of the evaluation. Providers will be contacted in advance of any fieldwork. Providers are expected to fully co-operate with evaluation activity commissioned by DWP.

25. Sustainable Development

- 25.1 DWP supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to 'enable all people to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations. This includes four main aims - social progress recognising the needs of everyone; effective protection of the environment; prudent use of natural

resources; and maintenance of high and stable levels of economic growth.

- 25.2 DWP Providers are required to ensure that they and their sub-contractors use all reasonable endeavours to comply with the principles set out in the UK Strategy and the Sustainable Operations on the Government Estate (SOGE) targets. More information can be found on the [DWP Sustainable Procurement page](#).