

## JOBCENTRE PLUS SUPPORT CONTRACT - Q & A - ITT

Question Number	Question / Request for information	Answer / Outcome	Sent to Web
1.	Will TUPE information be provided and if so when?	DWP will facilitate an exchange of information between suppliers. Timescales will be confirmed later.	<b>22/6/09</b>
2.	The mentoring relationship can last for 12 months in this contract; during this time should suppliers refer back to the adviser for every intervention?	It will not be necessary to refer back to the adviser on every occasion, only in those circumstances outlined in the specification. However we would anticipate an ongoing dialogue to keep the adviser informed and the updated action plan returned, where appropriate, when the provision has been completed.	<b>22/6/09</b>
3.	Is there a contradiction in the Invitation to Tender relating to customers with drug and alcohol issues?	Customers will not be referred with complex barriers. However some mild barriers may be encountered and we would expect, therefore, that suppliers will signpost these customers to appropriate support	<b>22/6/09</b>
4.	Will there be any further information to state expected delivery locations in each of the contract package areas	Apart from some RRS provision that may have to be delivered on, or close to, an employer's premises, we will not specify at what location provision should be delivered. However the supplier should provide sound reasoning for their delivery location proposals in their bid taking in to account the requirements of the customers.	<b>22/6/09</b>

5.	The service fee for this contract is based on 12 customers per module; what would happen if the numbers were less or more than 12	The optimum number of people attending each Improving Job Search and 'Launch Pad' module is 12. However, Jobcentre Plus may refer up to, and not exceeding, 15 people to each of these modules in order to maximise occupancy. We would expect modules to continue with the numbers referred but do not expect to adjust the service fee if these are run with more or less people than the optimum number.	<b>22/6/09</b>
6.	How do DWP see the relationship between Rapid Response Service and React funding in Wales	There is a hierarchy of funding and delivery with RRS STA and JFT in all cases DWP will use any non contracted provision first as long as it is suitable and can be delivered within a reasonable timescale. The ReAct funding should be used prior to RRS	<b>22/6/09</b>
7.	Can the sub contractors involved in the delivery of the contract change once the legal entity has been agreed	Yes, however DWP would require dialogue prior to any changes in order to understand why the change is required.	<b>22/6/09</b>
8.	The public sector are required to have their sub contractors in place by the Invitation to Tender stage for EU regulations, do they need to comply with these for this contract	It will be for bidders to provide assurances within their bids of their (bidders) delivery model and capability to have this in place for the contract start date. No contract would be awarded if DWP are not provided with assurances on these points prior to contract award date	<b>22/6/09</b>
9.	The specification states tolerances based on different requirements for modules by each Jobcentre Plus District. Can suppliers be issued with these "assumptions" to allow us to model more accurately	Districts were invited to put forward an assessment of what Modules they felt would be required for their customers in their local labour market. These are set out in the Invitation to Tender.	<b>22/6/09</b>
10.	Is it possible to consistently deliver below the volume quoted in the Invitation to Tender, but above the lower tolerance and still receive the service fee without any variation to the fee	Provided the lower tolerance is not breached then payment will be made, but DWP reserve the right to review volumes which may affect the service fee at some point in order to ensure contracts continue to represent value for money	<b>22/6/09</b>
11.	At the end of each year does the tolerance limit change or reset	DWP may review the tolerance levels after a period of time to ensure that they are set at a suitable level. There is no automatic reset on a yearly basis.	<b>22/6/09</b>
12.	How will telephone contact between supplier and adviser be recorded?	This will be determined and agreed between contractor and Jobcentre Plus during the post contract award phase.	<b>22/6/09</b>

13.	Are we expected to factor in the effect of rapid response into the overall contract price	Yes, rapid response will need to be included into the contract price.	<b>22/6/09</b>
14.	What is the process for notifying Jobcentre Plus if a customer obtains a job whilst on provision	The supplier should note the action plan and the customer should be encouraged to inform Jobcentre Plus via the usual methods.	<b>22/6/09</b>
15.	Is the service fee higher in the first 16 months? Is it as simple as dividing by the number of month	There is currently a higher budget for the first 16 months; this higher level of budget will result in a higher level of service fee for the first 16 months. It can be worked out by dividing the budget for the first 16 months by 16.  It is not possible to take the total service fee and divide by 60 to get a monthly amount.	<b>22/6/09</b>
16.	Are the tables in the local specs for vocational training the numbers per course and over what period of time	These figures are the number of starts over 12 months	<b>22/6/09</b>
17.	Can DWP provide an indicative flow of customers onto each module demonstrating the assumptions made	Contract Funding and Volumes are set out in Annex 8 of the Invitation to Tender. The assumptions made are based on information provided by local Districts with their knowledge of their customer groups and labour market.	<b>22/6/09</b>
18.	Will DWP cover the financial implications of TUPE	The cost for this should be included within your financial bid	<b>22/6/09</b>
19.	Are there any limits on the length of contracts for sub contractors	This issue is for the supplier, we would need to know the initial set up and then be kept informed as and when changes occur	<b>22/6/09</b>

20.	What period does the indicative amount of business cover	Yearly	<b>22/6/09</b>
21.	Where the notification letter indicates more than one Contract Package Area, can suppliers bid for more than one	Suppliers may bid for all of the packages that were included in their notification letter at the PQQ stage	<b>22/6/09</b>
22.	When will the short listed suppliers be advertised on the web	Week commencing the 15 June 2009	<b>22/6/09</b>
23.	Other than the Cities mentioned are any others involved in the devolution process	No, just the three mentioned (Manchester, Merseyside and Nottingham)	<b>22/6/09</b>
24.	Can you advise whether TUPE information will be provided prior to bid submission	Yes. See Q1	<b>30/06/09</b>
25.	Can you confirm whether price proposals should include TUPE costings?	Yes. (see also Q18)	<b>30/06/09</b>
26.	We are asked to submit prices exclusive of VAT. Does this mean the indicative budgets are exclusive of VAT?	DWP are currently looking at VAT and the Support Contract specification. DWP hope to publish this information shortly.  See update question 137.	<b>30/06/09</b>

27.	There is mention of a risk premium to be calculated. Is there a definition of a risk premium? Is it related to TUPE implications?	<p>The cost line risk premium in table A of the pricing schedule is a separate and identifiable element of the underpinning provider cost base.</p> <p>Bidders need to consider the risks to delivering the provision and ensure that all relevant costs and liabilities are covered - the contract price is fixed and firm.</p> <p>Bidders could include this at £0 where costs are included elsewhere, or take the opportunity to identify risks separately. However handled, bidders are required to detail in their assumptions how risks are being managed and mitigated.</p>	<b>30/06/09</b>
28.	In some instances the time spent on JCPSC will overlap onto the time when customers would be due to start on FND. What happens in this instance? Presumably customers complete JCPSC?	Where a Jobseeker is an NDLP or NDP participant and referred to the longer JCPSC modules, which could last for up to 52 weeks, the clock stops for them. The Personal Adviser will consider what is most appropriate for the customer at the time. Once training is complete, the Customer rejoins the Jobseeker Regime where they left and they will be referred to FND at the appropriate point in their claim.	<b>30/06/09</b>
29.	Do JCP wish suppliers to develop their own customer feedback provision, or should feedback be obtained solely via the JCP prescribed procedures?	No. We will not be asking Suppliers to gather feedback. However, suppliers may choose to do this as part of their own quality measures.	<b>30/06/09</b>
30.	In Annex 9 for CPA22 Cumbria and Lancashire (see the first line of the first table, page 3) volumes for 'Realistic Jobs for Me' reads as 5,660. Can you please confirm this figure is correct or should it read 560?	The figure should read '560' modules for the 16 month period December 2009 to March 2011.	<b>30/06/09</b>
31.	Can DWP clarify the main differences between the Newly Unemployed (Redundant) client group and the RRS client group, and how provision is to vary between these two groups?	If a customer is under threat or notice of redundancy, or has recently been made redundant unemployed and has been identified as an RRS customer, they will be eligible for RRS provision. If a newly unemployed customer has not been identified as RRS eligible they will be referred to the 'Newly Unemployed' module. Jobcentre Plus will identify what provision a customer needs and specify this on the action plan. RRS provision differs as we may ask Suppliers to deliver this at, or close to, an employer's premises specifically for those affected.	<b>30/06/09</b>

32.	<p>Could DWP provide the following information on TUPE for CPA 20 Glasgow and CPA 6 Edinburgh, Lothian and Borders, Lanarkshire &amp; East Dunbartonshire, Ayrshire, Dumfries, Galloway and Inverclyde:</p> <ul style="list-style-type: none"> <li>• Organisations to be subject to TUPE</li> <li>• Staff numbers</li> <li>• Job Titles of staff</li> <li>• Holiday entitlement</li> <li>• Contract status</li> <li>• Working hours</li> <li>• Salary</li> <li>• Location</li> <li>• Pension</li> <li>• Life assurance</li> <li>• Notice period</li> <li>• Company care entitlement</li> <li>• Any other contractual entitlements</li> </ul>	DWP are working towards having TUPE information available prior to the tender receipt deadline. DWP will facilitate an exchange of information between suppliers.	<b>30/06/09</b>
33.	The volumes for Newly Unemployed and RRS clients are only up to March 2011. Is there to be no contracted provision for these client groups after this period?	Budget allocations from 2011 onwards have not yet been finalised by HM Treasury and will be released in the next Spending Review. At this time, therefore, we are unable to provide any clarity on any funding that may or may not be available in the next spending review, as this will be dependant upon the economic conditions nearer that time. However, we believe that there is a basic core requirement, reflected throughout the life of the contract, and this information has been provided, albeit we cannot give a guarantee to the size and product mix. As a result we will seek to agree any variation to provision accordingly.	<b>30/06/09</b>
34.	Are we permitted to submit an annexe to part 4, showing the customer journey in graphical format?	No. Any narrative or graphical representation supplied by the bidder regarding the customer journey must be within five sides of A4 paper (including the questions) as per the tender form.	<b>30/06/09</b>
35.	For the Resource Centre, clients are to have agreed, timetabled access, this is expected to be up to a six weeks. Is there a set number of hours of attendance per week expected? If so could the level of expected attendance be provided? Also is it expected that hours of attendance are monitored and recorded? Who agrees customer access, the PA or the supplier?	As the Resource Centre will mainly be operated according to each customer's need, we will not be specifying the minimum number of attendance hours expected. The Supplier will negotiate and agree access with each customer, taking into account how a customer wishes to use the Resource Centre and how much support they require.	<b>30/06/09</b>

36.	At the provider briefing event slide 15 stated that the supplier must 'regularly review a customers progress in becoming active in effective job seeking'. Are there minimum standards set for this review? If so what are they, what follow-up of clients is expected?	DWP will not be setting minimum standards for this. It will be for Suppliers to determine in agreement with the customer. However, we expect Suppliers to regularly review a customer's progress commensurate to the time spent on provision, the type of provision the customer is attending and what a customer is expected to achieve from attending that provision.	<b>30/06/09</b>
37.	Travel costs – these are to be included in the service fee. Do they include travel to the modules and travel to attend the Resource Centre?	Yes.	<b>30/06/09</b>
38.	The Annex 9 specification for CPA 6 for the Lanarkshire and East Dunbartonshire district gives a figure of 104 for the Vocational Training Requirements for NDLP, NDP and Carer customers. The actual volumes add to 98, can you confirm which is correct?	The correct answer is '98.'	<b>30/06/09</b>
39.	Certain qualifications include other costs such as license fees for SIA. Are these costs to be included in the service fee?	The Supplier will be expected to cover these costs and take them into account when determining their bid price. DWP will not reimburse these costs separately, but the cost of delivering this type of provision will be reflected in the monthly service fee.	<b>30/06/09</b>
40.	For Part 3 are the tick boxes and questions included in the 4 page maximum content?	Yes. The tick box and questions are included in the in the page limit. The text preceding the tick box and the instructions after the tick box in the tender form are not included in the page limit	<b>30/06/09</b>
41.	For Part 11 is the first page tick box included in the 3 page maximum content?	Yes	<b>30/06/09</b>
42.	For Part 8 is it permitted to include floor plans as an annexe?	No	<b>30/06/09</b>

43.	<p>I am trying to locate on the DWP website the:</p> <ul style="list-style-type: none"> <li>- Provider Guidance for the Job Centre Plus Support Contract</li> </ul>	<p>Provider Guidance specifically for the Job Centre Plus Support Contract is in the process of being compiled and is not yet available. However, the latest version of the current Provider Guidance can be found from the following navigation route on the left hand side of the DWP Home page.</p> <p>Supplying DWP What We Buy Welfare to Work Services Provider Guidance</p>	<b>30/06/09</b>
44.	<p>I am trying to locate on the DWP website the:</p> <ul style="list-style-type: none"> <li>- Draft DWP Terms and Conditions</li> </ul>	<p>The Draft DWP Terms and Conditions on the DWP website are the latest version. However, some of the schedules including the payment and funding schedules contained within the Terms and Conditions are subject to change, as appropriate to the provision be procured.</p> <p>The Terms &amp; Conditions can be found from the following navigation route on the left hand side of the DWP Home Page.</p> <p>Supplying DWP Doing Business with DWP TERMS and CONDITIONS ----- Then please use the central list to identify ----- Terms and Conditions relating to Employment Provision.</p>	<b>30/06/09</b>
45.	<p>A potential subcontractor requested a copy of the Invitation To Tender timetable. Though this was published with the PQQ, it was not a final version.</p>	<p>Timetable:-</p> <p>ItT issued by DWP to Short Listed Organisations (WC 08/06/2009) Deadline for ItT questions (17/07/2009) Deadline for itT responses (11 a.m. 31/07/2009) Tender Evaluation (W/C 03/08/2009) Preferred Bidders Notified (W/C 14/09/2009) Post Tender Discussions (WC 21/09/2009) Contract Award (WC 12/10/2009) Implementation &amp; Transition (WC 12/10/2009) Service Commencement (07/12/2009)</p>	<b>30/06/09</b>

46.	<p>The Devon and Cornwall Annex 9 CPA3 District Module Requirements document states that for NDLP, NDP and Carers the anticipated numbers for launch pad between 7<sup>th</sup> December 09 and 31<sup>st</sup> March 2010 is 54. The anticipated numbers for launch pad between 1<sup>st</sup> April 2010 and 31<sup>st</sup> March 2011 is stated as 1664. If the budget for each of these two periods is divided by the anticipated launch pad numbers the funding per launch pad client for the 7<sup>th</sup> December 09 to 31<sup>st</sup> March 2010 period is £1,833 and for the 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011 period the funding per client drops to £180. This seems anomalous. However, if the anticipated numbers for the 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011 period was 164 instead of 1664 then the funding per client would come out at almost exactly the same as that for the previous period (£1,833). Can you confirm that the stated figures are correct or whether there has been a typing error?</p>	The correct figure is 164	<b>30/06/09</b>
47.	<p>Annex 5 of the specification (Rapid Response Service) states 'Costs will be negotiated and agreed as and when RRS provision is required' and 'should not be included in the costings for the JCPSC'. However the Q and A list states Q) 'Are we expected to factor in the effect of Rapid Response into the overall contract price?' A) 'Yes, Rapid Response will need to be included in the contract price.' This answer seems at odds with the specification document so can you confirm which is correct. Is this a separate application or the newly redundant column?</p>	Suppliers will need to factor in the costs of delivering the 'Finding and Getting Jobs', 'Doing Effective Job Search' and Resource Centre to RRS customers according to the indicative volumes outlined in the ItT. However, as Job Focussed Training requirements (annex 5) cannot be predicted the illustrative examples provided do not constitute a formal requirement and as such should not be included in the costings for the JCPSC. Costs for any Job Focussed Training will be negotiated and agreed as and when this type of RRS provision is required.	<b>8/7/09</b>
48.	<p><u>ITT Spec. 3.3.4 (additional / ad-hoc work in respect of Local Employment Partnerships (LEP) for Pre-Employment Training (PET).</u>  i) What notice will the Supplier be given of impending requirements for PET - i.e. what periods of time will be used in determining what service has been paid for "so far" ?;  ii) Both the Supplier and Supplier Subcontractors may have pre-planned volume schedules for the delivery of JCPS; what consideration will be given to these?</p>	As soon as Jobcentre Plus identifies the need for LEP PET to be delivered via this contract, Suppliers will be contacted to discuss requirements. In determining what service has been paid for, this depends upon at what point in a financial year discussions take place but in the majority of circumstances we anticipate that this will not normally extend beyond a 12-month period.	<b>8/7/09</b>
49.	<p><u>ITT Spec 4 (contract funding model) 4.1 to 4.7</u>  <i>Where there was an agreed case for revising price this would be done by negotiation in good faith using an open book approach between the Contract Manager and the Supplier.</i>  In the context of JCPSC, we believe that the open book approach will consist of a pricing model that will include certain information. Could DWP confirm that the approach under this JCPSC will be consistent with that?</p>	Negotiations will be in good faith using an open book approach between the Contract Manager and the Supplier. The approach under this JCPSC will be consistent with this.	<b>8/7/09</b>

50.	<i>In Annex 9 CPA3 on JSA customer volumes for Realistic Jobs For Me, the numbers shown against Year 6 look extremely high for the 8 month period. All other volumes are 2/3 of previous years. Please confirm that this should be 802 or advise a different volume.</i>	The figure should be 255 for the final period (9 months)	<b>8/7/09</b>
51.	The Hamps/IOW etc Annex specification Rapid Response entries have overlapping dates (on the last page) has an overlap of dates – this is also the same for the New deal for lone parents etc but the JSA one appears correct. <b>(DEC 2009 – 31 MARCH 2011 and APRIL 2010-31 MARCH 2011)</b>	The 1 <sup>st</sup> period of dates should be 7/12/09 to 31/3/10 and then 12 monthly periods. EG 1/4/10 TO 31/3/11	<b>8/7/09</b>
52.	How small a level of partner delivery is acceptable as “spot purchase” rather than subcontract delivery	It is at provider discretion what arrangements they have in place to “buy in” relevant training	<b>8/7/09</b>
53.	The specification suggests the use of a telephone booking system. Is this a requirement of the provision or are providers allowed to use alternative methods?	Yes, a telephone booking system is a requirement of this provision.	<b>8/7/09</b>
54.	Is it possible to provide more specific detail on where the clients with vocational training need are located (as the Package areas are so large)?	No, indicative requirements for vocational training have been broken down by District and due to the nature of this provision, it is not possible to identify the exact locations where we expect the need to arise. The vocational training and locations given in Annex 9 will change throughout the life of the contract as per the specification.	<b>8/7/09</b>
55.	Is there any information available that would provide clarity as to the budget after the first 16 months? Would it be correct to multiply the rates used in the first 16 month period by the indicative volumes supplied to arrive at the post 16 month budget?	We cannot provide any details regarding potential budgets post March 2011. We have provided indicative volumes based upon our planning assumptions and it is up to the bidder to determine their price based upon these figures.	<b>8/7/09</b>
56.	Does the assumption (on the assumptions page of the volume data supplied, page 3) that customers, on average, access 1.5 modules in JCP Support Contract. Job Search Modules hold true for JCP Support Contract Getting Ready for Working Modules?	No.	<b>8/7/09</b>

57.	How do the figures from New Deal Lone Parent, Partners and Carers Participants accessing Improving Job Search Module flow into the New Deal Lone Parent, partners (NDLP) and Carers Participants accessing Getting Ready For Working Module? Are the figures in the latter inclusive of the former?	No. The indicative numbers provided reflect the number of NDLP participants, NDP participants and Carers accessing each of the Improving Job Search and Getting ready For Working modules outlined. Customers accessing the longer modules can also access the shorter ones, but we have provided details of the number of people we expect to start each type of provision.	<b>8/7/09</b>
58.	What relationship, if any, exists between Vocational Training, Launch pad and Keeping the Job, in the New Deal Lone Parent (NDLP), Partners (NDP) and Carers Participants accessing Getting Ready For Working Module?	NDLP participants, NDP participants and Carers can access all the Improving Job Search and Getting Ready For Working modules as a package that meets their needs, as agreed by the Personal Adviser. A customer could, therefore, access Launch Pad, then specific vocational training followed by post-employment support if this is what they require. The indicative numbers provided in the ItT are numbers we expect to attend that type of provision.	<b>8/7/09</b>
59.	Are the values stated in New Deal Lone Parent, Partners and Carers Participants accessing Improving Job Search Module in terms of modules or person? For example, Central Manchester require 73 Realistic Jobs For Me while Manchester East and West require just 2, are these starts or modules? Needs confirming due to the disparity between the 2 figures.	All indicative figures provided for the Improving Job Search modules are numbers of modules. We expect to refer up to 15 people to each module to ensure that each runs with the optimum number of 12.	<b>8/7/09</b>
60.	The Greater Manchester Central District Training Requirements for the NDLP and NDP state a duration of up to 26 weeks, however, Vocational training will require a period in excess of this, up to 52 weeks. How will this then work under the support contract?	Greater Manchester Central District anticipate that they require specific vocational training (European Computer Driving Licence (ECDL) Level 1 & 2) which is anticipated to last for up to 26 weeks, whereas Greater Manchester East and West District require different vocational training (Classroom Assistant (Level 2), Childcare (Level 2) and Business Administration (Level 2)) which is expected to last for up to 52 weeks.	<b>8/7/09</b>
61.	Are the district budgets divided into binding sub district budgets? For example, Greater Manchester Central and Greater Manchester East and West have sub district budgets of £110,000 and £142,000 respectively, is it acceptable to exceed one of these individually whilst remaining within the cumulative total of £252,000?	The Contract Package Value is £252,000 and bidders will need to consider how all the individual District requirements are to be met within this overall amount.	<b>8/7/09</b>
62.	Please can you advise where sub-contractor costs are to be detailed in the Pricing Proposal Document (PPD) and accompanying assumptions. We understand that sub-contractor staff costs are to be detailed under staff costs in Table A and in Part 1 of the Assumptions in the table provided. However previously in similar PPDs we have also included subcontractor premises, participant and management costs in this section. Please can you confirm that it is still correct to detail these costs in Part A on Row 17 and in Part 1 of the Assumptions?	The level of detail a bidder submits in relation to their subcontractors is purely at the bidder's discretion. Subcontractor costs should be included in Part A on row 17 of the pricing schedule and staff costs relating to subcontractors in part 1 of the assumptions	<b>8/7/09</b>

	Alternatively please can you advise where subcontractor premises, participant and management costs should be detailed. Our preference is that all sub-contractor costs are detailed in Table A and Part 1 of the Assumptions as per previous submissions.		
63.	Can you please advise me if you have available copies of boundary maps for the contract package areas? I am specifically looking for: Northumbria, South Tyne & Wear Valley, and West Yorkshire.	We do not have available copies of boundary maps for the contract package areas. However, we will be publishing the Local Labour Market Information for all of the 24 package areas via The DWP website. See question 71 also.	<b>8/7/09</b>
64.	Contract Package Area 11 Annex 9, South Wales Valley & South West Wales Valleys.  Flows have been given for December 2009 – March 2011 for both JSA and New Deal customers, but no flows have been given beyond this point. Can you confirm if either this is only a 16 month contract? Or can you supply us with indicative flows as you have in all the other areas.	As per paragraph 1.17, page 5 of the specification (Contract Size and Duration); DWP intends to seek bids at this second stage of the competition which reflect proposals for a five year contract with an option to extend for up to a further two years..  Suppliers should note that the initial volumes and funding available during the first 16 months of the Jobcentre Plus Support Contract is in response to the current economic conditions and additional funding being made available within the current spending review. We are unable to confirm the level of funding post this period as this will be subject to continual review of the economic and labour market conditions and budgetary provision within the next spending review (covering 2011/12 to 2014/15).  Whilst DWP is unable to confirm the budgetary position post April 2012 we have indicated an indicative level for bidding purposes based on historical requirements. Bidders will need to be able to demonstrate how they can manage the indicative levels in both the early and latter part of contracts and how they will respond, agilely, to potentially large changes in demand.  As and when we have clarity over the requirements in the latter part of the contracts we will seek to negotiate changes in good faith and on the basis of open book accounting the contractors.	<b>8/7/09</b>

65.	<p>(1) For Essex there are no details of the Customer Volumes for any of the courses.</p> <p>(2) For the areas where the two counties have been joined together, is there any further definition about the volumes across the two areas, or are the volumes for each county separate i.e. Bedfordshire &amp; Hertfordshire SIA training, is it 5 customer volumes for each or 5 across both?</p>	<p>(1) This information is correct. In this instance Jobcentre Plus District for Essex has listed the types of Short Certificated Courses and Vocational Training required and provided a total indicative customer volumes figure of 92. There will be no further breakdown.</p> <p>(2) The volumes provided are a total indicative figure for both Bedfordshire &amp; Hertfordshire. There is no further definition. So for SIA training, it is a total of 5 indicative customer volumes across both counties.</p>	<b>8/7/09</b>
66.	<p>Within the New deal Lone Parent, Partners and Carers area, Module 6 – Short Certificated Courses &amp; Vocational Training, has the number of customers broken down over each training item for Year 2-5, but Year 1 &amp; 6 does not – can we place the customers within Year 1 &amp; 6 as we see appropriate?</p>	<p>No. The indicative volumes provided are for the full financial year April 2010 to March 2011 only. The period from December 2009 to March 2010 should be calculated on a pro-rata basis, based on these requirements. Subsequent years are likely to vary and customer through flow will be negotiated as and when required.</p>	<b>8/7/09</b>
67.	<p>If no clients should attend a training module, would we still be paid for this module as the staff and infrastructure would still be in place?</p>	<p>Yes. If no clients should attend a training module, providers will still be paid for this module as the staff and infrastructure would still be in place. Payment for the JCPSC is on an overall service fee, however tolerances are in place to adjust where and when applicable to take account of over or under usage of modules</p>	<b>8/7/09</b>
68.	<p>Can we have clarification on the payment of the Service Fee – Are we paid the total yearly budget, as a monthly amount as Service Fee? Or do we claim a monthly Service Fee plus modules achieved? Or do we claim a rate per module?</p>	<p>Providers are paid the total yearly budget, as 12 equal monthly amounts as a Service Fee.</p>	<b>8/7/09</b>
69.	<p>The customer volumes provided in Annex 9 for the Short Certificated Courses and Vocational Training, are these figures per month, per year, over the five years?</p>	<p>The indicative figures displayed in the first two pages of the Annexe 9 (per individual CPA) for Short Certificated Courses and Vocational Training are annual and their function is to provide a breakdown of the types of training required. The total indicative figure corresponds with the tables at the back of the Annex 9, where the exact periods are specified i.e. 1<sup>st</sup>April 2010 to 31<sup>st</sup>March 2011.</p>	<b>8/7/09</b>
70.	<p>The Q&amp;A is on the DWP website however, the link does not seem to be working and the message page can not be displayed comes up.</p>	<p>The Q&amp;A can be accessed via the following DWP web site navigation. Supplier – What we buy – Welfare to work services – Jobcentre Plus support contract updates – Question &amp; Answer brief</p>	<b>8/7/09</b>

71.	<p>Is it possible to have</p> <ul style="list-style-type: none"> <li>• a list of Jobcentres in Wales;</li> <li>• a list of current providers and delivery bases in Wales;</li> <li>• details of any JCP regional centres.</li> </ul>	<p>Please see the response to question 63 above. DWP has updated the published information on the website for the Jobcentre Plus Support Contract to include individual Contract Package Area information in a single document entitled Background Labour Market Information by Jobcentre Plus District. The information covers local labour market data and the jobcentres within each District. You are advised to undertake your own market research regarding providers and delivery bases in Wales as DWP do not hold this type of information by separate geographic</p>	<b>8/7/09</b>
72.	<p>Can you tell me when an updated Q&amp;A log will be available as I have only seen one and when will the questions raised at finance surgeries be available.</p>	<p>The Q&amp;A log published on the DWP website will be updated weekly. Questions raised at finance surgeries by individual bidders, unless they are of a generic nature and pertinent to all bidders, will not be published on the Q&amp;A log.</p>	<b>8/7/09</b>
73.	<p>I believe there's going to be a PRaP walkthrough event on 21<sup>st</sup> July 2009, should I be attending this?</p>	<p>No. The event is for the successful FND bidders only at this stage. We're scheduled to award JCPSC contracts in October when PRaP is up and running and using this system will be captured during post tender discussions.</p>	<b>8/7/09</b>
74.	<p>Launch pad activity is to be delivered in term time only, does this apply to all eligible customers or just Lone parents. Does this also apply to module 7 as normal school terms only last for 6 weeks and would therefore make it impossible to do 4 weeks of provision plus the 4 weeks work experience (8 weeks)?</p>	<p>Yes, Launch Pad modules 1 to 6 requiring term-time activity applies to all NDLP participants, NDP participants and Carers. Module 7 does not need to be term-time only but delivery needs to be flexible and meet the requirements of all customers with caring responsibilities</p>	<b>8/7/09</b>
75.	<p>In the central Manchester local information the Provision table shows Child Care training to NVQ level 2 for a duration of 12 weeks. Is this duration a mistake as this timescale is below the awarding body minimum time for completion?</p>	<p>The duration for Child Care NVQ Level 2 is for up to 26 weeks.</p>	<b>8/7/09</b>
76.	<p>In Part B of the Pricing Proposal Document you ask bidders to provide a Price per Module figure for each year covering Realistic jobs for me, Doing Effective job search etc.</p> <p>Can you please clarify as to whether this unit cost should take into account the bidders costs relative to providing the Support Centre and vocational training for some participants or whether these 2 elements of delivery should be costed within the overall contract price but separate from the unit cost per module ?</p>	<p>The unit cost should take into account the bidders costs relative to providing the Support Centre and vocational training"</p>	<b>8/7/09</b>

77.	Are the district budgets listed in Annex 9 expected or maximum figures? If the tenders are being assessed on total contract price, is this expected to match the annual district budget or just not exceed it?	The indicative figures supplied are for expected numbers. The district budgets listed in annex 9 are indicative budgets. The tenders are being assessed on total contract price, there is no expectation for bidders to match the annual district budget or just not exceed it.	<b>8/7/09</b>
78.	In Q3 can you clarify if the annex is part of the page limit or in addition to?	Please see para 23 of the instruction to bidders document. This confirms that the annex is not part of the page limit.	<b>8/7/09</b>
79.	Can DWP provide a further breakdown of indicative flows in contract areas e.g. for the case of Lancashire and Cumbria – what % flows is expected for Cumbria and what % numbers for Lancashire?	No. The figures quoted are a total for the Districts which make up the Contract Package Area. Individual District figures are not available	<b>8/7/09</b>
80.	I'm looking at the Manchester Annex 9 District requirements and trying to complete pricing table B. Are you looking for in year 1 under Realistic Jobs for Me the figure of 169 to represent the number of events required based on customer module starts with a maximum of 12 customers per event or do you want the number of individual modules 2,043 i.e. the total number of individuals accessing the Realistic jobs For Me?  Where we enter the price in year 1 are you looking for a cost per individual, cost per module event or an annual cost for delivering that part of the contract?	Under Realistic Jobs for Me the price required in table B is for an individual module	<b>13/7/09</b>
81.	In section B of the pricing proposal it is not possible to include numbers of modules for RRS "Doing Effective Job search" and RRS "Finding & Getting a Job"; can you please tell me why this is the case and where I should include these volumes	See reply to Question 47	<b>13/7/09</b>
82.	The length of time that certain vocational training takes has been listed in the specification but our research has found that certain training courses take longer than have been specified – e.g. Business Administration takes 30 weeks and Customer Service Level 2 takes 35 weeks. Are we allowed to deliver training that takes longer than has been specified?  Secondly, we have been told that quite a bit of the training is already funded e.g. through a local college if the learner is unemployed. Can we access training that is already funded or do we need to pay for it?	We have provided general details only on how long vocational training courses are expected to last, based upon District requirements. It is up to the Supplier to determine how the Districts' vocational training requirements outlined are to be met and, where the duration is longer than indicated, explain why this differs.  No, we would not expect Suppliers to freely access training that is already funded by other means. If the particular vocational training is available through other sources, the Personal Adviser will refer a customer directly to that provision and not use the JCPSC.	<b>13/7/09</b>

83.	Do the numbers given for Rapid Response Service relate to module starts (i.e. groups of 12) or individuals. i.e. for North and Mid Wales it is 1200 for "Doing Effective Job search". Is this 1200 individuals or 1200 courses each with 12 people on?	As each redundancy is unique and we may ask that this type of provision is delivered on, or close to, an employer's premises, the RRS indicative numbers given reflect the number of individual starts onto this provision.	<b>13/7/09</b>
84.	P30 2.1 states that all clients receiving Flexible Support will require a structured induction. This appears to contradict the referral model flowchart where customers are referred directly to modules. Is this induction only for those clients accessing the Support Centres?	No, induction is not only for customers accessing the Support Centre. All customers referred for support must undertake an induction process, which can be delivered to an individual customer or to a group of customers and should be commensurate with the proposed length of stay on the provision. Suppliers should determine how each individual customer's induction will be delivered, bearing in mind that although they may have been referred to a short module and receive an induction as part of this, they may also require access and, therefore, induction to the Job Search Support Centre.	<b>13/7/09</b>
85.	The indicative volumes and suggested numbers of modules create difficulties in the more rural areas. It is impossible to ensure that customers meet the requirement to commence training within 14 days of referral if some of the modules only run every 3 months ( particularly given the minimum number stipulated to run a module)	This answer assumes that the question is regarding 'Launch Pad', in which case if they only run every 3 months; Jobcentre Plus would expect customers to start on the next available one.	<b>13/7/09</b>
86.	Our area has some major employers - would there be an additional budget should redundancies be announced as one of these major employers could eat up the RRS Funding for the area	It is difficult to predict which employers will face redundancy situations in the short, medium or longer term and, therefore, the impact on available budgets. As part of contract management arrangements, we expect both DWP and Suppliers to monitor the usage of all provision within the contract and raise any concerns at the earliest opportunity.	<b>13/7/09</b>
87.	Part 12 requires a draft Security Plan - can we submit as an annex?	No. Responses are required in sequence and within the tender form template.	<b>13/7/09</b>
88.	Will the TUPE information being provided include details on whether staff have been TUPE'd from previous transfers?	No.	<b>13/7/09</b>
89.	How do I correctly address the envelope I forward the tender documents in to you?	Please see paragraph 31 and 42 of the Instruction for Bidders document for this information.	<b>13/7/09</b>
90.	On page 8 of annex 9, CPA 16 for Hampshire and Isle Of Wight, in the top right it states Indicative Numbers 7 Dec 2009 - 31 March 2011 should this state Indicative Numbers 7 Dec 2009 - 31 March 2010	The 1 <sup>st</sup> period should read 7 Dec 2009 - 31 March 2010	<b>13/7/09</b>

91.	On the last page of annex 9, CPA22 for Cumbria and Lancs, vocational training states 55, could further details over what kind of training be supplied	No. The figure is based on RRS assumptions for the getting ready for working module and vocational training requirements will be identified on an individual basis.	<b>13/7/09</b>
92.	<p><u>Annex 9 CPA 22 Cumbria and Lancs</u>  On Page 1; District Vocational Training Requirements - New Deal for Lone Parents, New Deal for Partners and Carers:  The customer volumes in column 3 of the table at the bottom of page one total 350. On the following page next to vocational training it states (350). Is this a subtotal as brackets are conventionally used to indicate a negative value; however the corresponding narrative regarding vocational training needs clarification.</p>	The indicative total of 350 stated is not a negative value. The figure relates to Short Courses only as the Jobcentre Plus District have provided no volumes for Vocational Training. The narrative provided by JCP District explains why no Vocational Training indicative volumes have been given.	<b>13/7/09</b>
93.	<p><u>Annex 9 CPA 1 Birmingham and Solihull</u>  On Page 4, Indicative numbers 7 Dec 2009- 31 March 2010, and 1 April 2010-31 March 2011. The ratio of:</p> <ul style="list-style-type: none"> <li>• Job Search Newly Redundant Customer-Module Starts to Job Search Newly Redundant Modules requested is 12.83 for the first period i.e. <math>770/60=12.83</math> and 12.25 for the second period <math>2450/200=12.25</math></li> </ul> <p>Could you please state which value of persons per module is correct, or does the ratio vary across periods?</p> <p>On Page 2, how do the Short Certificated Courses and vocational training relate to the (110)? This is essentially the same question as was raised regarding Cumbria and Lancs.</p> <p>On page 4, Indicative Numbers, 7<sup>th</sup> Dec 2009- 31<sup>st</sup> March 2010, Why does the figure for 'District through flow of customers' of 3840 not appear in the volumes for the following periods i.e. April 2010</p>	<p>The figure is derived by dividing the starts by 12. This figure then gives an approximate number of modules required.  The number of modules required will vary by the number of starts in each period.</p> <p>The indicative figure of 110 is the total number of Short Certificated Courses and Vocational Training.</p> <p>There are two reasons for this. Firstly, because 7th Dec 2009 – 31<sup>st</sup> March 2010 is a four month period, where as the following periods are for twelve months. Secondly, the figures listed also take into account the total District Budget available for these periods.</p>	<b>13/7/09</b>
94.	What is the rationale underlying the Launch Pad calculations	As with all Getting Ready For Working provision, Districts were consulted and the indicative volumes provided reflect their local requirements	<b>13/7/09</b>

95.	Are modules classified by the date at which they end or start? i.e. If a module starts on the last day on March 2010, which period would this module be allocated to?	The date at which they start i.e. March 2010	<b>13/7/09</b>
96.	Action Plan updates - how will we update the customer's action plan? Will this be directly into PRaP?	Where Action Plans are appropriate, these should be updated clerically and sent to the Personal Adviser by Registered Post so they are received within 3 working days of a customer completing a module. Post tender discussions will clarify in which circumstances an Action Plan is appropriate and provider guidance will contain details regarding the format.	<b>13/7/09</b>
97.	There is no RRS budget in Essex, Beds and Hearts, is this correct?	An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area.	<b>13/7/09</b>
98.	Please will you confirm the following for module numbers on CPA12:-  April 2014 - Dec 2014 JSA Customers; Skills for work. 93 customers; 37 modules  NDLP, NDP, Carers; Realistic Jobs for me, Doing Effective Job Search, Finding and Getting Jobs - 187 customers, 125 modules Skills for Work - 127 customers, 21 modules.  The ratios of customers to modules seem much higher than the others, and much greater than 12.	An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area.	<b>21/7/09</b>
99.	Can you confirm that all Vocational Qualification costs for Lone Parents, Carers and Partners should be included within the overall module cost for the delivery of Launchpad, as no separate line appears to have been provided for Vocational Qualifications for this customer group on the CPA Pricing Schedule?	Costs for Vocational Qualifications for Lone Parents, Partners and Carers should be apportioned across the other modules as providers feel is appropriate. We are not able to advise which of the other modules this should be	<b>21/7/09</b>
100.	<u>Cambridge, Suffolk, Norfolk, Lincolnshire and Rutland</u> Is it possible to supply more specific information about the Accounts/Book-keeping/payroll courses as there is a wide variety of courses available under this heading from introduction level through to level 2 and 3 and obviously has a big impact upon cost.	No. These courses are an example of possible training which may be required. Any vocational training specifically required will be discussed on a 1-2-1 basis	<b>21/7/09</b>

101.	<u>Cambridge and Suffolk only</u> Can we ask for more specific information about the course content for tree surgery as this is a highly specialist course	No. Tree Surgery is an example of possible training which may be required. Any vocational training specifically required will be discussed on a 1-2-1 basis	21/7/09
102.	The figures for the final year (2014) or CPA 6 (Edinburgh etc) seem high for a 9 month period – the numbers for this period are the same as the previous 12 month period – are these figures correct?	An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area.	21/7/09
103.	Hi – I've found another potential error – this time on CPA 9 – Nottinghamshire – the Skills for Work Module number for April 2014 to December 2014 seems too high – it is reading 160. Only 67 customers require this support so this must be wrong. All other numbers seem ok	An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area.	21/7/09
104.	CPA 3 Devon & Cornwall - the RRS start volumes for Vocational training in Year 1 show 42. All other CPA's show only 18 starts for Year 1 where the RRS district budget is £62,000. Please confirm that 42 is the correct number.	An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area. The correct figure is 18.	21/7/09
105.	At the event in London you discussed the need for a pre provision interview. Can you confirm this is only for Lone Parents, Partners and Carers for the 'Getting Ready for Work Modules'?  Also is this the same as the 'Taster' Interview referred to in the specification information in Annex 3 – Launch Pad.	No. A pre-provision interview may be required by any eligible customer to discuss attendance arrangements or who may wish to visit premises and meet the Supplier before committing to provision. These customers are <i>more likely</i> to be parents, partners or carers accessing either the Improving Job Search modules or, particularly, the Getting Ready For Working modules but could be any of the eligible customers accessing any of the provision.	21/7/09
106.	Re Hants and Bucks, Berks and Oxon (BOB): Please explain why the district budget for Hants / IOW is more than for BOB, when fewer modules are required there than in BOB.	<b>The information on Annex 9 shows the district budget for Hants/IOW is less than that for BOB.</b>	21/7/09
107.	Following response to Q47 - In Annex 9 for RRS, there is a number for starts of vocational training - 18 in Year 1 and 55 in Year 2. Please confirm that we are not required to cost for these volumes.	Please see answer to Q47, job-focussed training for RRS customers should not be included in your costings.	21/7/09

108.	In relation to the Rapid Response Service customers detailed in the Contract Package area specification and supporting information documents, no indicative numbers have been given for modules required. Also on page 47 of the Specification and supporting information invitation to tender, the NB note at the bottom of the page states that costs will be negotiated and agreed as and when RRS provision is required. Does this mean that we do not have to cost out this provision. Could this issue be clarified please?	See reply to question 47	<b>21/7/09</b>
109.	When will the tupe information will be available?	See question 113.	<b>21/7/09</b>
110.	I've found another potential error – April 2014 to Dec 2014 – Finding and Getting a Job Modules – only 3 required for 340 customers – is this right?	The correct number of required modules is 29. An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area.	<b>21/7/09</b>
111.	Where providers are planning to use supplier partners to deliver accredited/certificated vocational training on a call on/off basis should they be indicated in the Part 3 Annex 1 table or is this for the use of delivery subcontractors only?	The Annex is used to record any organisations you propose will deliver specific elements of the training rather than ad hoc training.	<b>21/7/09</b>
112.	I'm working on the CPA 15 package area– West of England etc. The details I have been sent seem to be missing the page(s) for Somerset and Dorset – District Vocational Training Requirements – New Deal for Lone Parents, New Deal for Partners and Carers. I know from the rest of the Annex that there is a requirement for 151 modules per year if it helps I'm still working through CPA 15 and have noticed that the number of Skills for Work Modules for Lone Parents seems low for April 2011 to March 2014 Gloucs/Wiltshire – If you compare with Dec 2009 to March 2010 for the same area, or if you compare with April 2011 to March 2014 for other areas it will help you see the potential error – I think the number modules should be similar to the West of England (14 per year)	An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area.	<b>21/7/09</b>
113.	Please can you advise when the indicative information on TUPE will be supplied? At the Finance Surgery it was suggested that this would be by the 10 <sup>th</sup> July.	See question 1 and 109. This information was supplied by e-mail on Friday 10 <sup>th</sup> July.	<b>21/7/09</b>

114.	Within the pricing proposal should the price per module x the Annual Number of Modules from Table B equate to the Annual Total Contract price in Table A for each individual year? For example, for year 1 if each of the module numbers in Table B column E were multiplied by the price in column K should the total of all the modules agree to the Total Contract Price figure in cell F53?	Yes, the figures should match on a year by year basis.	21/7/09
115.	Are prices per module expected to be consistent throughout the contract period (other than inflationary rises) or can the prices change from year 3 onwards to account for potential fixed costs from year 1-2 which will need to be absorbed by the lower module numbers?	The prices bidders quote for modules is purely down to bidders' discretion.	21/7/09
116.	Do we have to pay travel to all JSA customers or is it just the New Deal clients?	Suppliers will pay travel costs for all customers.	21/7/09
117.	<p><b>Can you provide clarification regarding the following:</b></p> <p>CPA10 District Information</p> <p>JSA clients, South East Wales - Apr2010 – March 2011</p> <ul style="list-style-type: none"> <li>Realistic jobs for me 590 customers / 30 modules. If using the average of 12 customers per module, this would equate to 50 modules or 360 customers.</li> <li>Job search support centre – The number of 450 customers seems low especially compared to North and Mid Wales with a customer volume of 1,450</li> </ul> <p>New Deal for Lone Parents, Partners and Carers, South East Wales – all the years given</p> <ul style="list-style-type: none"> <li>The volume of clients seem very low for all the modules, e.g. Realistic Jobs for Me in Dec2009-Mar2010 customer volume of '3'? For the following year a customer volume of '10'?</li> </ul>	<p>The realistic jobs for me module figure (30) is incorrect. The correct figure is 50.</p> <p>All other figures contained in the Annex 9 have been checked and no further amendments are required.</p>	21/7/09
118.	<b>Does lunch need to be provided to the customers attending the modules?</b>	No.	21/7/09

119.	<b>Can you clarify what the Skills Transfer Analysis is?</b> Furthermore can you clarify how this fits in with the Skills Health Check that will be undertaken within the IES/Careers Ladders Wales process?	See page 34 of the Specification for details on what the Skills Transfer Analysis is. This focuses on helping customers identify what skills they have and how they can be transferred across to other jobs.	<b>21/7/09</b>
120.	I have noticed that the volumes of Improving Jobsearch modules for CPA 4 (Coventry, Warwicks, Staffs and Marches) for April 2014 to Dec 2014 for JSA customers seem very low compared to both the previous years and the volume of customers (e.g. – Doing Effective Jobsearch – 287 customers yet only 3 modules required) please can you check and either confirm they are correct or send amended volumes	An amended Annex 9 for this Contract Package Area has been forwarded to the relevant organisations involved in this Contract Package area.	<b>21/7/09</b>
121.	Are the Vocational Training courses detailed in Annex 9 for the first 16 months of the contract or for the life of the contract?	The figures are for the 12-month period April 2010 to March 2011 but the requirement will change throughout the life of the contract as per the specification.	<b>21/7/09</b>
122.	Are the Newly Redundant flows included in the expected through flows for the Job Search Support Centres or are they additional?	Additional.	<b>21/7/09</b>
123.	The ratio between the JSA Customer Numbers and the number of modules in the year 1 <sup>st</sup> April 2014 – 6 December 2014 seems incorrect. For example in the Marches it states 53 customers will start on “Realistic Jobs for Me” but only 1 module is listed. This is the same for Doing Effective Jobsearch, Finding and Getting a Job and Skills for work. Please advise which numbers to base the financial proposal on.	Please see answer to question 120.	<b>21/7/09</b>
124.	The provided templates appear to have different margin settings on a number of questions. Can you please confirm the margin settings required so we can adjust them manually or alternatively re-issue the template with adjusted margins.	Leeds Provision Sourcing Team acknowledges the different margin settings. However, all tender forms have the same preset margins irrespective of which organisation or Contract Package Area the template represents. Paragraph 22 of The Jobcentre Plus Support Contract Instruction for Bidders document states “Please ensure responses are completed in English, on A4 paper, in Arial font size 12 and <u>within the preset margins of the tender form template</u> . Failure to do so may result in your entire tender being rejected.” This statement still applies.	<b>21/7/09</b>

125.	On page 21 of the spec you state Advisers must be able to get through to the contact centre 'first time' in 80% of cases. Could you please define this and advise in what period of time the contact centre would be required to answer such a call (i.e. three rings, one minute) as this would impact staff count	<p>Providers must make sure that there is a suitable person available to answer the calls of Jobcentre Plus advisers, first time. This is because most calls will take place during an intervention between the adviser and customer and both will want an immediate response from the Provider when arranging referral to any of the JCPSC modules.</p> <p>Industry standards indicate that 20 seconds is the most commonly used benchmark for measuring telephone pick up responses and we would expect all Providers to aim for this standard.</p>	<b>21/7/09</b>
126.	Q40 of the Q&A states that text preceding the question box and after it does not count towards the page total. Is this the same for the text on P 22 of the Tender Doc which outlines the minimum requirements for the Security?	Yes, this is text and is not part of the page restriction.	<b>21/7/09</b>
127.	Could you please confirm whether we as providers will be expected to provide lunch to participants for whole day modules?	Please see reply to question 118	<b>21/7/09</b>
128.	When completing part B of the Price Proposal we understand that we do not enter any info in the grey sections on modules for RSS but it seems that we are still required to indicate a price per module. This does not make sense - can you confirm whether we have to enter unit prices next to the grey areas	The DWP requires a price per module to be indicated. This price would be used in negotiations if these modules were required in the future. These figures will not be assessed in the financial section of the ItT and will not contribute to the total contract price.	<b>21/7/09</b>
129.	The tender form template is not breaking over the page correctly. What should we do?	To reset the tender form: Highlight each question and answer box individually on the tender form - click on table - click table properties - click row - via options - click on allow row to break across page - ensure the tick is in "bold"- click ok. Click Save when all document has been actioned.	<b>21/7/09</b>
130.	Does the bidder need to cost into the bid the cost of going onto PRaP? Such costs are changes to IT systems and hardware to be able to adapt systems to use PRaP.	Providers need to have internet access (Microsoft Explorer/Mozilla Firefox) but nothing else. Providers will access via Government Gateway (which will require a certain level of authentication) and in effect see PRaP as a web page, which will show their customers and allows information to be noted on key activities. PRaP will calculate payments on the basis of information supplied by the providers; hence there will be no manual claims. The main area for providers to consider is security. They will be expected to present a security plan which will determine not only whether they can use PRaP, but whether they can start delivering the programme.	<b>21/7/09</b>

131.	We want to include a screenshot within our delivery model to evidence a piece of technology that we currently use and would propose to use within this service. Unfortunately, the text within the screenshot is smaller than Arial 12. Is it acceptable for us to use this?	No.	<b>21/7/09</b>
132.	May we also include details of ad hoc suppliers within Part 3, Annex 1?	No. Subcontractors only.	<b>21/7/09</b>
133.	Para 3 of the Instructions to Bidders states that responses should be in English. We would like to include some Welsh titles for some of the delivery elements within our North, Mid and SE Wales bid. Is this acceptable? All other text will be in English.	Please use English translation as well.	<b>21/7/09</b>
134.	Could you please confirm whether we as providers will be expected to provide lunch to participants for whole day modules?	Please see reply to question 118.	<b>21/7/09</b>
135.	Does the text on a page, that is not related to a question, count towards the page count (I.e. 'DWP will enter into contracts with a single legal entity who will deliver the Jobcentre Plus Support Contract in one of the following ways: direct delivery of a proportion of the provision and subcontracting of the remaining provision to other organisations, subcontracting of the entire provision to other organisations, direct delivery of the whole requirement.')	Please see reply to questions 40/126.	<b>21/7/09</b>
136.	CPA 5 Annex 9. The extreme differences in the sub-district budget allocations leads to massive variances in the notional budget per start. Please explain why these are so different and confirm how the deployment of this overall CPA budget will be allocated/requested by JCP staff across the sub-districts to ensure fairness and value for money.	Please see reply to question 61.	<b>21/7/09</b>
137.	We are asked to submit prices exclusive of VAT. Does this mean the indicative budgets are exclusive of VAT?	Update response to question 26. Indicative budgets are exclusive of VAT.	<b>21/7/09</b>