



Find out more about the DWP's Dynamic Purchasing System with our Quick Guide

Contents

| | |
|---|----------|
| Introduction..... | 2 |
| Service Offer Information | 2 |
| Frequently Asked Questions | 3 |
| Annex 1 | 6 |

This information is taken from a training session held on Tuesday 28 March 2017.

It is not intended to replace information provided through the DWP system or any advice issued by DWP.

Fife Voluntary Action provide 1-2-1 support for organisations looking to register onto DPS.

To find out more or to arrange an appointment contact us on the details below:

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Introduction

The Dynamic Purchasing System (DPS) is a catalogue of accredited providers which enables DWP to source provision from a wide range of providers, including small, medium enterprises. Work Coaches through meaningful interviews with customers, will establish any barriers in moving the customer forward and if this barrier cannot be addressed through any other source, they will discuss with line manager to consider a business case for DPS.

It is expected that small groups of customers will be identified and provision put in place for these existing customers to help them get into work.

The provision is demand led, therefore DWP will identify customers to fill provision requested as there is a risk to organisations that take on these contracts to get the full customer base advertised so they get the full funding amount expected to cover their costs – e.g. staff time, venue etc.

Stages of registration

1. Register on [BRAVO](#) by completing the Pre-Qualification Questionnaire (PQQ). Once this information is submitted, it goes to approval for the next stage.
2. If you pass accreditation, a letter will be issued through Bravo and you will be invited to access Basware portal
3. Once registered you may upload your service offer(s).

Service Offer Information

The Service Offer is a word document you upload to your Basware profile. This document will be used to match business cases required by DWP and the services your organisation wishes to offer.

This is an open document that you complete yourself and upload. There are questions which are designed to guide you and help you complete this document, these can be viewed in Annex 1.

It is vital that you **do not edit the format of the text in the Service Offer**. It may be tempting to reduce the font size to fit more information in etc. but this will affect the programme's ability to search your document for matching information. The format must be kept at Arial Font 12 and should be no longer than two pages (A4). Uploaded documents should be in PDF format.

Categories and Routeways

There are 8 categories and 5 routeways – these can be viewed in Annex 2.

You must categorise your offer correctly. Limiting your service offer to only one may reduce the number of matches your organisation gets.

The business case must specify which categories and routeways are required and your service provision must be under these same categories/routeways in order to be matched. In contrast a scatter gun approach also doesn't work as your service may come up under a search when it's not appropriate.

It is suggested that you look carefully at the Routeways first and then the categories.

Geography

Name the specific job centres in Fife and name the areas you can deliver from.

‘Fife Wide’ is OK but it’s better to be specific as job centres may request specific areas.

Information you should provide

What content and detail of provision are most critical to the DPS service description?

- Who you are
- Where you are
- What you do actually offer
 - Client group – e.g. JSA, ESA, Universal Credit, mixed client group etc.
 - Ages
 - Geographies
 - Type of provision offered – is it group work, 1:1, online, mix etc.

It’s not clear if certain formats are better than others, for example one to one support can be written in different ways: 1:1 – 1-2-1 etc. so think about including different formats in your Service Offer.

There is no expectation that suppliers should provide information on how much their programmes cost to deliver, or to provide any wider costs. The matching process will take cost into consideration as part of the search although this is discussed during the negotiation process when the match has been made.

Performance offer

You should give all outcomes relevant to the routeway you have chosen and any additional ones. Use percentages, not actual figures to allow flexibility in negotiation. Make sure you don’t overbite on outcomes.

Frequently Asked Questions

If there are two providers with a close match what happens?

The provider with the best match will be contacted first. 24 hours is given for a response from the provider.

Allocation of a contract will come down to match first, then value for money as calculated using the DWP’s own formula which takes into consideration the quality of service provided, the provider being able to offer this service when it is required, and whether the cost fits with expectations.

Money is only discussed at this negotiation stage.

What about sector based work academies?

It is expected that these will be funded out with DPS funding – this will be the exception rather than the rule. DPS will be the main procurement method used by the DWP, but on occasion activity will be funded out with these – however these are exceptional and subject to conditions.

If you are interested in this you must still speak with Janet McQueen or Maureen McGibbon

How long will the process take?

It is expected the whole process will take 4-6 weeks from approval of the business case by DWP.

- Business case written by Job Centre Plus staff and approved by DWP
- A search is put through the DPS system to identify a matching service offer
- If a match is found, the provider is contacted and a negotiation takes place on timings and cost
 - If delivery is agreed then the provider will carry this out
 - If delivery is not agreed the next best match will be approached

DWP will not submit business cases too early, this is to allow providers to put up their offers so that the best possible match can be found.

Can the DWP see my Service Offer?

No – only restricted DWP staff can see Service Offers through searching the DPS database when they have a business case.

DWP staff such as Lindsay Geddes, Janet McQueen and Martin Nowakowski cannot see information that is put up on the system.

This is to allow complete impartiality so that a business case cannot be 'pre-matched' with a service.

Staff will need to be diverted away from their current service provision in order to deliver services on demand – does the DPS system allow for recruitment of additional resources?

Provision can be allocated through the DPS system for up to a maximum of 12 months and funding can be requested for up to £50,000 – anything over this must be procured through a separate system under a commercial contract.

If the project required a new staff member to deliver a service to a customer base, then this should be reflected in the cost of delivery. **How does the payments structure work?**

Payments are per start on the programme and vary depending on the category and routeway. DWP will commission a set number of customers, for example if the contract is 10, then the DWP must ensure there are 10 customers to start on the programme. They understand the risk for providers if only 8 out of 10 show up as the payments will be less than expected. Work Coaches are responsible for ensuring customers attend the programme.

The DWP do budget for over performance on each programme commissioned.

Match funding may make provision look cheap – how is this taken into consideration?

As outlined before, there is no need to outline costs in the Service Offer, however at the negotiation stage it is possible to communicate any match funding at that point.

The final decision always comes down to the best match however to ensure the best possible service is commissioned.

Can I see what has been commissioned?

Yes, contracts for over £10,000 must be published on the Basware system. Providers can see what has been commissioned and what the DWP is buying.

Providers can edit their Service Offer at any time.

Can we include our project name in the Service Offer or should we go for a more generic name that will come up in a search?

As long as your Service Offer contains the information outlined above, you can include your project name – this will have no impact on the search.

How will they monitor post performance?

The DWP Provision Team will monitor performance outcomes against the indicators as contained under each of the Categories and against the agreed contract volumes.

This is a change in DWP culture, provision is to be client focused and outcomes will follow.

SUPPLIER SERVICE OFFER FACTSHEET

Provide a detailed description of the intervention/course/provision in the space provided – starting on the next page. This must be no more than **2 pages of A4**, in **Arial Font 12** and must include the following as a minimum:

1. Content of provision and how it would be delivered;
2. Details and evidence of how your provision will ensure that the claimant will: move closer to work/ move into work or remain in work (as appropriate);
3. Your performance offer i.e. what will the outcomes (e.g. % job outcomes and outputs (e.g. Action Plans) be, together with your supporting rationale;
4. How you will manage the performance of the provision to ensure outcomes and / or outputs are achieved

Categories:

➤ **Category 1 (Engagement) and Category 2 (Moving Towards Work)**

The Supplier will ensure that 100% of completers complete an action plan.

➤ **Category 3 (Support for hardest to help with complex and multiple barriers)**

The Supplier will be given a target of 100% of completers to complete an action plan and/or 100% to achieve an agreed Social Justice outcome.

The Supplier will be required to provide DWP with supporting evidence of engagement and an agreed action plan and where applicable, details of claimants who have completed the agreed action plan.

➤ **Category 4 (Supporting Hardest to Help into Work)**

The Supplier will be given a target of 30% of claimants commencing provision to move into employment (though potential suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 30% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

➤ **Category 5 (Addressing Barriers)**

The Supplier will be given a target of 45% of claimants commencing provision to move into employment (though potential suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 45% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

➤ **Category 6 (Skills for Work)**

The Supplier will be given a target of 60% of claimants commencing provision to move into employment (though Potential Suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 60% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

➤ **Category 7 (Getting Jobs)**

The Supplier will be given a target of 45% of claimants commencing provision to move into employment (though Potential Suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 45% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

➤ **Category 8 (Keeping jobs)**

This provision will entail a long term relationship with a claimant in order to keep them in a job. 100% of starters will have a signed Mentoring Agreement detailing the agreed level of support that they will receive. 75% of individuals who have a signed Mentoring Agreement will be in employment for a continuous period of 13 weeks from the date that the mentoring agreement was signed and evidence will be provided of the activities carried out.

Routeways:

➤ **Routeway 1**

The Supplier will ensure that 100% of completers complete an action plan.

➤ **Routeway 2**

The Supplier will be given a target of 40% of claimants commencing provision to move into employment (though potential suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 40% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

➤ **Routeway 3**

The Supplier will be given a target of 45% of claimants commencing provision to move into employment (though Potential Suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 45% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

➤ **Routeway 4**

The Supplier will be given a target of 60% of claimants commencing provision to move into employment (though Potential Suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 60% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

➤ **Routeway 5**

The Supplier will ensure that 100% of completers complete an action plan.
The Supplier will be given a target of 30% of claimants commencing provision to move into employment (though potential suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within this category will be indicated by a minimum of 30% of claimants entering and remaining in employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4 week period must commence within the 13 week tracking period. For broken periods of employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.