

BYB MENTORING Q&A

	Question	Answer
1	What information has been provided to JCP Personal Advisers to use at the customer Gateway/referral process?	We have engaged with Jobcentre Plus since the inception of the Backing Young Britain and we are in the process of drafting the exact process. JCP advisers will explain to customers at the first customer intervention what Mentoring is, what they will get from it, how they go about joining the Mentoring initiative.
2	How many employers have signed up to the Backing Young Britain initiative, and what is their level of commitment?	Employers have only been asked to express an interest at this stage. In total there has been expressions of interest from 312 employers covering both the Mentoring and Non-graduate Internship. Backing Young Britain information can be found on the Backing Young Britain website http://interactive.bis.gov.uk/backingyoungbritain/
3	How many of the employers who have signed up to the Backing Young Britain initiative are for Mentoring and/or Non-Graduate Internship?	Of the 312 who have signed up, 79 have expressed an interest in mentoring, 101 have expressed interest in non-graduate internships and 110 have expressed interest in work experience.
4	If a young person goes into a job during the mentoring programme - how does that affect the payment?	Mentoring is not a job outcome based provision, it is 100% service fee.
5	Are there any sanctions if the mentoring relationship breaks down?	The Mentoring Programme is voluntary so no sanctions will be imposed. Management Information supplied to the contract management team will be used to monitor and manage the relationship between the mentor and the mentoree if this is a common occurrence.

6	Will customers be able to be referred by Jobcentre Plus to the supplier after the Day 1 referral window?	There is potential for customers could be referred to the supplier at a later stage in their claim, however we need to clarify how often the programme will be offered to customers after this initial contact.
7	What about existing customers that have passed the Day 1 referral period already, but may still be suitable for the mentoring provision?	This would need to be impacted and reviewed.
8	Success will be measured by the customers movement closer to the job market, what other measures of success will there be?	A good mentoring experience (e.g. customer feedback)
9	What is the definition of a suitable mentor?	DWP do not want to be prescriptive on the definition of a mentor because of the diverse nature of the customer base. We would expect bidders to submit tenders which fully reflect the diverse customer base.
10	Will anything be done to prevent cherry picking?	As part of contract management we will look at what happens to a sample of referrals to ensure that all referrals are dealt with appropriately.
11	Is there a possible Conflict of Interest between the Future Jobs Fund and Mentoring provision? How will this link into the existing Young Persons Guarantee?	The Mentoring provision runs for the first 6 months of a customers claim. The Young Persons Guarantee commences at the 9-12 month stage of a customers claim, and we don't envisage any overlap. The Mentoring provision is voluntary and customers could sign up to other elements under Backing Young Britain initiative including Work Experience and/or Non-graduate Internships.

12	The specification states that 20% of a customer's time on Work Experience and Internships should be allowed for job search activity, please clarify?	Employers should allow a customer sufficient time to continue with job search activities to support the longer term goal of securing paid work. To this end, customers should be allowed up to 20% of the agreed number of working hours in the week away from the placement. Customers in work experience placements will be required to use part of this time to attend their fortnightly job search meeting at their local Jobcentre Plus. In addition, employers will be required to release customers to attend an interview or interviews for a paid job, in addition to this 20%, if appropriate. Your bid needs to detail how this will be delivered.
13	Are you looking to contract with a single supplier for both the Non Graduate Internship and Mentoring?	DWP are running two separate procurements, however it is possible for one supplier to be successful in both.
14	Are there any circumstances where you might look to award each contract to more than one supplier?	It is unlikely due to the accelerated timetable that this will be possible.
15	When will further information on PRaP system be available?	The Provider Referral and Payment system (PRaP) is an electronic system used by Jobcentre Plus advisers to refer customers to suppliers. The Prime Provider will be the main point of engagement for the PRaP system. We will work with successful bidders nearer the time to develop the appropriate referral and payment process.
16	In Part 11B you have requested a process flow chart, is this excluded from the word limit?	Yes. DWP are willing to accept this for both programmes (Mentoring and NGIWE) to enable you to illustrate how the programme will be delivered.

17	What is the contract value for all the Backing Young Britain initiatives?	The Non-graduate Internships (NGI), Work Experience (WE) and Mentoring all have separate budgets. NGI 10,000 places - £3,220,000, NGI 20,000 places £6,440,000, WE £670,000 Mentoring places £3,250,000.
18	Finance - NGIWE and Mentoring	Year 1 costs only include the costs incurred in January - March 2010. Please include any Jan costs (start up and running costs) in the Feb costs spreadsheet.
19	What is a start?	A mentoring start is defined as the first meeting or communication between the mentor and the customer, recorded by a document signed by both parties. Only one start may be claimed for each customer.
20	Is Q16-17 the only finance questions that needs to be completed?	Yes. Please ensure that you follow the Instructions to Bidders and fill in carefully all requested Financial information on the one stage tender form. All the finance information (pricing tables and finance info and assumptions) submitted to DWP should be submitted in a separate sealed envelope.
21	Clarification on Assumptions? Will DWP be making subjective judgements on assumptions?	No, the assumptions suppliers detail will give DWP some understanding of the prices/costs you have submitted. The Finance team will also receive a copy of the tender suppliers submit so that the information can be cross checked.
22	How will you rank the finance section of the bid?	Financial ranking of suppliers will be done based on the price they submit.
23	If the number of starts falls below the lowest rate will the supplier get additional numbers for the following month?	Service fee will not be adjusted on a monthly basis, low tolerance service fee payments will only be invoked after 2 months. This will be managed by the contract management process. Given they are both national programmes we do not expect low numbers of starts.

24	I am having difficulty opening the security documents that are embedded in the Tender documents.	This has been rectified, if you having difficulties accessing the security documents please contact us at BYB.mentor@dwp.gsi.gov.uk
25	Costs submitted should be excluding VAT. Can elements of unrecoverable VAT be declared on the documentation, or if not can the VAT on appropriate items be recovered from DWP?	Bidders should exclude any output VAT (VAT on the provision of the service(s)) that may be charged to DWP. However, where bidders deem that input VAT (VAT incurred on bought in goods and services), is non recoverable by them they should deem such to be a potential cost of provision and include such in the bid price in line with their costing policy.
26	Is the security plan assessed under the main bid evaluation?	No, this will not be evaluated under the main bid evaluation. The security plan will only be assessed at the preferred bidder stage.
27	Where do I submit any questions about Mentoring Programme?	All questions including finance and security should be submitted to BYB.mentor@dwp.gsi.gov.uk
28	Can I submit a bid as a prime provider and be cited as a sub contractor in a prime providers bid?	Yes. You must sign a sub contractor letter of intent in order to do so.
29	The preferred bidder will be announced w/c 22 December, will the days between Christmas and New Year be counted as working days for the accreditation process?	Momenta will be working on the days between Christmas and New Year. The accreditation process can continue if required.
30	We have been declared a preferred bidder for the Future Jobs Fund but have not been informed of the accreditation process, why is this?	The Future Jobs Fund is a "challenge fund" rather than a procurement exercise. Organisations who are successful in their bid to the Fund receive a Future Jobs Fund Grant to create jobs. There is no process of preferred bidders.

31	Is the accreditation process for Prime providers only or do sub contractors need to be accredited?	The accreditation process is only for Prime providers. However, it is the Prime providers responsibility to check that the sub contractor satisfies your policies and the requirements of the contract.
32	Can all contact details for organisations who have expressed an interest in bidding for Mentoring or NGI be shared with all delegates?	Yes. It should be noted that this was sent out on 11.11.09 and again on the 16.11.09.
33	I would be interested in becoming a sub contractor/partner deliverer, is there a mechanism that we can register this interest to prospective bidders?	We will be e-mailing details of all the organisations who have expressed an interest in bidding for either Mentoring and NGIWE. Yes. It should be noted that this was sent out on 11.11.09 and again on the 16.11.09.
34	Can the slides from all the presentations be made available to all?	Yes, these can viewed on the Supplying DWP website. http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/opportunities-to-tender/backingyoungbritain-mentoring.shtml
35	On page 19 of the Instruction to Tenderers, section 16.1 states that 2 paper copies and 1 electronic copy are required. Please could you confirm how many hard copies of parts 1-15 & 18 are required?	Para 16.1 is incorrect and should state three paper copies of part 1-15 and 18.
36	Please could you advise me on how the pricing for the mentoring contract is being dealt with. Is the contract being awarded on a cost plus basis – and if so, what percentage on top of cost is being awarded please?	The finance element of the contract award will be assessed purely on the price returned. This price should be within the indicative budget available and needs to include all costs including any profit or surplus the bidder feels is appropriate. For evaluation purposes the lowest price will be awarded the highest finance score with other prices scored relatively to the lowest price.

37	Please could you confirm that the only evidence required for the service fee is the signed documentation between the young person and the mentor at the first meeting, and not receipts for mentoring expenses etc?	Yes, the only evidence required for the service fee is the signed documentation between the young person and the mentor at the first meeting. Receipts for mentoring expenses etc are not required for service fee purposes.
38	One of our sub-contracts has asked about the option of sub-contracting to smaller local organisations if the need or opportunity were to arise during the programme. The guidance states that we need to confirm further sub-contracting with DWP first but can we build this in to our proposal without naming the potential small local organisations?	In the evaluation of your proposal we need to assure ourselves of your ability to deliver the programme and if you were unable to provide details of how you would deliver important aspects of the programme this would be reflected in your evaluation scoring. If you are not able to name potential sub-contractors you should describe how you would go about sourcing and engaging these suppliers. If, however, you identify the need for further sub-contractors after the contract has been signed this would be subject to agreement with your DWP contract manager.
39	Is answering the following question and chart required if you do not have a parent or holding company? 3.8. Please provide a one-page chart illustrating the ownership structure of the Potential Supplier including relations to any parent or other group or holding companies.	If you do not have a parent or holding company then a one page chart illustrating the structure of the Potential Supplier is not required.
40	In answering question 3.10 'Please provide details of the Potential Suppliers Executive Directors/Partners'. Could you define Executive Director please? For a charity would this be the Chief Executive or the Board of Trustees	An Executive Director is a director who is a full or part-time employee of the company. Question 3.10 is looking for the names and details of the directors who have day-to-day operational responsibility for the company.

41	<p>The reference to the DWP Accreditation in the Instructions to Bidders and at the Briefing Session covered 5 areas, however the document that was distributed and the templates on the website only cover 4. To ensure no unnecessary hold ups could we see the Environmental questions please?</p>	<p>The Environmental questions are not covered in the current accreditation system. DWP are looking to include them in the new system which will be starting later in the year. So accreditation will be done without the environmental questions and the accreditation will stand for 12 months. When the new system comes on-line the data will be transferred over from the old system. Then after 12 months the supplier will be asked to go through the process plus the environmental ones.</p>
42	<p>1) What is expected in relation to group mentoring i.e. mentor to mentee ratios. 2) Is there any lead time allowed on the delivery of the contract.</p>	<p>1) We have not specified the mentor to mentee ratio. We expect potential bidders to provide their own customer journey and resources involved and provide rationale as to how this will work. Please see specification reference 1.7. 2) Due to the accelerated nature of this procurement competition, with contract expected to commence on 29 Jan 2010 it is again for the potential supplier to set out their volume profiles for the contract period. Please present figures as to how you will achieve the 10,000 customers nationally and rationale to support this. Please see specification references 1.18 and 1.19</p>