

Provider Referrals and Payments system

From October 2009, DWP will introduce an automated Provider Referrals and Payments (PRaP) system to replace the current clerical processes for new Commercial Employment Provision. PRaP will deliver a quicker, more secure and accurate service for customers and Providers.

You will use a standard web browser (Internet Explorer or Mozilla Firefox) to access PRaP following user authentication via the Government Gateway. You will be able to download referral information such as contact details and other relevant customer data. This information can be exported from PRaP either in .pdf or .csv file formats.

You will need to record certain actions within PRaP e.g. start dates, leaver dates and outcomes. PRaP will automate payments of monthly service fees and payable outcomes as appropriate.

Direct access to PRaP will be limited to Prime Providers, and as you will have access to some personal customer data you will need to comply with the Departmental Security policies and the Data Protection Act for onward transfer of this data through your own systems.

We will need assurance that you are compliant with The DWP Minimum Security Standards before you will be given access to PRaP. This will be done via a Security Plan which you will be asked to submit during the tendering process. The standards will be included in your contract Terms & Conditions, and should be made available to your planning and IT departments.

If you have any queries about these standards, you should raise them via our web site. We are making arrangements to support successful WfYB bidders through this process, and will let you know about them as soon as we can.